

Prevent—Inform—Assist

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

VERSION 13  
December 2020

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



**Hands/Face/Space/Ventilation**

## 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.

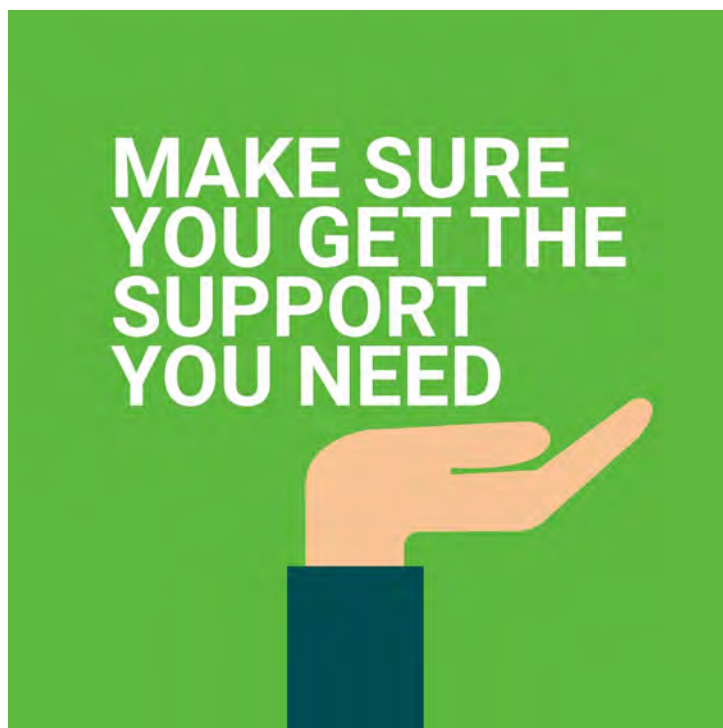
Our Business community, despite all their own challenges are stepping up and helping in so many ways and the Council is committed to supporting and keeping them up to date with advice and information as soon as things are shared

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 07976794786

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

### Neighbourhood 2:

Yovone Cook 07976794786

[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 07795084328

[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

### GOVERNMENT ADVICE

- [GOV.UK: Coronavirus Guidance](#)
- [GOV.UK: Interactive Map for COVID levels](#)
- [GOV.UK: How to make a Christmas bubble with friends and family](#)
- [GOV.UK: Social distancing](#)
- [GOV.UK: Making a support bubble with another household](#)
- [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](#)

## COMMUNITY RESOURCES

- [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](#)



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

### **Ardleigh Parish Church.**

### **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)

**Fordham Parish Council**

**Fordham Village Facebook Group**

**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**

**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 Johns and Highwoods Community Hub**

**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@cabnet.org.uk](mailto:advice.colchester@cabnet.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 center 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/>

## **Essex Befriends**

Whether you are feeling lonely, isolated, stopped doing things you once loved or

generally lack in confidence, Essex Befriends is here to help. It offers befriending services to people over 18 and who are carers, older people, those experiencing mental ill health or who have a learning disability.

They are currently making most of their contacts by phone, video call, e-mail or texts. Where appropriate and safe, Befrienders can also meet the person they are Befriending in outside spaces.

If volunteering as a Befriender is of interest to you please apply via the Essex Befriends website. Call: 0300 770 1263. Email: [essexbefriends@affc.org.uk](mailto:essexbefriends@affc.org.uk)

## **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)

# HANDS/FACE/SPACE/VENTILATION

Research shows that being in a room with fresh air can reduce your risk of infection from particles by over 70%, as fresh air dilutes the particles.

As we spend more time indoors, experts are recommending that people either:

- Open windows for short, sharp bursts of 10 to 15 minutes regularly throughout the day.
- Leave windows open a small amount continuously.

This is to remove any infected particles lingering in the room.

Additionally, it is advised that any household systems that use outdoor air, including kitchen or bathroom extractor fans, are used correctly and regularly as an additional method to remove infected particles.

Airing indoor spaces is particularly important when:

- People have visitors (when permitted) or tradespeople in their home, for example for construction or emergencies
- Someone from a support bubble is meeting with another household indoors.
- A care worker is seeing a patient indoors.
- Someone in the household has the virus, as this can help prevent transmission to other household members.

## **Wash your hands**

While coronavirus is not likely to survive for long periods of time on outdoor surfaces in

sunlight, it can live for more than 24 hours in indoor environments. Washing your hands with soap and water for at least 20 seconds, or using hand sanitizer, regularly throughout the day will reduce the risk of catching or passing on the virus.

## **Cover your face**

Coronavirus is carried in the air by tiny respiratory droplets that carry the virus. Larger droplets can land on other people or on surfaces they touch. Smaller droplets, called aerosols, can stay in the air indoors for at least 5 minutes, and often much longer if there is no fresh air. Face coverings reduce the dispersion of these droplets, meaning if you're carrying the virus, you're less likely to spread it when you exhale.

## **Make space**

Transmission of the virus is most likely to happen within 2 metres, with risk increasing exponentially at shorter distances. While keeping this exact distance is not always possible, remaining mindful of surroundings and continuing to make space has a powerful impact when it comes to containing the spread.

## **Ventilation**

In addition, airing rooms is important as it reduces the number of infectious aerosols in the air. Simple actions like opening windows regularly throughout the day, especially when you share a space with others, and making sure that mechanical ventilation systems and kitchen and bathroom extractor fans are used correctly, will reduce your risk.

[Hands/Face/Space/Ventilation Video](#)

# LOCAL COVID TIERS — COLCHESTER IS IN TIER 2: HIGH

From the 2nd of December the government replaced the national lockdown restrictions with a strengthened tier system.

There are 3 tiers for local restrictions:

- [Tier 1: Medium alert](#)
- [Tier 2: High alert](#)
- [Tier 3: Very High alert](#)

There is separate guidance for [households with a possible or confirmed coronavirus infection](#) and for [people who are clinically extremely vulnerable to coronavirus](#).

There is also separate guidance for [support](#) and [childcare bubbles](#), which apply across all tiers.

Support bubbles have been expanded. From 2 December you can form a support bubble with another household if any of

the following apply to you:

- you are the only adult in your household (any other members of the household having been under 18 on 12 June 2020) or are the only adult who does not have a disability that needs continuous care
- you have a child under 1
- you live with a child under 5 with a disability that needs continuous care

[Information on forming a Christmas bubble with family and friends](#) can be found on [pages 26—34](#)

## TIER 2—HIGH ALERT

### Meeting family and friends indoors

You can only meet socially with friends and family indoors who you either:

- live with
- have [formed a support bubble](#) with

Unless a legal exemption applies.

‘Indoors’ means any indoor setting, including:

- private homes
- other indoor venues such as pubs and restaurants

### Meeting family and friends outdoors

You can see friends and family you do not live with (or do not have a support bubble with) outdoors, in a group of no more than 6. This limit of 6 includes children of any age.



The poster features a photograph of a cyclist on a road with a car in the background. The NHS logo is in the top right. The text reads: 'CORONAVIRUS STAY ALERT TO STAY SAFE'. Below this, it says 'To control the risk of infection:' followed by three bullet points: '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 banner with black text reads 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

'Outdoors' means in a private garden or other outdoor space.

You can continue to meet in a group larger than 6 if you are all from the same household or support bubble or another legal exemption applies.

### Support and childcare bubbles

There is separate guidance for support bubbles and childcare bubbles across all tiers. Support bubbles have been expanded see page 14.

### Meeting in larger groups

There are exceptions where people can continue to gather indoors, or in groups larger than 6 outdoors, including:

- As part of a single household or support bubble.
- In a childcare bubble (for the purposes of childcare only).
- For work, or providing voluntary or charitable services, including in other people's homes (see guidance on working safely in other people's homes).
- For registered childcare, education or training – meaning education related to a formal curriculum, or training that relates to work or obtaining work.
- For supervised activities provided for children, and those who were under 18 on 31 August 2020, including wraparound care (before and after school childcare), children's groups

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.

and activities for under-18s, and children's playgroups.

- For parent and toddler groups – up to a maximum of 15 people (under-5s do not count towards this limit). These cannot take place in private dwellings.
- For arrangements where children do not live in the same household as both their parents or guardians.
- To allow contact between birth parents and children in care, as well as between siblings in care.
- For prospective adopting parents to meet a child or children who may be placed with them.





# TIER 2

# HIGH ALERT

FROM 2 DEC

<b>MEETING FRIENDS AND FAMILY</b>	<b>BARs, PUBS AND RESTAURANTS</b>	<b>RETAIL</b>	<b>WORK AND BUSINESS</b>
<p>No mixing of households indoors, apart from support bubbles. Maximum of six outdoors.</p>	<p>Pubs and bars must close, unless operating as restaurants. Hospitality venues can only serve alcohol with substantial meals. Venues must stop taking orders at 10pm and must close by 11pm.</p>	<p>Open.</p>	<p>Everyone who can work from home should do so.</p>
<b>EDUCATION</b>	<b>INDOOR LEISURE</b>	<b>ACCOMMODATION</b>	<b>PERSONAL CARE</b>
<p>Early years settings, schools, colleges and universities open. Childcare, other supervised activities for children, and childcare bubbles permitted.</p>	<p>Open.</p>	<p>Open.</p>	<p>Open.</p>
<b>OVERNIGHT STAYS</b>	<b>WEDDINGS AND FUNERALS</b>	<b>ENTERTAINMENT</b>	<b>PLACES OF WORSHIP</b>
<p>Permitted with household or support bubble.</p>	<p>15 guests for weddings, civil partnerships, wedding receptions and wakes; 30 for funerals.</p>	<p>Open.</p>	<p>Open, but cannot interact with anyone outside household or support bubble.</p>
<b>TRAVELLING</b>	<b>EXERCISE</b>	<b>RESIDENTIAL CARE</b>	<b>LARGE EVENTS</b>
<p>Reduce the number of journeys you make and walk or cycle if possible. Avoid busy times and routes on public transport. Avoid car sharing with those outside of your household or support bubble. Avoid travelling outside your area, or entering a Tier 3 area, other than where necessary such as for work or education. Further exemptions apply.</p>	<p>Classes and organised adult sport can take place outdoors, but cannot take place indoors if there is any interaction between people from different households. Organised activities for elite athletes, under-18s and disabled people can continue.</p>	<p>COVID-secure arrangements such as substantial screens, visiting pods, and window visits. Outdoor/airtight visits only (rollout of rapid testing will enable indoor visits including contact).</p>	<p>Sport, live performances and business meetings limited to 50% capacity or 2000 people outdoors (whichever is lower) and 50% capacity or 1000 people indoors (whichever is lower)</p>

**Find out what support you can get**

For example, if you're out of work, need to get food, or want to take care of your mental health.

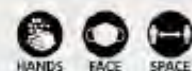
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

**If you have any coronavirus symptoms:**

A high temperature • A new, continuous cough  
A loss of, or change to, your sense of smell or taste.

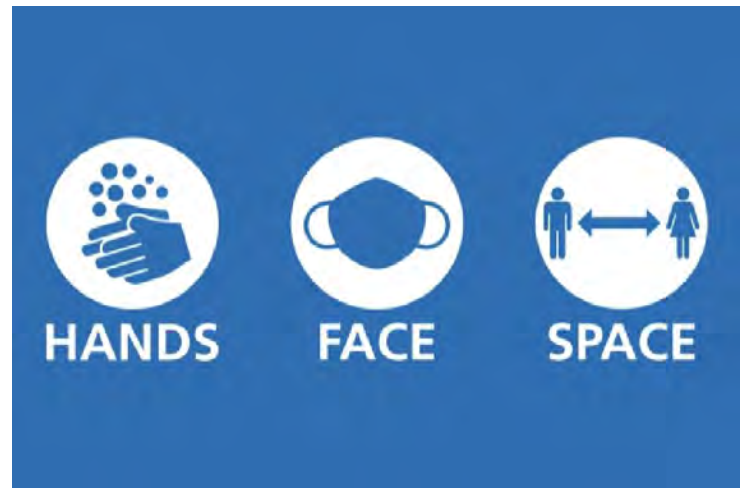
**Get a test and stay at home**

For more information and detailed guidance visit:  
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)





- Support groups of up to 15 participants – formally organised groups to provide mutual aid, therapy or any other form of support, where it is necessary for these to take place in person. These cannot take place in private dwellings. Under-5s do not count towards the 15-person limit for support groups.
- For birth partners.
- To provide emergency assistance, and to avoid injury or illness, or to escape a risk of harm.
- To see someone who is dying.
- To fulfil a legal obligation, such as attending court or jury service.
- For gatherings within criminal justice accommodation or immigration detention centres.
- To provide care or assistance to someone vulnerable, or to provide respite for a carer.
- For a wedding or equivalent ceremony and reception where the organiser has carried out a risk assessment and taken all reasonable measures to limit the risk of transmission of the virus – up to 15 people. These cannot take place in private dwellings, except for deathbed weddings that take place in exceptional circumstances where one of the parties is seriously ill and not expected to recover.



- For funerals – up to a maximum of 30 people and for linked commemorative events, such as wakes or stone settings – up to 15 people. These cannot take place in private dwellings.
- To visit someone at home who is dying, or to visit someone receiving treatment in a hospital, hospice or care home, or accompanying a family or friend to a medical appointment.
- For elite sportspeople (and their support team if necessary, or parents/guardians if they are under 18) to compete and train.
- For organised outdoor sport and physical activity, and organised sports for disabled people.
- To facilitate a house move.

Other activities, such as hobby groups, organised indoor sport, physical activity and exercise classes can continue to take place, provided that different households or support bubbles do not mix. Where it is likely that groups will mix, these activities

should not go ahead. There are exceptions for indoor disability sport, and supervised sport and physical activity for under-18s, which can take place with larger groups mixing.

Where a group includes someone covered by an exception (for example, someone who is working or volunteering), they are not generally counted as part of the gatherings limit. This means, for example, a tradesperson can go into a household without breaching the limit, if they are there for work, and the officiant at a wedding would not count towards the limit.

### **Keeping you, your friends and family safe**

When meeting friends and family you should also:

- Follow [guidance on social distancing](#) and letting in fresh air.
- Limit how many different people you see socially over any period of time.
- Meet people outdoors if possible: this is safer because fresh air provides better ventilation.

### **Protecting people more at risk from coronavirus**

[See pages 37—47](#)

### **Visiting venues, including shops, restaurants, pubs, places of worship and public buildings**

Venues can host multiple groups and should follow [COVID-secure guidance](#), but you must not mix with anyone who is not part of your household or support bubble when you are indoors.

This includes in:

- pubs and restaurants
- shops
- leisure and entertainment venues
- personal care/close contact services
- places of worship
- public buildings, such as libraries, community centres and halls
- recycling and waste centres, car parks and public toilets

At least one person in your group should give their contact details to the venue or check-in using the official NHS COVID-19

## **IF YOU BREAK THE RULES**

The police can take action against you if you meet in larger groups. This includes breaking up illegal gatherings and issuing fines (fixed penalty notices).

You can be given a fixed penalty notice of £200 for the first offence, doubling for each further offence up to £6,400. If you hold, or are involved in holding, an [illegal gathering](#) of over 30 people, the police can issue fines of £10,000.

app so [NHS Test and Trace](#) can contact you if needed.

## Going to work

Everyone who can work from home should 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 education settings, should continue to go into work where necessary.

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

If you are [clinically extremely vulnerable](#) you can go to work as long as your workplace is COVID-secure, but you should carry on working from home wherever possible.

Gatherings for work purposes are only allowed where they are reasonably necessary. If meetings take place in the workplace, workplaces should be set up to meet the COVID-19-secure guidelines. Meals to socialise with work colleagues are not permitted.

For more information, follow the guidance on [how to return to work safely](#).

## Going to school and college

The government has prioritised ensuring all children and young people can attend school and college safely, to support their wellbeing and education and help working parents and guardians. All pupils should continue to attend school and colleges, unless required to self-isolate, when their school and college should provide them with high quality remote education.

## Childcare

There are several ways that parents and carers can continue to access childcare in tier 2. You can get childcare support from:

- Registered childcare providers.
- Professional childcare providers in the home such as nannies (see guidance on [working safely in other people's homes](#)).
- Other supervised activities provided for young people (including anyone who was under 18 on 31 August 2020) – including wraparound care, children's groups and activities, and children's playgroups.



- People in their childcare bubble – 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.
- People in their support bubble – some households will also be able to benefit from being in a support bubble.

***Friends or family who do not live with you and are not part of a support or childcare bubble must not visit your home to help with childcare.*** Childcare bubbles are to be used to provide childcare only, and not for the purposes of different households mixing where they are otherwise not allowed to do so. Read [guidance on making and using a childcare bubble](#).

### Visiting relatives in care homes

Visits to care homes can take place with arrangements such as substantial screens, visiting pods, and window visits. Regular testing will be offered to up to two family members or friends per resident by Christmas, which – when combined with other infection-control measures such as PPE – will support indoor visits with physical contact. Detailed guidance will be published shortly.

### Travel

You can continue to travel to venues that are open, or for reasons such as work or education, but you should reduce the number of journeys you make wherever

possible.

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

Avoid car sharing with anyone from outside your household or your support bubble. [See the guidance on car sharing](#).

If you need to use public transport, you should follow the [safer travel guidance](#).

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.

You can still travel within Tier 2 areas to hotels and other guest accommodation.

You should only do this with people in your

VERY HIGH	HIGH	MEDIUM
<b>LOCAL COVID ALERT LEVEL</b>		
<b>HIGH</b>		
<b>Social Contact</b> 1 household / bubble indoors. Rule of six outdoors.	<b>Weddings and Funerals</b> Up to 15 guests for weddings and up to 30 guests for funerals. 15 for receptions, wakes and related ceremonies.	<b>Overnight Stays</b> Overnight stays permitted subject to social contact rules.
<b>Working from home guidance</b> Work from home where possible.	<b>Shopping and Retail</b> Open.	<b>Leisure and gyms</b> Open.
<b>Hospitality</b> Open with some restrictions including 10pm closing time and table-service only.	<b>Entertainment and tourist attractions</b> Open, except nightclubs and adult entertainment.	

household or support bubble.

### **Travelling out of a Tier 2 area**

If you live in a Tier 2 area, you must continue to follow Tier 2 rules when you travel to a Tier 1 area.

However, avoid travel to or overnight stays in Tier 3 areas other than where necessary, such as:

- for work
- for education
- to access voluntary, charitable or youth services
- to visit your support bubble
- to receive medical treatment
- for moving home
- because of caring responsibilities

You can travel through a Tier 3 area as a part of a longer journey.

For international travel see the Foreign, Commonwealth and Development Office [Travel Advice](#) for your destination and the [travel corridors list](#).

When travelling, it is important that you respect the rules in Scotland, Wales and Northern Ireland and do not travel to different parts of the UK where their intended activities there would be prohibited by legislation passed by the relevant devolved administration.

There is [guidance on what to do if you've booked holiday accommodation in a local](#)

[restriction area](#).

### **Weddings, funerals and wakes**

Wedding and civil partnership ceremonies, receptions and funerals should only take place in COVID-secure venues or in public outdoor spaces, unless in exceptional circumstances.

Receptions and wakes should be sit down meals to ensure people can keep their distance from each other and must not take place in private dwellings.

You can have up to:

- 15 people for weddings, civil partnership ceremonies and receptions.
- 30 people for funerals.
- 15 people for wakes or linked ceremonial events (such as stone-settings) before or after the funeral.

The limits above are the maximum number for all attendees at the event, for example at a wedding or civil partnership ceremony to include the couple and guests. Anyone working at a wedding, civil partnership ceremony, reception, wake or funeral is not included in the limit. Within these larger gatherings, social distancing should still be followed between people who do not live together or share a support bubble.

People living outside of a Tier 2 level area can travel to the area to attend an event. However, they must not meet with another

household in a private home.

Read the guidance on [small marriages and civil partnerships](#) and [managing a funeral during the coronavirus pandemic](#).

### Places of worship

You can attend places of worship for a service. However, you must not socialise with anyone outside of your household or support bubble.

You should follow the [national guidance on the safe use of places of worship](#).

### Sport and physical activity

In line with [guidelines](#) from sporting national governing bodies, you can take part in organised sport and physical activity outdoors with any number of people.

You can only take part in organised sport, exercise classes and other group activities indoors with people you live with or share a support bubble with.

There are exceptions for the following, which can take place in any number:

- disability sport
- sports as part of the curriculum in education
- supervised sport and physical activity for under-18s (including those who were under 18 on 31 August 2020)

You can do unlimited exercise outdoors or in gyms and other sports facilities. If it is not a formally organised activity, you can only exercise outdoors in groups of up to six (or your household or support bubble), or indoors with your own households or support bubble.

You should follow the guidance on:

- [recreational team sport](#)
- [outdoor sport and recreation in England](#)
- [for providers of grassroots sports and gym/leisure facilities](#)

### Moving home

You can still move home.

Estate and letting agents and removals firms can continue to work. If you are looking to move home you can go to property viewings.

Follow the [national guidance on moving home safely](#). This includes advice on social distancing and [wearing a face covering](#).

**LET'S  
STOP  
THE SPREAD**

### Can I visit anyone in another tier?

Yes, you can but you must stick to restrictions from your area.

[#StaySafeEssex](#)

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

## THE RULE OF SIX

### Financial support

Wherever you live, you may be able to get financial help:

- financial support if you're off work because of coronavirus
- financial support if you're self-employed and getting less work or no work



The rule of six means that:

**Social gatherings of more than six people are NOT allowed.**

This applies to people in private homes, indoors, outdoors, and places such as pubs, restaurants, cafes and public outdoor spaces.

It applies to all ages.

Indoor organised sport for over 18s will no longer be exempt from the rule of six.

There is an exemption for indoor organised team sports for disabled people

The rule does not apply

- to where everyone lives together or is in the same support bubble
- schools or workplace
- weddings up to 15 people can attend
- funerals up to 30 people can attend, this does not include wakes
- organised outdoor team sports
- participate in children's playgrounds
- youth groups and activities
- Support groups are limited to 15

The full list of exemptions also includes protests and political activities subject to 'strict risk assessments', jury service and providing emergency assistance.

**People who ignore the RULE OF 6 could be fined £200 – doubling with each offence to a maximum of £6 400. If you hold, or are involved in holding, an illegal gathering of over 30 people, the police can issue a fine of £10 000**

# 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.

The most important way to suppress the virus is to **maintain the right behaviours**



Wash hands frequently for at least 20 seconds



Wear a face covering in enclosed environments



Maintain space, including social distancing with those outside your household or bubble



Minimise the number of people you see/meet, and where possible the duration of contact



Get a test \ immediately if you have any symptoms and share contacts to enable effective tracing



Make sure that any indoor space has good ventilation (for example by opening windows so that fresh air can enter)



If meeting people try to do so outdoors



Self isolate if you or another household member has symptoms or has tested positive, or you have been notified that you were in close contact with someone who has tested positive.

# MAKING A CHRISTMAS BUBBLE WITH FRIENDS AND FAMILY


## What you need to know

The festive period is an important time for many people of all faiths and none, with many coming together over the holidays. The UK Government and Devolved Administrations recognise that people will want to be with their friends and family over Christmas, particularly after an incredibly difficult year. For this reason, the government is changing some social contact restrictions for a short period of time. When following these new rules, we must each continue to take personal responsibility to limit the spread of the virus and protect our loved ones, particularly if they are vulnerable. For many, this will mean that it isn't possible to celebrate Christmas in the way you

normally would.

## Between 23 and 27 December:

- You can form an exclusive 'Christmas bubble' composed of people from **no more** than three households.
- You can only be **in one** Christmas bubble.
- You **cannot change** your Christmas bubble.
- You can travel between tiers and UK nations for the purposes of meeting your Christmas bubble.
- You can only meet your Christmas bubble in private homes or in your garden, places of worship, or public outdoor spaces.

 HM Government





# CHRISTMAS BUBBLE

Between 23 and 27 December you can form an exclusive 'Christmas bubble' of up to three households

Find out more: [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

- You can continue to meet people who are not in your Christmas bubble outside your home according to the rules in the tier where you are staying.
- You cannot meet someone in a private dwelling who is not part of your household or Christmas bubble.

You should travel to meet those in your Christmas bubble and return home between the 23 and 27 December. Anyone travelling to or from Northern Ireland may travel on the 22 and 28 December.

A fixed bubble is a sensible and proportionate way to balance the desire to spend time with others over the Christmas period, while limiting the risk of spreading infection. However, the more people you see, the more likely it is that you will catch or spread coronavirus (COVID-19). You can spread coronavirus to others even if you and the people you meet have no symptoms. You and the other people in your Christmas bubble need to consider these risks carefully before agreeing to form a bubble. You should consider ways to celebrate Christmas in other ways, such as the use of technology and meeting outdoors, without bringing households together or travelling between different parts of the country.

Forming a bubble if you are vulnerable or clinically extremely vulnerable carries additional risks—see advice for clinically

vulnerable people on page 30.

You should keep taking steps to reduce the spread of the virus, and this will help ensure that the festive period is as safe as possible. This includes ensuring indoor spaces get as much fresh air as possible, washing your hands regularly and for 20 seconds, and following rules on self-isolation if you develop symptoms or test positive for coronavirus. You should get a free NHS test if you have symptoms, have been asked to by your local council or your hospital, or are taking part in a government pilot project.

### Forming a Christmas bubble

Christmas bubbles, support bubbles and childcare bubbles are all different things and have their own specific rules.

The rules on forming and using a Christmas bubble are the law. You must follow them to minimise the spread of infection.

Everyone is allowed to form a Christmas bubble. There are three main rules:

- You can only be in **one** Christmas bubble.
- You **cannot change** your Christmas bubble.
- Your Christmas bubble should not include people from more than three households.

It is important that you keep your Christmas bubble as small as possible.

**You must not form a Christmas bubble if you are self-isolating.** See information on self-isolation and Christmas bubbles on [page 32](#).

### **If you're in a support bubble**

Existing support bubbles count as one household towards the three household limit. This means that if you are in a support bubble, you can collectively form a Christmas bubble with two other households. This applies only to support bubbles as set out in law. You should, however, consider the risks of doing so and keep your Christmas bubble as small as possible.

[Read guidance on making and using a support bubble](#)

### **If you're in a childcare bubble**

Between 23 and 27 December, you can continue to use a childcare bubble, but only if reasonably necessary for the purposes of childcare and where there are no reasonable alternatives. If you want to meet socially with the other household in your childcare bubble, you should include them in your Christmas bubble. You and the other household in your childcare bubble would count as two households towards the three household limit for Christmas bubbles.

[Read guidance on making and using a childcare bubble](#)

### **Separated parents of children under 18**

Children (under-18) whose parents do not live together may be part of both parents' Christmas bubbles, if their parents choose to form separate bubbles. Nobody else should be in two bubbles.

### **Forming a different Christmas bubble to the people you live with normally**

You are allowed to form a different Christmas bubble from the people you live with normally. If you and the people you are living with want to be in different Christmas bubbles, you can choose to stay somewhere else with different people for this period and form a Christmas bubble with that household and one other household (this will count as three households). You should check the guidance on households where everybody



is not in the same Christmas bubble on [page 32](#).

### **If you're a student who's moved home from university for the holidays**

If you are a student who has moved home for the university holidays, you are considered to be part of the household to which you have returned. You are not treated as part of your term-time household for this period.

### **Meeting with your Christmas bubble, and other friends and family**

Everybody in a Christmas bubble is responsible for taking clear steps to prevent catching and spreading the virus. If you do not follow these rules, you increase the risk of catching the virus, and spreading it to your friends and family.

You should take particular care to follow this advice if you are in a Christmas bubble with anybody who is vulnerable or clinically extremely vulnerable. There is further advice on what to do if you are clinically extremely vulnerable later on [page 32](#).

### **Before forming and meeting your Christmas bubble**

You should reduce unnecessary contact with people you do not live with as much as possible in the two weeks before you form your Christmas bubble.

Children should continue to go to school.

You should work from home if you can,

but you should avoid unnecessary social interaction. Any increase in contact with other people increases the risk you will catch or spread coronavirus.

### **Meeting your Christmas bubble indoors**

Between 23 to 27 December you must not meet friends or family in your home unless they are part of your Christmas bubble.

You can continue to meet people who are not in your Christmas bubble outside your home according to the rules in the tier you are staying in.

If someone is in your Christmas bubble, you can visit each other's homes and stay overnight, including in private rented accommodation. You can also go to a place of worship together, or meet in public outdoor spaces.

You cannot meet your Christmas bubble in any other indoor setting, such as a pub, hotel, retail, theatre, or restaurant. In these settings, rules on who you can and cannot meet depend on your tier.

We know that it's easier to catch and spread the virus in an indoor space, especially if there is little flow of fresh air. Therefore, when meeting your Christmas bubble you should take these measures to prevent the spread of the virus:

- wash your hands frequently
- clean touch points regularly, such as door handles and surfaces

If you are only visiting someone for a short time, you should:



- Keep socially distanced from anybody you do not live with as much as possible.
- Make sure you let as much fresh air in as you can during a visit and after visitors have left, without getting cold, by opening windows and doors.

### Meeting your Christmas bubble outdoors

You can be with your Christmas bubble in your garden or an outdoor public place. You can continue to meet people who are not in your Christmas bubble outside your home according to the rules in the tier you are staying in.

Outdoor public places include:

- parks, beaches, parts of the countryside open to the general public
- public gardens (whether or not you

pay to enter them)

- allotments
- playgrounds

### Households where everybody is not in the same Christmas bubble

If you have chosen to form a different Christmas bubble from other people in your household - the people you live with normally - you should take additional steps to prevent the opportunity for the virus to spread within your household, and between bubbles.

This might include:

- Staying with another member of your Christmas bubble between 23 and 27 December where possible.
- Taking extra precautions such as cleaning surfaces and contact points like door handles and letting in as much fresh air as possible after someone has visited your household.

### Self-isolation

You must also follow rules on self-isolation, which apply if either you, someone you live with, someone in your childcare or support bubble, or someone you have been in contact with, has symptoms or has tested positive for coronavirus. This means you must not form a Christmas bubble if you have coronavirus symptoms or are self-isolating. These rules are the law and you must follow them even if it means not meeting with friends or family over

Christmas.

If a member of your Christmas bubble tests positive for coronavirus or develops coronavirus symptoms between the 23 and 27 December, or up to 48 hours after members of the bubble last met, all members of the bubble must self-isolate as if they were members of the same household.

### **If you are clinically extremely vulnerable**

You are still able to form a Christmas bubble if you are clinically extremely vulnerable but it does involve greater risks for you. You will minimise your risk of infection if you limit social contact with people that you do not live with.

Forming a Christmas bubble is a personal choice and should be balanced against the increased risk of infection. If you do decide to form a Christmas bubble you can take extra precautions set out in [Guidance for the clinically extremely vulnerable at Christmas](#). Others in your bubble should be mindful of your increased risks and be extra vigilant in the days before you get together. [See page 44 for more information](#).

### **If you are a care home resident**

The guidance on care homes applies to England.

Spending time with others outside the care home will increase risk of exposure to coronavirus for the resident and the

other residents in their home on their return, and is likely to place an additional burden on the care home. Given this, visits out of care homes should only be considered for care home residents of working age. Residents, their families and care homes should very carefully consider whether this is the right thing to do, or whether visiting at the care home would provide meaningful contact in a safer way.

Some residents may be able to leave their care home, in agreement with the home and subject to individual risk assessments. A care home resident may form a bubble with one other household, and should ***not form a three-household Christmas bubble at any point.***

If a care home resident does join a household for Christmas they should maintain social distance, wash hands regularly, and let plenty of fresh air into rooms by opening windows and doors.

Others in the household should take steps to minimise the risk to the care home resident and others in the care home, recognising that introducing coronavirus to a care home puts all those who live and work there at risk. All members of the bubble should:

- Take steps to minimise their potential exposure to coronavirus by limiting the number of people they meet for two weeks prior to allowing a care home resident into their household.

- Talk to the care home about getting tested prior to meeting the care home resident outside the care home. In order to safely return to the care home, the resident will need to be tested and isolated. We will provide further details shortly through the publication of relevant guidance.

In order to safely return to the care home, the resident will need to be tested and isolated.

### **Travel and overnight stays with your Christmas bubble**

Between 23 and 27 December, you may travel between tiers and other nations of the UK if necessary to meet with other households in your Christmas bubble or return home. Once at your destination, you should follow the rules in that tier.

You should not travel to see your bubble before 23 December, or travel back after the 27 December except in exceptional circumstances (for example, if a member of your Christmas bubble develops symptoms of COVID-19 and you are required to self-isolate). Anyone travelling to or from Northern Ireland may travel on the 22 and 28 December.

Transport routes may be busier than normal. Plan your journey and check for disruption before you leave to help keep everyone safe when travelling for Christmas. You should avoid making unnecessary stops during your journey.

Where possible, avoid sharing a car with people not in your household.

If you plan to travel to Scotland, Wales or Northern Ireland, you should read guidance from Scotland, Wales or Northern Ireland before you travel.

If you need to travel with your Christmas bubble, wherever you are, you should follow Safer Transport guidance. You should:

- Plan and avoid the busiest routes, as well as busy times.
- Keep your distance when you travel, where possible.
- Wash or sanitise your hands regularly.
- Wear a face covering on public transport in England unless you are exempt.





Different rules may apply in Scotland, Wales and Northern Ireland.

Access further information on travel

You can stay in a hotel during the Christmas period, including in a tier 3: Very High alert area but only by yourself, or with other members of your household.

You can stay in private rented accommodation with members of your household, or your Christmas bubble.

**After meeting your Christmas bubble**

In the two weeks that follow your last meeting with your Christmas bubble, you should reduce your contact with people you do not live with as much as possible.

Children can continue to go to school.

You can go to work if you cannot work from home, but you should avoid unnecessary social interaction. Any increase in contact with other people increases the risk you will catch or spread coronavirus.



The advertisement features a close-up photograph of a person wearing a white surgical mask, with only their eyes visible. In the top left corner, there is the HM Government logo and the text 'HM Government'. In the top right corner, the NHS logo is displayed. The main headline in large yellow text asks 'Got any coronavirus symptoms?'. Below this, a yellow banner with black text says 'Isolate and book a test.' Underneath the banner, it instructs to 'Use the NHS COVID-19 app or go to gov.uk/coronavirus'. Three circular icons illustrate symptoms: a thermometer for 'High temperature', a profile of a head coughing for 'New continuous cough', and a nose with a red 'X' over it for 'Change/loss of smell/taste'. To the right of these icons is a red-bordered box containing the text 'STAY ALERT', 'CONTROL THE VIRUS', and 'SAVE LIVES' with downward-pointing triangles between the lines.

## 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.

**“A face visor or shield may be worn in addition to a face covering but not instead of one. This is because face visors or shields do not adequately cover the nose and mouth.”**

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.



## WHO'S AT HIGHER RISK FROM CORONAVIRUS?

Coronavirus (COVID-19) can make anyone seriously ill. But for some people, the risk is higher.

There are 2 levels of higher risk:

- high risk (clinically extremely vulnerable)
- moderate risk (clinically vulnerable)



### People at high risk (clinically extremely vulnerable)

You may be at high risk from coronavirus if you:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor you have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means you have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes you much more likely to get infections

(such as high doses of steroids or immunosuppressant medicine)

- have a serious heart condition and are pregnant
- are an adult with Down's syndrome
- are an adult who is having dialysis or has severe (stage 5) long-term kidney disease
- have been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of your needs

### **What to do if you're at high risk**

If you're at high risk from coronavirus, there are things you can do to help keep yourself safe.

See [what to do if you're at high risk from coronavirus](#). See page 39.

### **People at moderate risk (clinically vulnerable)**

People at moderate risk from coronavirus include people who:

- are 70 or older
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)

**Updated shielding advice that is more targeted and will only apply in some of the worst affected areas and only for a limited period of time. You are only advised to follow shielding advice if you receive a new written shielding notification.**

- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)
- are pregnant – see [advice about pregnancy and coronavirus](#)

Unlike people at high risk, you will not get a letter from the NHS.

### **What to do if you're at moderate risk**

If you're at moderate risk from coronavirus, you can go out to work (if you cannot work from home) and for things like getting food or exercising. But you should try to stay at home as much as possible.

It's very important you follow the general advice on [social distancing](#). This includes trying to stay at least 2 metres (3 steps)

away from anyone you do not live with or anyone not in your support bubble.

### What is a support bubble?

Other things that can affect your risk

There are other things that can make you more likely to get seriously ill from coronavirus, including if you are:

- over 60 – your risk increases as you get older
- from a Black, Asian or minority ethnic background

## CLINICALLY EXTREMELY VULNERABLE

This guidance has been updated to support the clinically extremely vulnerable in protecting themselves from exposure to coronavirus (COVID-19). It replaces previous guidance on shielding that was in place during the 4-week period of national restrictions.

The advice sets out the additional things people at the highest risk from COVID-19 are advised to do to keep themselves safe for each tier.

### What has changed

The country has moved back to a tiered system of local restrictions. Advice has been reinstated for clinically extremely vulnerable people linked to these tiers.

This guidance offers additional advice to the clinically extremely vulnerable over and above the rules for the tiers, which apply to everyone. This guidance aims to strike a better balance between providing practical steps to help keep you safe, while reducing some of the potentially harmful impacts on mental and social wellbeing that were associated with previous strict shielding. It sets out the steps clinically extremely vulnerable people can take to protect themselves for each local tier.

In the future, the government will only reintroduce formal shielding advice in the very worst affected local areas and for a limited period of time. This will only apply

HM Government NHS

**Coronavirus**  
**Looking out for each other**

Many vulnerable people continue to isolate and still need essential support.

**HOW YOU CAN HELP SAFELY:**

- ✔ Phone or keep in touch on social media
- ✔ Pick up food for others
- ✔ Pick up medicines

Find out how to help others safely at [gov.uk/safehelp](https://www.gov.uk/safehelp)

**STAY ALERT CONTROL THE VIRUS SAVE LIVES**

## Get help and support

Help is available for anyone who has been identified as clinically extremely vulnerable.

Who this support is for.

This support is for everyone living in the Colchester borough who has been identified as clinically extremely vulnerable. If you are in this group, you will have received a letter, text or email telling you this. You may have been advised to shield in the past.

[Read more here](#)

Or call Community360 on 01206 505250 Community360 by emailing [information@community360.org.uk](mailto:information@community360.org.uk)

If you're at a higher risk from coronavirus, you can also get help from an NHS volunteer with things like getting food, medicines and other things you need.

Call [0808 196 3646](tel:08081963646) (open 8am to 8pm) to get help from [NHS Volunteer Responders](#).

to some, but not all, Tier 3 areas and will be based on advice from the Chief Medical Officer. The government will write to you separately to inform you if you are advised to shield. You are not advised to follow formal shielding advice again unless you receive a new shielding notification advising you to do so.

## WHAT LEVEL OF ADVICE SHOULD YOU FOLLOW

You can check the tier for your local area or [search by postcode](#). **Colchester is in Tier 2 High**

If you are required to travel into an area in a different tier (for example to go to work or school), you should follow the guidance for whichever area is in the higher tier. For example, if you live in a Tier 1: Medium area but work in a Tier 2: High area, follow the work advice for Tier 2: High. If you live in a Tier 2: High area but work in a Tier 1: Medium area, continue to follow the advice for Tier 2: High areas.

### Socialising inside and outside the home

Continue to maintain strict social distancing, wash your hands regularly and avoid touching your face.

Try to keep the number of social interactions that you have low. The fewer social interactions you have, the lower your risk of catching COVID-19.

At [Tier 2: High](#), you must not meet with people indoors in any setting unless they are part of your household or support bubble. This includes private homes, and indoors in hospitality venues, such as pubs and restaurants.

**Colchester and the rest of Essex are in Tier 2.**



You may continue to see friends and family you do not live with outside, including in a garden or other outdoor space. If you do so, you must not meet in a group of more than 6. In England, this limit of 6 includes children and young people of any age.

At this alert level, additional advice for clinically extremely vulnerable people is that you keep the number of different people you meet with consistently low. The fewer people you meet, the less likely you are to catch COVID-19.

You are encouraged to continue to go outside because of the benefits of exercise, further information on how you can keep fit and healthy is available.

The more you socially distance from others, including your own household, the less likely you are to catch COVID-19. You should always stay at least 2 metres away from other people visiting your home.



Try to reduce the amount of time you spend in settings where you are unable to maintain social distancing, or where other people's activities may reduce the likelihood of individuals maintaining social distancing.

## **Work**

You should continue to work from home where possible. If you cannot work from home, you can still attend your workplace as your workplace should be COVID-secure. The general advice on work has further details about what to do if you have concerns.

If you need support to work at home or in the workplace you can apply for Access to Work. Access to Work will provide support for the disability-related extra costs of working that are beyond standard reasonable adjustments an employer must provide.

If you cannot work from home, you can still go to work.

Your employer is required to take steps to reduce the risk of exposure to COVID-19 in the workplace and should be able to explain to you the measures they have put in place to keep you safe at work.

Where employers are not managing the risk of COVID-19, the Health and Safety Executive and local authorities will take action which can range from the provision of specific advice, issuing enforcement notices, stopping certain work practices

until they are made safe and, where businesses fail to comply with enforcement notices, this could lead to prosecution.

If you have concerns about your health and safety at work you can raise them with your workplace union, the [Health and Safety Executive](#) or your local authority.

Consider how to get to and from work. If you need to use public transport, you must wear a [face covering](#) unless you are exempt. Consider travelling outside peak hours to reduce the number of people with whom you come into contact.

If you have concerns you can get advice on your specific situation and your employment rights by visiting the [Acas website](#) or calling the Acas helpline on 0300 123 1100.

If you cannot make alternative arrangements, your employer may be able to furlough you under the [Coronavirus Job Retention Scheme](#), which has been extended until the end of March 2021. You should have a conversation with your employer about whether this is possible.

## Education

The UK Chief Medical Officers have issued a [statement on schools and childcare reopening](#) which states that there is a very low rate of severe disease in children and young people from COVID-19. Schools have their own measures in place to limit the risk of transmission which can be found in [guidance on reopening of schools](#).

All pupils and students should continue to

attend education settings at all local tiers unless they are one of the very small number of pupils or students under paediatric or other NHS care and have been advised by their GP or clinician not to attend an education setting. Children and young people whose parents or carers are clinically extremely vulnerable can also continue to go to school.

## Travel

At Tier 2: High, all people are advised to minimise travel and to avoid busy times and busy routes where possible.

In addition, clinically extremely vulnerable people are advised to avoid travel where possible except for going to work, school, or for essential shopping.

If you need to travel, walk or cycle if you can. If this is not possible, travelling in a private car is generally lower risk than public transport because you are likely to come into contact with fewer people. You should avoid sharing a car, especially with people outside of your immediate household or support bubble.

## Going to shops and pharmacies

You are advised to reduce the number of shopping trips you make. If you do go to the shops including pharmacies, consider doing so at quieter times of the day.

Consider using online delivery slots for food shopping or ask friends and family to help deliver shopping or collect medicines for you.

If you need further assistance with food shopping or medicine collection, [NHS Volunteer Responders](#) may be able to help. Volunteers can collect and deliver shopping, medication and other essential supplies. Call 0808 196 3646 between 8am and 8pm, 7 days a week to self-refer or visit [NHS Volunteer Responders](#) for further information.

### **If you require additional care and support**

You should continue to receive care at home, either from professional social care and medical professionals, or from friends and family within your support bubble.

You should continue to access the NHS services that you need, and you should contact the NHS if you have an urgent or emergency care need.

You should continue to seek support from



## **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 121](#).

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

the NHS for your existing health conditions. 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 [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.

Any carers or visitors who support you with your everyday needs can continue to visit. They should follow [social distancing guidance](#) where close or personal contact is not required.

If your carer is a paid carer visiting you in your home, they will find information on the provision of home care and personal protective equipment (PPE) in the [provision of home care guidance](#) and [PPE for care workers delivering homecare guidance](#). If you receive unpaid care, your carer should refer to the [Guidance for those who provide unpaid care to friends or family](#).

You should continue to access support from local charities and organisations, as well as NHS Volunteer Responders. As well as helping with shopping and medicines delivery, NHS Volunteer Responders can help with a regular, friendly phone call, either with someone else who has previously been advised to shield or with different volunteers and transport to medical appointments.

Call 0808 196 3646 between 8am and

8pm to arrange support or visit [NHS Volunteer Responders](#) website. Speak to your health care professional to arrange transport support.

## **Mental Health**

It is also important to look after your mental health. Go to the [Every Mind Matters](#) website for 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.

## **Advice during the Christmas period**

It is recognised that many people may want to be with their friends and family over the festive period, particularly after a very difficult year. As a result, the government will be changing some restrictions on social contact, allowing you to form a 'Christmas bubble' in which you can spend time indoors and outdoors, including in your home, with people from up to 3 households including your own.

This will only apply for a very limited period of time, from 23 December to 27 December. More information about the rules on [Christmas bubbles](#) is available. [See page 25](#)

You can choose to be part of a Christmas bubble if you are clinically extremely vulnerable, but it does involve greater

Help is available for anyone who has been identified as clinically extremely vulnerable.

This support is for everyone living in the Colchester borough who has been identified as clinically extremely vulnerable. If you are in this group, you will receive a letter, text or email telling you this. You may have been advised to shield in the past.

Read more here: <https://www.colchester.gov.uk/coronavirus/communities/support-for-clinically-extremely-vulnerable-people/>

risks for you as you will be increasing the number of people you have contact with.

You will continue to minimise your risk of infection if you limit social contact with people that you do not live with, even at Christmas. It is important that you and the other people in your Christmas bubble consider these risks carefully before agreeing to form a bubble. Forming a Christmas bubble is a personal choice and should be balanced against the increased risk of infection.

If you do decide to form a Christmas bubble it is advised that

- You maintain social distance from those you don't normally live with at all times, avoiding physical contact.
- Everyone should wash their hands regularly and it is important to keep the space where you spend time with those you don't normally live with well ventilated and to clean touch points regularly, such as door handles and surfaces.
- You may want to think about who you

sit next to, including during meals, and also consider wearing a face covering indoors where social distancing may be difficult as well as encouraging others to do the same.

If you don't feel comfortable spending time with other people indoors, think of other ways that you can safely spend time together, for example on walks outdoors or supported by technology, and how you can make that time feel different and special.

Going outdoors carefully for exercise is also encouraged. It is important that you do not feel pressured to celebrate Christmas in an environment that makes you anxious.

There may be a lot of expectation and pressure around celebrating Christmas together, but you should feel comfortable to do what is right for you over this period. To do that, it is important that the other people in your Christmas bubble understand your needs and increased risk. They can help by being extra vigilant in the days before you get together, reducing any unnecessary contact with people,

especially as some people with the virus have no symptoms.

Once the Christmas bubble period ends on 27 December, you should follow the guidance that was in place before Christmas, in line with the restrictions for your local area.

### **Shielding**

You are not advised to follow this revised shielding advice unless you receive a new shielding notification advising you to do so.

The government may advise more restrictive formal shielding measures for the clinically extremely vulnerable in the worst affected Tier 3 areas, based on advice from the Chief Medical Officer. This will **only apply to some Tier 3 areas**, and the government will write to you separately to inform you if you are advised to shield.

### **Vitamin D supplements**

During the autumn and winter months everyone is advised to take a supplement of vitamin D every day to support general health and in particular for bone and muscle health. Many of us have been indoors more than usual this year and so might not have been making enough vitamin D from sunlight. You can find general advice on vitamin D here: <https://www.nhs.uk/vitamin-d>

This advice is particularly important for people who have been shielding this year due to COVID-19, or who are living in care homes, because they are most likely to have been indoors over the spring and summer and so may not have been able to obtain enough vitamin D from sunlight.

The Government is offering a free 4-month supply of daily supplements of vitamin D for all adults who are clinically extremely vulnerable to support general health and in particular for bone and muscle health. If you would like to opt-in to receive your free supply of vitamin D, you will need register your details between 30 November 2020 and 4 January 2021 at the following link: <https://www.nhs.uk/get-vitamin-d>

You do not need to opt-in to receive the vitamin D supplements if:

- You are already taking, or are prescribed, a vitamin D supplement by your GP or healthcare professional
- You are currently living in a nursing or residential care home as we will provide these direct to the home where you live.

Distributing of the vitamin D supplements should start from January 2021. Further guidance on how to safely take vitamin D supplements will be provided during the opt in process.

## 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.

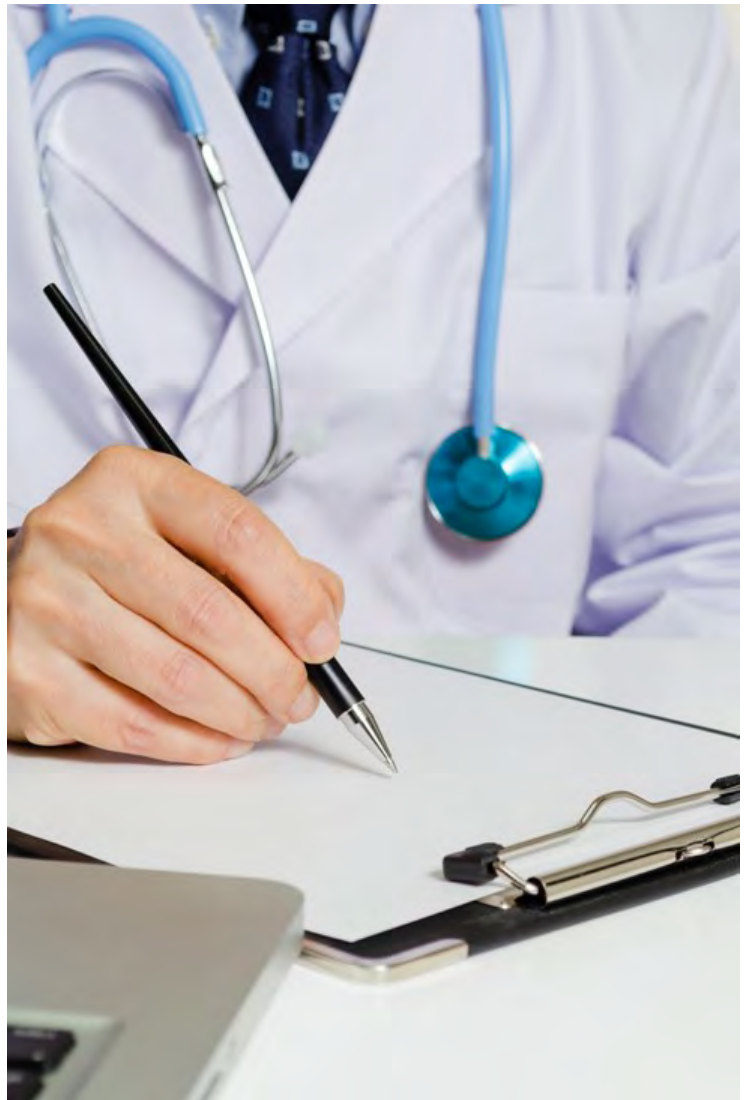
### Health information and advice

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 cannot contact your dentist or you do not have one

### **New Arrangements for Long Term Sick Notes**

People unable to work for more than 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.

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.

## **YOUR COVID RECOVERY SERVICE**

As you find yourself recovering from COVID-19 you may still be coming to terms with the impact the virus has had on both your body and mind. These changes should get better over time, some may take longer than others, but there are things you can do to help. Your COVID Recovery helps you to understand what has happened and what you might expect as part of your recovery. For further information, visit: [www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk)

## **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.

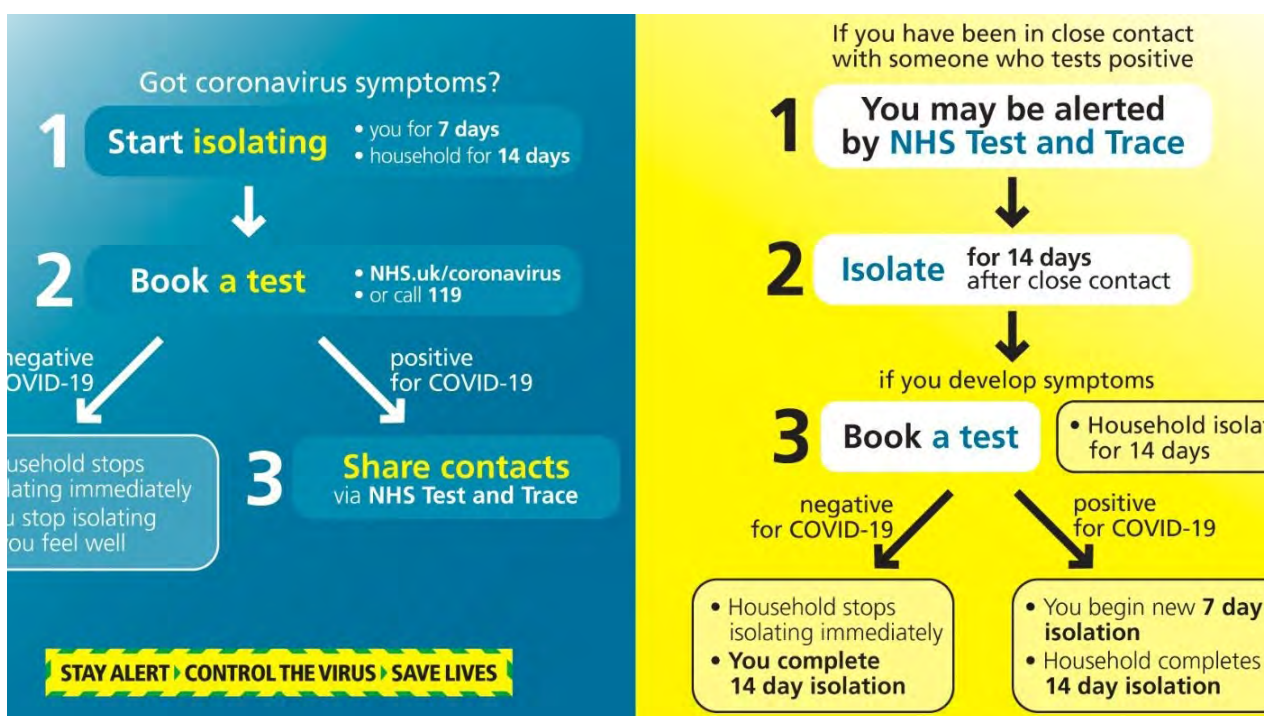
If you get a negative test result, this means you are at low risk of having coronavirus.

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 background with the NHS logo and 'Test and Trace' text in the top right. The main title is 'NHS COVID-19 app features'. Below the title, it says 'Helping us all to support the NHS by reducing the spread of coronavirus (COVID-19). Protect your loved ones. Download the app.' To the right is a smartphone displaying the app interface. Below this are six icons with labels and descriptions: 'Trace' (Get alerted if you've been near other app users who have tested positive for coronavirus), 'Alert' (View area risk level. Lets you know the level of coronavirus risk in your postcode district), 'Check-in' (Get alerted if you have recently visited a venue where you may have come into contact with coronavirus), 'Symptoms' (Check if you have coronavirus symptoms and see if you need to order a free test), 'Test' (Helps you book a test and get your result), and 'Isolate' (Keep track of your self-isolation countdown and access relevant advice). At the bottom, it says '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.

# STAY AT HOME ADVICE

With the arrival of winter and an increase in the number of cases of coronavirus (COVID-19), it is more important than ever that we all take steps to reduce the spread of infection in the community to save lives and protect the NHS.

This guidance is for:

- People with symptoms that may be caused by COVID-19 including those who are waiting for a test.
- People who have received a positive COVID-19 test result (whether or not they have symptoms).
- People who currently live in the same household as someone with COVID-19 symptoms or who has received a positive test result.

In this guidance a household means:

- One person living alone.
- A group of people (who may or may not be related) living at the same address and who share cooking facilities, bathrooms or toilets and/or living areas.
- A support bubble.

Follow separate guidance if you do not currently live in the same household as a person who has tested positive for COVID-19 but have had close contact with someone who has tested positive. If you have arrived in the UK from overseas you may also need to self-isolate.

## Symptoms

The most important symptoms of COVID-19

are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, COVID-19 will be a mild illness. However, if you have any of the symptoms above, stay at home and arrange to have a test.

## Main messages

If you have COVID-19 symptoms or have received a positive test result

- Stay at home and begin to self-isolate for 10 days from when your symptoms start. Arrange to have a test for COVID-19 if you have not already had one. The result of the test will determine how long you must stay at home and self-isolate.
- Stay at home while you are waiting for a home test kit or a test site appointment.
- A positive test result means you must complete a 10-day isolation period.
- If your test is negative, you can stop self-isolating as long as you are well.
- If you do not have symptoms but have tested positive for COVID-19, stay at home and self-isolate for 10 days from the day the test was taken. If you develop symptoms after your test, restart your 10-day isolation period from the day the symptoms start.
- Stay as far away from other members of your household as possible, especially

if they are clinically extremely vulnerable. Avoid using shared spaces such as kitchens and other living areas while others are present and take your meals back to your room to eat.

- You could be fined if you do not stay at home and self-isolate following a positive test result for COVID-19 and you are notified by NHS Test and Trace that you need to self-isolate.

### **If you live in the same household as someone with COVID-19**

- Stay at home for 14 days. The 14-day period starts from the day the first person in your house developed symptoms or, if they do not have symptoms, from the day their test was taken.
- If you do not have symptoms of COVID-19 yourself you do not need a test. Only arrange a test if you develop COVID-19 symptoms.
- If you develop symptoms and your test result is positive, follow the same advice for people with COVID-19 to stay at home and self-isolate for 10 days from when your symptoms started, regardless of where you are in your 14-day period.
- You could be fined if you are identified as a contact of someone with COVID-19 and you are notified by NHS Test and Trace that you need to self-isolate and do not to stay at home and self-isolate.

### **Reduce the spread of COVID-19 in your household**

Everyone in your household should take the following steps to reduce the risk of catching COVID-19 or passing it on to others.

- Wash your hands regularly for at least 20 seconds with soap and water or use hand sanitiser. Cover your mouth and nose with a disposable tissue when you cough or sneeze, bin it promptly and wash your hands. If you don't have a tissue, cough or sneeze into the crook of your elbow. Avoid touching your face.
- Regularly clean frequently touched surfaces and shared areas such as kitchens and bathrooms and keep indoor areas well-ventilated by opening windows where possible.
- If you have symptoms of COVID-19 or a positive test result, use a face covering when spending time in shared areas inside your home.

### **Look after your health and wellbeing**

Remember to take care of your mind as well as your body and get support if you need it. Think about the things you can do during your time at home and stay in touch with family and friends over the phone, or by text, email or social media.

Exercise in your home, garden or private outdoor space if you feel well enough.

There are many sources of support and information, including guidance on the mental health and wellbeing aspects of COVID-19 and guidance on supporting

children and young people.

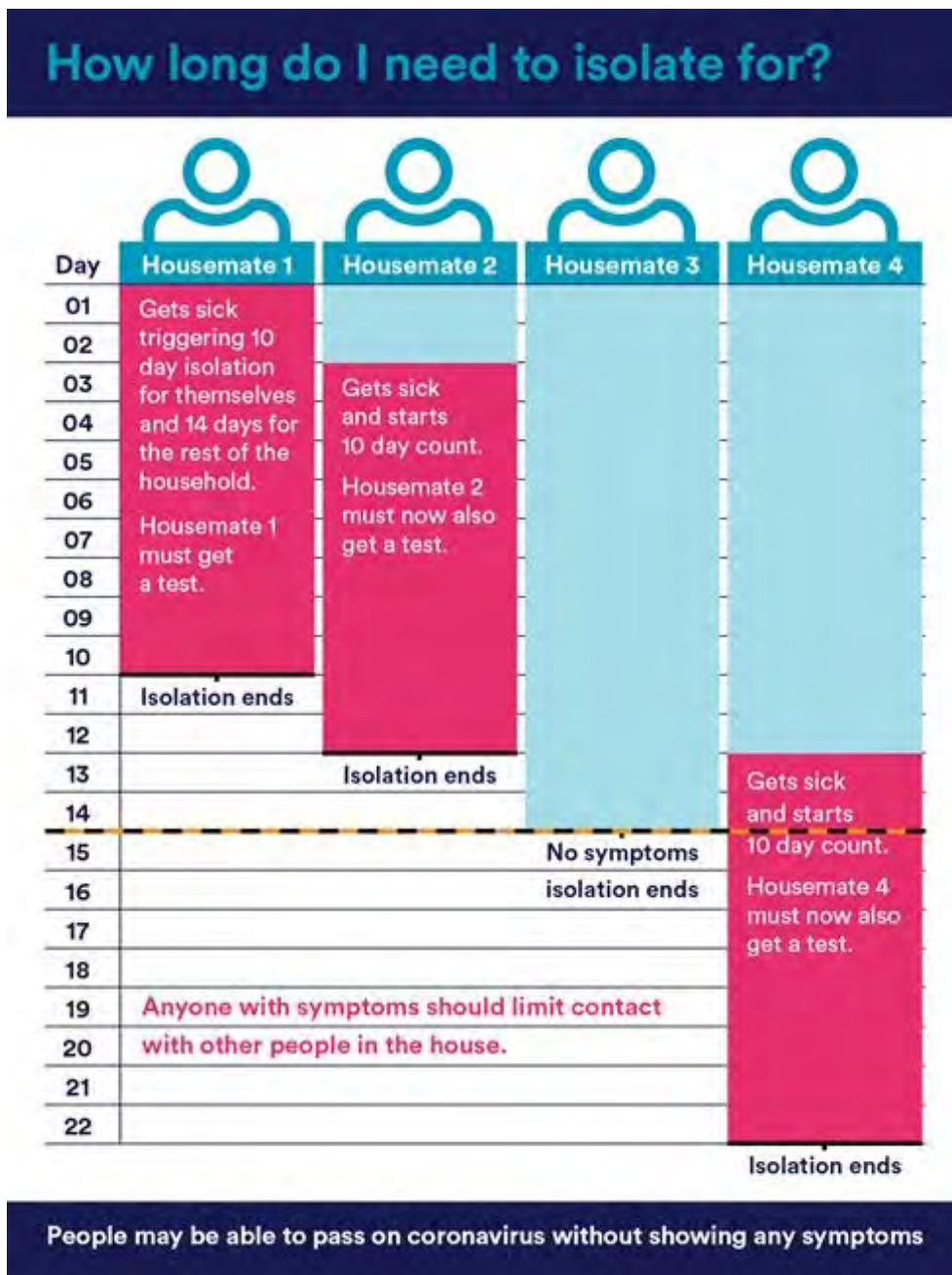
### If your condition gets worse or in a medical emergency

Health and care services remain open to help people with all health conditions, including COVID-19. Most people with COVID-19 will experience a mild illness which can be managed at home. More information about [managing the symptoms](#)

[at home](#) is available.

If you or anyone in your household feel like you cannot cope with the symptoms at home, or your condition gets worse, use the [NHS 111 online](#) COVID-19 service. If you do not have internet access, call NHS 111.

For a medical emergency dial 999.



# 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

## **GOV.UK Coronavirus Social distancing.**

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

## **GOV.UK– Guidance for households with possible corona virus infection.**

Arabic, Bengali, Simplified Chinese, traditional Chinese, French, Gujarati, Polish, Portuguese, Punjabi, Urdu

## **GOV.UK—guidance on shielding and protecting extremely vulnerable people.**

Arabic, Bengali, Bulgarian, Simplified Chinese, Traditional Chinese, French, Gujarati, Hindi, Nepali, Polish, Portuguese, Punjabi, Urdu

**UK.GOV: Guidance for arranging or attending a funeral.** Arabic, Bengali, Simplified Chinese, Traditional Chinese, French, Gujarati, Polish, Portuguese, Punjabi, Urdu.

## **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](#).

Visit their [You Tube channel](#).

**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.

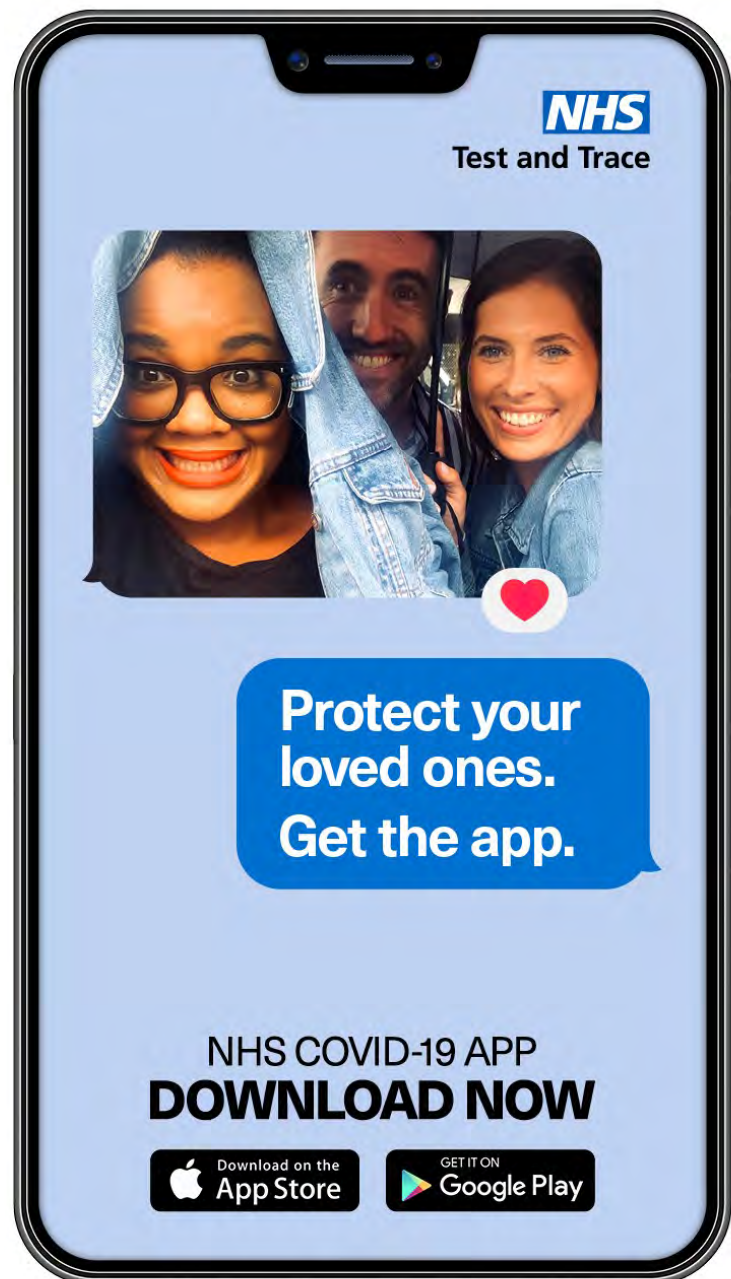
**GMCVO Information and advice.** The Greater Manchester Centre for Voluntary Organisation (GMCVO) has collected coronavirus information and sources of support. These include links to audio and written translated guidance for Black, Asian and Minority Ethnic (BAME) communities.

**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,



The image shows a smartphone screen displaying the NHS COVID-19 app interface. At the top right, the NHS logo is visible above the text 'Test and Trace'. Below this is a photograph of three people smiling. A red heart icon is positioned below the photo. A large blue speech bubble contains the text 'Protect your loved ones. Get the app.' At the bottom, the text 'NHS COVID-19 APP' is followed by 'DOWNLOAD NOW' in large, bold letters. Below this are two buttons: '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.

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.

**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.

**OM COVID-19 Migrant Information Service.** The International Organization for Migration (IOM) has set up the COVID-

19 Migrant Information Service, an online platform that provides multilingual information on COVID-19 measures and support in the UK context. The aim is to provide information to migrants living in the UK about Coronavirus (COVID-19) and the various ways the virus and the associated government responses could affect their lives.

The information service includes:

- a multilingual website available in eight languages with information on health; and
- a telephone service providing information to callers in any language from 10:00-12:00 and 14:00-16:00 Monday to Friday: **0800 464 3380**.

**Race Equality Foundation:** A national resource of written and audio translated materials of the guidance on coronavirus and other information to support those with dementia, their families and carers.





# 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.

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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 access either one.	
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 access either one.	

Foodbank Voucher Referral Agent	Voucher Information	Location and Updates	Contact Number
CARA	Yes - Existing CARA clients only	Foodbank voucher issued to existing clients only	01206 769795
CBH Housing Options and CBH Emergency Tenancy Services	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 282514
CBC Sheltered Housing (Older Persons Services)	Yes—existing clients only	Foodbank voucher issued to existing clients only	01206 282701
Colchester Citizens Advice Bureau (CAB)	Yes	Phone and email support to anyone that needs advice or Foodbank vouchers	0300 330 2104 or <a href="mailto:advice.colchester@cabnet.org.uk">advice.colchester@cabnet.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	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	Yes - To access vouchers patients call their own GP surgery, who then refers	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

Coping skills for kids

**NHS Essex Child Health App.** NHS Essex Child Health is an extension of the pre-existing Mid Essex Child Health app and has been designed to support parents, grandparents and carers across Essex find NHS advice at their fingertips to help look after their children's health and recognise when they are unwell. [App Store](#).[Android](#)

### 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.

## TIER 2: Support and childcare bubbles

There is separate guidance for [support bubbles](#) and [childcare bubbles](#) across all tiers. Support bubbles have been expanded. From 2 December you can form a support bubble with another household if any of the following apply to you:

- You are the only adult in your household – any other members of the household having been under 18 on 12 June 2020 – or are an under-18-year-old living alone.
- You live with someone with a disability who requires continuous care and there is no other adult living in the household
- You live with a child who is under 1, or who was under 1 on 2 December 2020
- You live with a child who is under 5, or who was under 5 on 2 December 2020, with a disability

**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

**Mencap**, a charity for people with a learning disability and their families and carers, have created some guides about coronavirus in Easy Read format for people with a learning disability, their families, support workers and healthcare professionals. Resources include information on what coronavirus is and government guidance.

**Information in British Sign Language**  
Essential coronavirus information  
Face touching

[Home isolation](#)

[How to use the NHS](#)

[Spot the signs of coronavirus](#)

[How virus spreads: Cash machine](#)

[How virus spreads: Door handle](#)

[How the virus spreads: pedestrian crossing](#)

**[SignHealth](#)** and **[BTM Projects](#)** have also produced coronavirus information videos in British Sign Language

## 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@essexcarerssupport.org.uk](mailto:admin@essexcarerssupport.org.uk)

### **[Essex Carers Support](#)**

Providing a local point of contact and support for family carers living in North Essex. Telephone: 01255 474410. Email [admin@essexcarerssupport.org.uk](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 OLDER PEOPLE

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

**The Warm and Toasty Club**. The Warm and Toasty Club is a unique life-affirming intergenerational community group working in music, arts and history with people over 60 and in supporting young emerging music artists. A good way to see their latest work is via their [Facebook page](#). Hold Online Memory Afternoons which are live on Facebook every Friday at 1pm. Do join them for chat, live music and general fun and frolics.

**The Silver Line** is the only confidential, free helpline for older people across the UK, open every day and night of the year. You may call for a chat, to say Good Night or Good Morning to someone, or to tell someone how your day was. You may also call for information, seek advice about something, or share a concern or worry. Call: 0800 470 8090. Email: [info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

**Essex Befriends**. Whether you are feeling lonely, isolated, stopped doing things you once loved or generally lack in confidence, Essex Befriends is here to help. It offers befriending services to people over 18 and who are carers, older

people, those experiencing mental ill health or who have a learning disability.

They are currently making most of their contacts by phone, video call, e-mail or texts. Where appropriate and safe, Befrienders can also meet the person they are Befriending in outside spaces.

If volunteering as a Befriender is of interest to you please apply via the Essex Befriends website. Call: 0300 770 1263  
Email: [essexbefriends@affc.org.uk](mailto:essexbefriends@affc.org.uk)

### **STAY SAFE, WELL, WARM AND CONNECTED.**

ONE Colchester's 2020/21 Winter Resilience Information Booklet and Flyer is now ready to download. Your guide to organisations providing services which

help those in Colchester who are most vulnerable to the cold this winter. Stay Safe, Well, Warm and Connected this Winter. [Read more here and to download the brochure](#)

### **Keep your home warm**

Follow these tips to keep you and your family warm and well at home:

Make sure your boiler has been serviced. This will ensure it is working properly, is safe and running efficiently as possible

Don't block up air vents, as fires and heaters need ventilation. Good ventilation also helps to prevent condensation

Make sure radiators are not obstructed by furniture or curtains

Keep your main living room heated at





approx. 21°C (70F) and the rest of your home at least 18°C (65F)

Purchase a carbon monoxide detector if you use gas or oil appliances and test your smoke alarms every week. To arrange a free home fire safety visit call: 0300 303 0088 or visit: [www.essex-fire.gov.uk/Home\\_Fire\\_Safety/](http://www.essex-fire.gov.uk/Home_Fire_Safety/)

### **Stay connected**

Community360's [Community Transport](#) scheme provides a door to door service to and from doctor, dental & hospital appointments, medical centres, shopping centres, and encourages visits to therapy, friends and relatives. In addition, we offer a range of hugely popular excursions offering the opportunity for members to meet new people, enjoy good health and wellbeing and reduce social isolation. For more information email [ct@community360.org.uk](mailto:ct@community360.org.uk)

[The Digital Access Support Team](#) offer a free digital support service that helps you gain basic skills and confidence using today's smart technology. They host community-based events, including drop-in sessions as well as one to ones. You can also find them supporting your online needs at local surgeries.

For more information on what we do click on one of the options below to find out more or contact us on 01206 282 452 / 01255 686497 or [digital.accesssupport@colchester.gov.uk](mailto:digital.accesssupport@colchester.gov.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.

**Independent Age**. There are a number of ways they can support you. For instance you can call the Helpline to talk about how they can help, or to arrange a call with one of their expert advisers. You can also arrange to receive a regular phone call or visit from one of their volunteers. Helpline 08003196789

[The Dance Network Association](#) The Dance Network Association CIC (DNA) is a dance organisation that is dedicated to delivering dance in the community to increase the health and wellbeing of the people it serves in the East of England. To access their 'Dancing Through.... (Lockdown with DNA) season including Dancing with Parkinson's, Take a seat lets Dance, and Dancing with Dementia. All sessions are via zoom and free. [info@dancenetworkassociation.org.uk](mailto:info@dancenetworkassociation.org.uk) 07490 37 47 17

# 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

## GOING HOME FOR CHRISTMAS

From 3 December to 9 December, which will be known as the 'student travel window', students will be allowed to travel home on staggered departure dates set by universities, who will work with other institutions in the region to manage pressure on transport infrastructure.

The student travel window will mean students can travel having just completed the four-week period of national restrictions, reducing the risk of transmission to family and friends at home.

Universities should move learning online by 9 December so students can continue

their education while also having the option to return home to study from there.

Tests will be offered to as many students as possible before they travel home for Christmas, with universities in areas of high prevalence prioritised. This will provide further reassurance that where students test negative, they can return home safely and minimise the risk of passing coronavirus on to their loved ones.

If a student tests positive before their departure they will need to remain in self-isolation for the required period of ten days. Moving all learning online by 9 December gives enough time for students to complete the isolation period and return home for Christmas.

## **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](#)

HM Government

**TRAVELLING HOME?**

Plan now and follow safer travel advice.

For more info, search 'end of term Office for Students'.

HANDS FACE SPACE

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

The Council is waiting for guidance from Central Government on how to distribute new business support. For the latest information on Government and local financial support visit [www.colchester.gov.uk/coronavirus/businesses](http://www.colchester.gov.uk/coronavirus/businesses).

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](#)

[Apply for a coronavirus Bounce Back Loan](#)

[Calculate how much you can claim using the Coronavirus Job Retention Scheme](#)

## 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](#)

[Apprenticeships: how they can continue](#)



HM Government Coronavirus

**Get help for your business**

Guidance for businesses affected by Coronavirus

**Find out more:**  
[gov.uk/business-support](http://gov.uk/business-support)

**GET HELP ▶ PROTECT YOUR BUSINESS ▶ SAVE JOBS**

## 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](#)

## 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](#)

**The Bounce Back Loan scheme** enables smaller businesses to access finance more quickly during the coronavirus outbreak. New options are available to top up existing loans, extend the loan period, make interest-only repayments or pause repayments.

The scheme is open to applications until **31 January 2021**. If you already have a Bounce Back Loan but borrowed less than you were entitled to, you can top up your existing loan to your maximum amount. You must request the top-up by **31 January 2021**.

[For more information about the scheme](#)

# WHAT DO THE NEW ALERT LEVELS MEAN FOR BUSINESSES—TIER 2

All businesses and venues should follow [COVID-secure guidelines](#) to protect customers, visitors and workers.

Restrictions on businesses and venues in Tier 2 areas include:

- Nightclubs and adult entertainment venues must remain closed.
- Pubs and bars may not provide alcohol for consumption on the premises, unless with a substantial meal, so they are operating as a restaurant. They may remain open for take-away services.
- Other hospitality businesses – including cafes, restaurants and social clubs – can only serve alcohol with substantial meals. If they are a business which serves alcohol for consumption on the premises, they must be table service only. In cinemas, theatres, concert halls and sports stadia, alcohol can be ordered at a bar to be consumed when seated in the auditorium or area where the screening/performance is taking place. This should be limited to only those with tickets. When it is to be consumed in the bar area itself, it must be part of a substantial meal and full table service must be provided.
- Hospitality venues that do not serve alcohol may allow someone to order from the counter, but they must still consume their meal from a seat if eating in.
- Hospitality venues must stop taking orders after 10pm and must close between 11pm and 5am (with exceptions for airports, ports, the Folkestone international rail terminal, on public transport services and in motorway service areas, although these places cannot sell alcohol after 11pm).
- Hospitality businesses and venues selling food and drink for consumption off the premises can continue to do so after 10pm, such as by take-away. After 11pm, this must only be through delivery service or click-and-collect or drive-through.
- Businesses must not provide shared smoking equipment for use on the premises.
- Visitor attractions, entertainment businesses and venues may open but early closure (11pm) applies to the following:
  - casinos
  - theatres
  - museums
  - bowling alleys
  - adult gaming centres and

- amusement arcades
  - funfairs, theme parks and adventure parks and activities
  - bingo halls
  - cinemas, theatres, concert halls and sports stadia
  - Cinemas, theatres, concert halls and sports stadia can stay open beyond 11pm in order to conclude performances and events that start before 10pm.
  - Tour groups must operate in line with social contact rules. This means that larger tours where different households or support bubbles (or groups of more than 6 if outdoors) interact will not be feasible.
  - Accommodation, such as hotels, holiday lets and guesthouses, may open but businesses must take reasonable steps to ensure that social contact rules are followed within their venues.
  - Retail businesses and premises may open but must ensure that they operate in a COVID-19-secure manner.
  - Theatres, concert halls, music venues and sports stadia are open, but capacity will be restricted to whichever is lower: 50% capacity or 2,000 people outdoors or 1,000 people indoors.
  - Conference centres and exhibition halls are open. Business events are permitted, but capacity should be restricted to whichever is lower: 50% capacity of 2,000 people outdoors or 1,000 people indoors.
  - Certain businesses and venues are required to collect customer, visitor and staff data to support NHS Test and Trace.
  - The wearing of face coverings for customers and staff (other than those with exemptions) is mandatory in certain indoor settings.
  - Businesses must ensure that if their workers are required to self-isolate, they do not work outside their designated place of self-isolation.
- See full guidance on which businesses and venues are permitted to be open under each local restriction tier.

**Businesses and venues that fail to comply with these restrictions may face fines of up to £10,000, prosecution, or in some cases closure**

## HOW BUSINESSES CAN HELP AVOID A MOVEMENT TO ALERT LEVEL: VERY HIGH

Please follow the Government guidance on [re-opening safely](#), and do all you can to protect employees and customers on your premises.

**Risk assessment:** Rules on reopening safely include carrying out a risk assessment and making sensible adjustments to the site and workforce.

**Test and Trace:** By implementing Test and Trace you can help to stop the spread of the virus, protect your staff and customers and reduce the potential for the virus to have a negative impact on your business.

There is a higher risk of transmitting

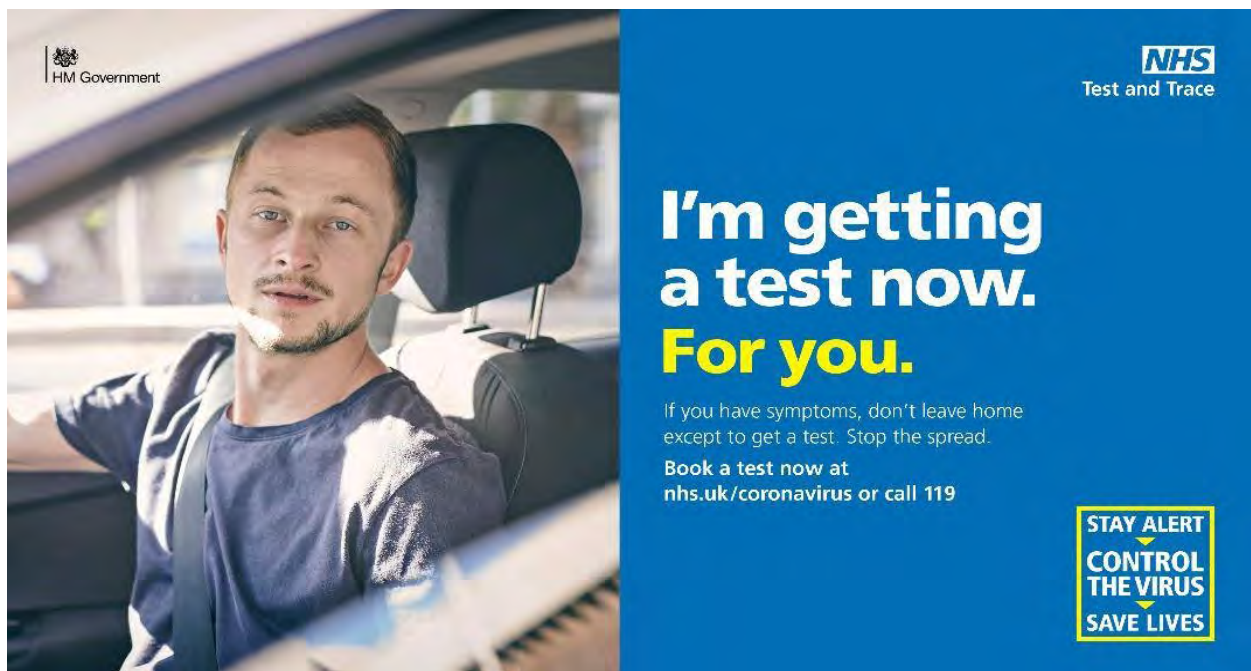
coronavirus in premises where customers and visitors spend a longer time close together in one place and potentially come into close contact with other people outside of their household. Detailed guidance – including what information you need to collect – is on the gov.uk website [Maintaining records of staff, customers and visitors to support NHS Test and Trace](#).

### **Create a QR code poster for your venue.**

So customers can check-in using the NHS COVID-19 Trace app.

**Face coverings:** Members of the public must now wear face coverings in enclosed public spaces, including pubs, restaurants and cafes unless seated to eat or drink.

Please encourage your customers to wear face coverings unless exempt.



The poster is split into two main sections. On the left, a photograph shows a man with a beard and short hair sitting in the driver's seat of a car, wearing a blue t-shirt and a grey jacket. He is looking towards the camera. In the top left corner of the photo area is the HM Government logo. On the right, a solid blue background contains white and yellow text. At the top right is the NHS logo and 'Test and Trace'. The main headline reads 'I'm getting a test now. For you.' in white and yellow. Below this, smaller white text says 'If you have symptoms, don't leave home except to get a test. Stop the spread.' and 'Book a test now at nhs.uk/coronavirus or call 119'. In the bottom right corner, there is a yellow-bordered box with the text 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.



## VOLUNTEERING

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.

### 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

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.

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.

## 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.



# 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.

## USEFUL LINKS

[What you need to know about data protection](#)

[Safeguarding guidance](#)

[Coronavirus: How to help safely.](#)

[COVID-19 guidance for voluntary, community and social enterprise.](#)

## **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.

# 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.



# 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

### CLOSED

The following remain closed to the public

- Hollytrees Museum,
- Skateparks
- Ball and basketball courts
- Outdoor gyms.
- High Woods Country Park Visitor Centre

### DISTRUPTED

#### Animals Services

Our Pest Control service is operating; however, bedbug treatments are currently unavailable.

#### Bereavement services

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.

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.

#### Colchester Market

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

#### Business Support

The Council is waiting for guidance from Central Government on how to distribute new business support. For the latest information on Government and local financial support visit

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

#### Environmental

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

### NORMAL

#### Benefits and local council tax

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

#### Helpline

Helpline is running as normal to provide an alarm, response and monitoring service for older and vulnerable people living in

Colchester and North Essex. Call 01206 769799 or visit [helplineplus.co.uk](http://helplineplus.co.uk).

### **Colchester Museums**

Colchester Castle and the Natural History Museum are open. To book a timed entry slot at the Castle, call 01206 282939 or visit [colchester.cimuseums.org.uk](http://colchester.cimuseums.org.uk) to find out more.

### **Parking**

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

### **Housing**

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

### **Parks and countryside sites**

Parks and countryside sites are open, but visitors must follow government guidelines. Highwoods Country Park Visitors Centre is closed.

### **Visitor Information Centre**

Colchester's Visitor Information Centre is open. Visit the shop for Christmas gifts unique to Colchester

### **Rubbish and Recycling**

Recycling collections are operating as normal (except textile recycling, which remains suspended).

### **Aqua Springs**

Aqua Springs Spa and Beauty Therapy Treatments will reopen from Friday 4 December. To visit, you will need to reserve a time slot in advance. Visit [www.aqua-springs.co.uk](http://www.aqua-springs.co.uk).

### **Leisure World**

All Leisure World sites have reopened, including the Leisure Pool, Fitness Pool and gyms. To visit, you will need to reserve a time slot in advance. Visit [colchesterleisureworld.co.uk](http://colchesterleisureworld.co.uk)

### **Playgrounds**

All playgrounds are open. We ask that you read our [COVID-19 playground guidance](#) before your visit

### **Weddings**

Weddings and wedding receptions are taking place across our venues for up to 15 guests. Please visit [www.colchester-weddings.co.uk](http://www.colchester-weddings.co.uk) for more information

### **Building control**

We are currently processing all Building Regulation applications and undertaking all site inspections as usual. However, on occasions we will use our discretion to determine if site inspections may need to be carried out by virtual means.

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/)



## 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 having just been 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.

## EAT WELL

Eating healthily can often be more challenging when spending more time at home. There may be more temptations around, for example. By eating a range of fruits and vegetables you can help boost your immunity.

Try to stock up on healthy snacks like fruits, nuts, olives, dips and veg to dip into them! Planning meals throughout the day can be helpful too.

## VITAMIN D

The body creates vitamin D from direct sunlight on the skin. However, between October and early March we don't get enough vitamin D and whilst you can get some from certain foods, the NHS recommends that we all consider taking 10 micrograms of vitamin D a day to keep bones and muscles healthy throughout the winter months. You can buy vitamin D supplements from most supermarkets, pharmacies and health food stores.

## WHAT ARE THE BENEFITS OF EXERCISE DURING WINTER?

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 pandemic 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.
- **Better blood circulation:** Exercise pumps blood (including those handy white blood cells) around the body to where it's needed for repair.

**MY WELLNESS APP**  
TECHNOGYM  
DOWNLOAD TODAY

leisure world

**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](#)

- **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](#).

### Finding your Feet Walks

C360 are offering guided walks to encouraging people to get active, support their mental and physical well-being and socialise at a safe distance. The walks are designed to be a relaxed walk around a one-mile route. They currently offer 3 walks:

Tuesdays 10.30am starting and finishing at Norman Way, Prettygate CO3 4PS

Thursdays 2.00pm starting and finishing at Circular Road East Lower, Abbey Field CO2 7GA

Wednesdays 11.30am starting and finishing at Castle Park War Memorial

Places are currently limited to 5 attendees per walk. To book your place or find out further information please call 01206 505250. Email [mshp@community360.org.uk](mailto:mshp@community360.org.uk)

**The Sport for Confidence** team continue to support and deliver meaningful physical activity sessions to anyone that faces barriers to participation in North Essex. Whether you face barriers from a learning disability, the ageing process or mental health, the team will support you from the moment you walk through the door. You have access to a full timetable of activities ranging from Seated Exercise to Inclusive Dance. The team ensure sessions are inclusive by creating adaptive, active and most importantly fun sessions! Sessions are online or at Colchester Leisure World. To find out more please email [info@sportforconfidence.com](mailto:info@sportforconfidence.com) or call Sophie on 07394 564941.

**Dance Network Association** Lockdown Dancing through....programme. There should be something on this programme for absolutely everyone.

They have classes for

- Families and early years: Active Monday's and Welcome to the World.
- Young adults: Dance Club and Contemporary for a Curious Mind
- Working adults: Contemporary for a Curious Mind, Dance and Stretch your Mind Down, Take a Seat and Postivi-TEA
- Older adults: Take a Seat, Dancing with Parkinson's, Dance and Stretch your Mind Down.

After lockdown they hope that these classes will go into a Zoom space - or an in-person space so they can continue to connect but for now, they want to encourage people to take part in their sessions and engage in dance during lockdown for their own physical and mental health and wellbeing.

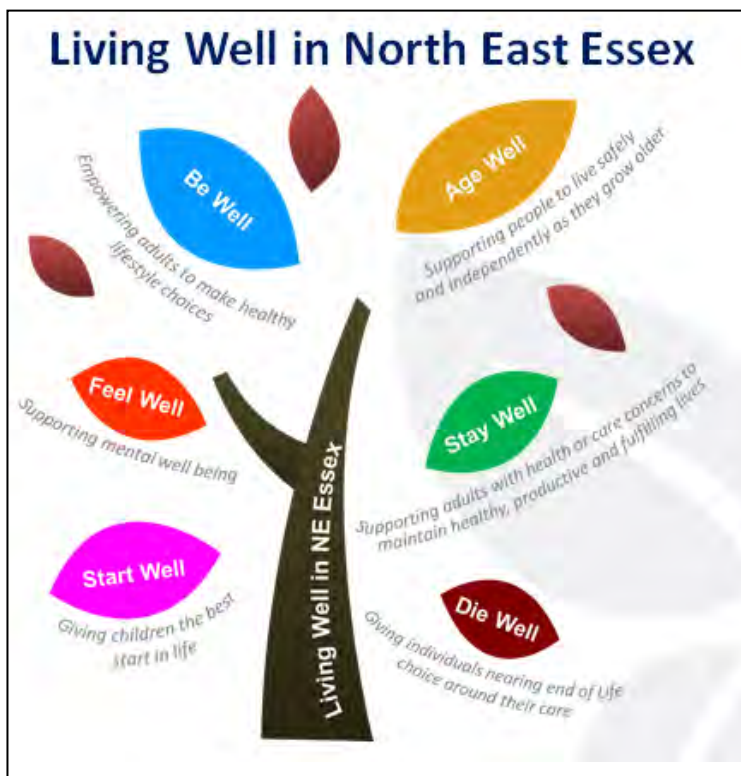




# ANXIOUS OR WORRIED

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.

## COMMUNITY SAFETY

### 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](#)

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

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.

## Fake Products / Websites

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

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.

## Your money is safe where it is.

Recently, there has been 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



## 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.

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

**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.



### 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.



## 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 Scam-  
mers and Fraudsters](#)

[Colchester Neighbourhood Watch](#)

## SECURE/PROTECT/ PREVENT

During winter, houses are more likely to be  
burgled in the early evening.

- Put lights on timers in the rooms you use most to make it look like you're in.
- Close and lock all windows and doors every time you leave the house or go to bed. Make sure that the door is locked properly i.e. lift the handle, turn the key and then remove the key ensuring that it is available for you to exit in case of emergency but out of sight from prying eyes.
- If you have a burglar alarm use it at all times, even if just popping out for a moment, or zone off areas before

going to bed.

- Leave lights on timers or radios on in the rooms you use the most, invest in a TV simulator such as 'Fake TV' to make it look like you are in. Fit external lighting using energy saving bulbs or LED's which are activated by a dawn to dusk sensor. If burglars see your house has security lighting they are less likely to approach for fear of being seen.
- Secure your boundaries and ensure access to your back garden is not easily obtained, lock gates and consider some spiky plants. Look out for climbing aids such as wheelie bins that may make it easier for the burglar to get in. Keep sheds, garage and other outbuildings locked securely, as they may contain valuable items or tools that may be used to break into your house.
- Use forensic marking or other property marking methods to identify your property and display any product signage/labels. Keep an inventory of your property including serial numbers and photographs. This can be done in a paper version or on an online asset recording product. Make sure you include details such as identifying marks, value, and purchase date.



### **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](#)



## WHEN VISITING THE TOWN CENTRE

### What to expect when visiting the town centre

- Signage has been added on pavements to remind shoppers about the importance of social distancing when queuing and moving around the town centre.
- Barriers will be in place to ensure social distancing can be followed.
- Hand sanitiser stations have been installed around the town, in car parks and at bus stations.
- Neighbourhood Wardens and Our Colchester BID Street Ambassadors have been deployed to aid with stewarding and supporting the public and businesses.

Essex County Council has introduced some interim traffic measures to create

more shared space for walking and cycling. A 20mph limit, temporary barriers and signs providing shared spaces have been introduced on the High Street, Queen Street/St Botolph's, Head Street, St Johns Street and other town centre roads, and on the vital corridor between the main rail station and town centre, including North Station Road and North Hill. Essex County Council website has a full map and details about its [Safer, Greener, Healthier](#) scheme.

### How to keep yourself safe in Colchester town

- Plan your visit, including how you will travel to the town centre.
- Always follow signage and keep left when walking.
- Clean your hands regularly at the

provided hand sanitiser stations or use your own hand sanitiser.

- Follow shop procedures, including queuing guidelines.

### **Travelling to Colchester town centre**

You are encouraged to walk, cycle or drive to Colchester town centre, as the government has asked us to avoid public transport where possible.

### **Walking and cycling**

The Colchester Orbital follows existing public rights of way, taking advantage of and connecting some of Colchester's most picturesque walking and cycling routes which circles the edge of town.

### **Public transport**

Government guidance states that you should wear a face covering on public transport. Further information can be found in the government's safer travel guidance.

### **Colchester town centre parking**

We would encourage drivers to download the MiPermit or to use other payment options including online, by text or phone call.

We have installed hand sanitiser stations at car parks so visitors who cannot access MiPermit can wash their hands before and after using payment machines.

### **Colchester town centre public toilets**

Colchester town centre public toilets are open. They are cleaned and inspected throughout the day. It is essential that users follow the guidance given to keep themselves and others safe.

Maintain a safe distance from others when entering, waiting, or leaving public toilets. Some sinks and cubicles may also be closed for safety, so do not use them if they are closed.





# 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** - .Online order slots for delivery and collection over the core Christmas period, 20 to 23 December, go on general release from 29 November.

For vulnerable customers who have been offered a slot and are unable to place their order online, they are offering a telephone ordering service.

They are now able to accept new customer registrations online for home delivery and Click and Collect slots and are also now accepting new Delivery Pass registrations.

From Thursday 5 November, elderly and vulnerable customers and NHS and care workers with an NHS ID will have priority access to stores. This means you can skip the queue at any time so that you can go into stores quickly and safely.

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

You can attend places of worship for a service. However, you must not socialise with anyone outside of your household or support bubble.

You should follow the [national guidance on the safe use of places of worship.](#)

## **Weddings, funerals and wakes**

Wedding and civil partnership ceremonies, receptions and funerals should only take place in COVID-secure venues or in public outdoor spaces, unless in exceptional circumstances.

You can have up to:

- 15 people for weddings, civil partnership ceremonies and receptions
- 30 people for funerals
- 15 people for wakes or linked ceremonial events (such as stone-settings) before or after the funeral

The limits above are the maximum number for all attendees at the event, for example at a wedding or civil partnership ceremony to include the couple and guests. Anyone working at a wedding, civil partnership ceremony, reception, wake or funeral is not included in the limit. Within

these larger gatherings, social distancing should still be followed between people who do not live together or share a support bubble.

People living outside of a Tier 2 level area can travel to the area to attend an event. However, they must not meet with another household in a private home.

## **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**

[GOV.UK; Guidance for arranging or attending 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.

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](#).

## BEREAVEMENT SUPPORT

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

It is important that family, friends and communities seeking support at this time 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](#)



**Hands/Face/Space/Ventilation**