

Prevent—Inform—Assist

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

VERSION 21

17 May  
2021

[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, banded 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. The Council is supporting this social movement however it can.

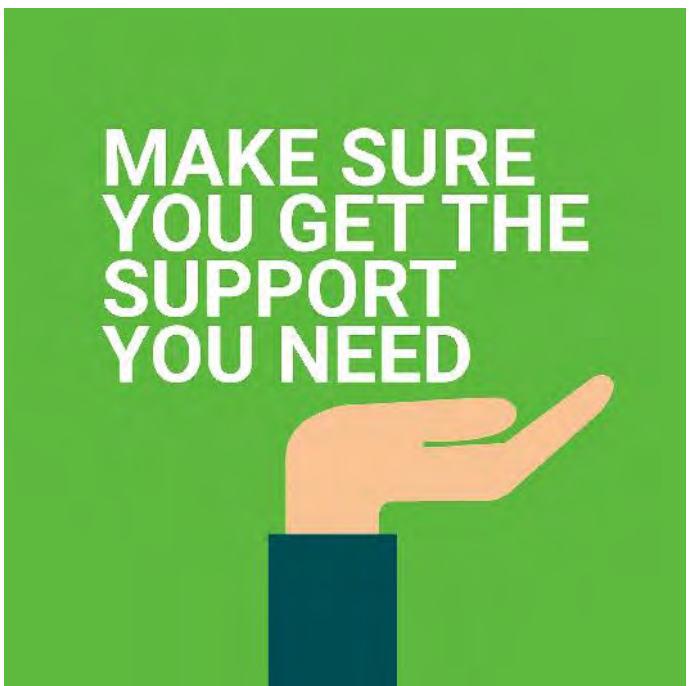
Our Business community, despite all their own challenges are stepping up and helping in so many ways and the Council is committed to supporting and keeping them up to date with advice

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:colchester@colchester.gov.uk)

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

**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.

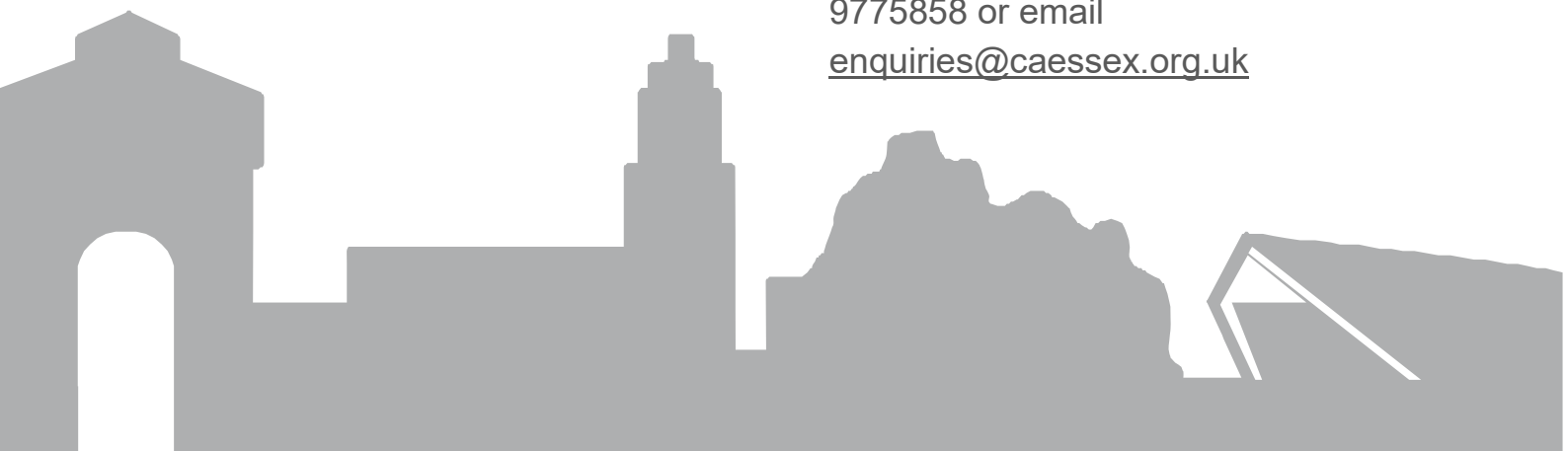
**Parish Councils:** a directory of town and parish Councils can be found [here](#).

**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)

**Essex Wellbeing Service.** Call 0300 303 9988. Email [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)

**Community Agents** Call free on 0800 9775858 or email [enquiries@caessex.org.uk](mailto:enquiries@caessex.org.uk)



# ROADMAP OUT OF LOCKDOWN—STEP 3 - 17 MAY

Some of the rules on what you can and cannot do changed on 17 May. However, many restrictions remain in place.

## From 17 May:

You should continue to work from home if you can. When travelling within the UK, you should aim to do so safely and plan your journey in advance.

You should get a test and follow the stay at home guidance if you have COVID-19 symptoms.

- Gathering limits have been eased. Outdoor gatherings are limited to 30 people and indoor gatherings are limited to 6 people or 2 households (each household can include a support bubble, if eligible).
- New guidance on meeting friends and

family emphasises personal responsibility rather than government rules. Instead of instructing you to stay 2m apart from anyone you don't live with, you are encouraged to exercise caution and consider the guidance on risks associated with COVID-19 and actions you can take to help keep you and your loved ones safe. Remember that the risks of close contact may be greater for some people than others and in some settings and circumstances, there will be specific guidance that you will need to follow even when you are with friends and family.

- Indoor entertainment and attractions such as cinemas, theatres, concert halls, bowling alleys, casinos, amusement arcades, museums and

**HM Government**

**STEP 3**

**NO EARLIER THAN 17 MAY**  
At least 5 weeks after Step 2

| <b>BUSINESS / ACTIVITIES</b>   | <b>SOCIAL CONTACT</b>  | <b>LARGER EVENTS</b>  | <b>TRAVEL</b>  |
|--|--|---|--|
| <b>Indoor hospitality</b><br><b>Indoor entertainment and attractions</b><br><b>Organised indoor sport</b> (adult)<br><b>Remaining accommodation</b><br><b>Remaining outdoor entertainment</b> (including performances) | <b>Maximum 30 people outdoors</b><br><b>Indoors: Up to 6 people or a larger group from 2 households only</b> (subject to review) | <b>Most significant life events (30 people)</b><br><b>Indoor events 1,000 people or 50% capacity</b> (whichever is lower)<br><b>Outdoor events 4,000 people or 50% capacity</b> (whichever is lower)<br><b>Large seated outdoor venues 10,000 people or 25% capacity</b> (whichever is lower) | <b>Domestic overnight stays</b><br><b>International travel</b> (subject to review) |

**COVID-19 ROADMAP 2021**



children's indoor play areas are permitted to open with COVID-secure measures in place.

- People can attend indoor and outdoor events, including live performances, sporting events and business events. Attendance at these events is capped according to venue type, and attendees should follow the COVID-secure measures set out by those venues.
- Indoor hospitality venues such as restaurants, pubs, bars and cafes can reopen.
- Organised indoor sport can take place for all. This includes gym classes. It must be organised by a business, charity or public body and the organiser must take reasonable measures to reduce the risk of transmission.
- All holiday accommodation can open, including hotels and B&Bs. This can be used by groups of up to 6 or 2 households (each household can include a support bubble, if eligible).
- Funeral attendance is no longer be limited to 30 people, but will be determined by how many people the COVID-secure venue can safely accommodate with social distancing. Limits at weddings, wakes and other commemorative events have been increased to 30 people. Other significant life events, such as bar/bat mitzvahs and christenings, will also

be able to take place with 30 people.

- The rules for care home residents visiting out and receiving visitors have changed, allowing up to five named visitors (two at any one time), provided visitors test negative for COVID-19.
- All higher education students are able to access in-person teaching.
- Support groups and parent and child group gathering limits have been increased to 30 people (not including under 5s)
- There is no longer a legal restriction or permitted reason required to travel internationally. A traffic light system for international travel has been introduced, and you must follow the rules when returning to England depending on whether you return from a red, amber or green list country.



# USEFUL LINKS

## **GOVERNMENT ADVICE**

- [Coronavirus restrictions—what you can and cannot do](#)
- [4 step plan to ease lockdown—spring 2021](#)

## **Social distancing and shielding**

- [Protect yourself and others](#)
- [Making a support bubble with another household](#)
- [Childcare bubbles: looking after children with another household](#)
- [Get support if you're clinically extremely vulnerable](#)
- [How to protect yourself if you're clinically extremely vulnerable](#)

## **Testing and self-isolating**

- [Find out about coronavirus testing](#)
- [Get a test if you have symptoms](#)
- [Get a test if you do not have symptoms](#)
- [Report a COVID-19 test result from a lateral flow test kit](#)
- [Book a test if you have a verification code](#)
- [Businesses: ordering workplace tests](#)
- [Self-isolating: check if you can get a £500 Test and Trace Support Payment](#)
- [Self-isolating: stay at home if you think you have coronavirus](#)
- [NHS test and trace: what to do if you are contacted](#)

## **International travel**

- [Travel abroad and coronavirus](#)

- [Red, amber and green list rules for entering England](#)
- [Get a private test before you return to England](#)
- [Booking a stay and tests in a quarantine hotel](#)
- [Test to release for international travel](#)

## **Schools, universities, education and childcare**

- [Guidance for teachers, school leaders, carers, parents and students](#)
- [Parents and carers: what you need to know](#)
- [Childcare bubbles](#)
- [Supporting children and young people's mental health and wellbeing](#)
- [Keeping children safe online](#)

## **Vaccination**

- [COVID-19 vaccination programme](#)
- [Vaccination information in other languages, including Punjabi, Arabic and Bengali](#)

## **Work and financial support**

- [Getting financial help and staying safe at work](#)
- [Furlough: Check if your employer can put you on temporary leave](#)
- [Redundancy: your rights](#)
- [Apply for a Test and Trace Support Payment](#)
- [Businesses and self employed people](#)
- [Getting financial help and keeping your business safe](#)



- [Your business has had to close: check if you can get a grant](#)
- [Financial support for businesses and self-employed people](#)
- [Register to order coronavirus tests for your employees](#)
- [How to make your workplace COVID-secure](#)

## **NHS GUIDANCE**

- [Coronavirus vaccination information in England](#)
- [Suffolk and North East Essex COVID-19 Vaccination Service](#)
- [NHS Coronavirus vaccine](#)
- [NHS COVID-19 App](#)
- [NHS: Test and Trace](#)
- [East Suffolk and North Essex NHS - Coronavirus](#)
- [NHS Guidance - Coronavirus](#)
- [NHS - what to do if you or someone you live with has coronavirus symptoms](#)
- [NHS 111](#)
- [NHS Every Mind Matters](#)
- [NHS - Need help from a Volunteer](#)

## Responder?

- [NHS Guidance for those with learning disabilities](#)

## **OTHER ADVICE**

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





## USEFUL SOCIAL MEDIA CHANNELS AND WEBSITES

[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](#)

[Suffolk and North East Essex COVID-19 Vaccination Service](#)

## 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. *Please note many have scaled back their efforts but are still there to help if needed.*

### 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.

### 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

### Fordham Parish Council

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

### Layer Parish Council



## FURTHER LOCAL SUPPORT

### Marks Tey Parish Council

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

### Men in Sheds

**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

**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.

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

### 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 during the pandemic They have a dedicated group of volunteers to offer help and support.

Call 0300 303 9988. Mon– Fri 8am—7pm. Sat 10am—2pm. Email [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)

**Register for help here.**

**Community Agents Essex** is a countywide network of agents and volunteers who support older people and informal carers to find and develop independent living solutions from within their local community.

- promoting health and independence
- reducing social isolation
- finding practical solutions to daily living
- providing confidential trusted information
- informing choice and reducing confusion
- increasing individual and community resilience

**Colchester's Community Agents are**

Morna Clements: Call 07305488233 or



email [morna.clements@caessex.org.uk](mailto:morna.clements@caessex.org.uk)

Clive Wakeford: Call 07540720604 or email [clive.wakeford@caessex.org.uk](mailto:clive.wakeford@caessex.org.uk)

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

Get help claiming Universal Credit by contacting their free national helpline 0800 144 8 444. Advisers are usually available 8am to 6pm Monday to Friday.

Citizens advice also 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 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. 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 residing in the UK to seek advice and 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** is run by volunteers, it is set up to serve the local Chinese community and to support its integration into society. This is an all inclusive association. [info@colchesterchineseassociation.co.uk](mailto:info@colchesterchineseassociation.co.uk)

**Refugee Action 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.** 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)

### **Macmillan Information Centre.**

Providing emotional and practical support to anyone that has been affected by cancer.

Colchester Hospital, CO4 5JL 01206 745347. Email [esneft.cancerwell-beingcentre@nhs.net](mailto:esneft.cancerwell-beingcentre@nhs.net). National Macmillan Number 0808 808 00 00

### **Alzheimer's Society Community**

**Support Service Essex.** Providing support via virtual groups, including peer support, quizzes, activity groups, virtual coffee mornings and signing for the brain. Email [dementia.connect@alzheimers.org.uk](mailto:dementia.connect@alzheimers.org.uk) or telephone 0333 150 3456

**Colchester Gateway.** Is continuing to support individuals and families with learnings disabilities, although during lockdown they have extended this to anyone in need who has no support from anyone else. They will issue foodbank

vouchers and arrange delivery, can link with other organisations, help with housing and benefit and social care issues, advice on activities and care and support. Assistance with Covid testing and access to health services. Also have a small respite pot and may be able to assist with this. They can provide regular phone and or Zoom/MST support as often as someone may need this. Have a wealth of knowledge and contacts and try and help where they can.

**Suffolk Law Centre:** Housing legal advice and assistance is now available at Suffolk Law Centre under Legal Aid which can pay some or all of a client's costs.

Legal advice and assistance are provided by a dedicated housing casework team mainly serving clients across Suffolk but with capacity to take clients from North Essex due to lack of legal aid providers in the area.

### **Housing work within scope of Legal Aid:**

Possession proceedings

- evictions
- disrepair
- homelessness
- re-housing

All advice is by appointment only. You must be eligible for Legal Aid, means and merits tests are applied prior to any work being carried out, to determine



eligibility. To make an appointment or for more information please call 01473 408111 or email [office@suffolklawcentre.org.uk](mailto:office@suffolklawcentre.org.uk).

**ENFORM:** Have set up an eco friendly delivery project called Colchester E-Cargo Bike Delivery Project as a Community Project. It will deliver items throughout central Colchester within a 4.5 mile radius which encompasses Wivenhoe and Rowhedge using a Colchester Borough Council E- Cargo Bike. Charges start at £3. However they have received some funding which allows them to offer a free service to vulnerable residents, particularly in the wards of Greenstead, Berechurch and Mile End. They also offer free deliveries to Community Groups such as the Foodbank and Uniform Exchange and their clients. In addition we offer groups the facility of picking up donations as well.

For more information or to arrange a pick up or delivery contact Lee Pugh on 07852 958953, e-mail [hello@ecargobikecolchester.com](mailto:hello@ecargobikecolchester.com) or message them on [Facebook](#)

**Green Doctor Service.** Groundwork East offers the Green Doctor Service throughout the Essex area, focusing on Colchester, Braintree and Harlow. The service works with residents living in fuel poverty that may be struggling to pay their utility bills or to keep their homes warm to better get control of their energy usage, get on top of utility bills including utility debts, in order to live in warmer homes

and have a better quality of life.

Services offered:

- Look at funding to improve home energy efficiency i.e. insulation, new boilers
- Switching energy companies
- Energy awareness advice for residents themselves
- Help to pay off debts by applying to grants or setting up payment plans
- Onward referrals i.e. Anglian Water Priority Services Team
- Free energy saving measures o LED light bulbs
- Draught proofing
- Radiator panels
- Letter flap and door brushes
- Hot water bottles
- Water saving shower heads

Although the service is free there are qualifying criteria:

- Anyone aged over 65
- Anyone living on a low income or with debt
- Anyone with mental or physical medical conditions, especially ones exacerbated by the cold i.e. arthritis, asthma, cardiovascular conditions
- Young families who have children under the age of 5
- Anyone living in emergency housing

or poor housing conditions

- Pregnant women

Initially a first consultation is had, with the option of a second if needed as well as a follow up call to see how the suggested actions and recommendations are going.

Residents can get in touch directly through [greendoctoreast@groundwork.org.uk](mailto:greendoctoreast@groundwork.org.uk) or by calling 077 0294 1440. Referrals can be made through the following webpage <https://www.groundwork.org.uk/cadent-foundation-green-doctor>

If you would like to know more about the service contact David, one of the Green Doctors at [david.ashby@groundwork.org.uk](mailto:david.ashby@groundwork.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)



# CORONAVIRUS RESTRICTIONS 17 MAY 2021: WHAT YOU CAN AND CANNOT DO

## Keeping yourself and others safe

Restrictions have been eased following the move to step 3. However we must continue to exercise caution. You should follow this guidance on what you can and cannot do. It is underpinned by law.

You should also follow the guidance on how to stop the spread of coronavirus at all times, including if you have been vaccinated against COVID-19.

## Face coverings

You must wear a face covering in many indoor settings, such as shops and places of worship, and on public transport, unless you are exempt or have a reasonable excuse. This is the law. Read guidance on face coverings. See page 67 for details.

## If you are clinically extremely vulnerable

If you are clinically extremely vulnerable, you could be at higher risk of severe illness

from coronavirus.

If you are clinically extremely vulnerable, you are no longer advised to shield. However, you should continue to follow the guidance for people who are clinically extremely vulnerable and are advised to continue taking extra precautions to protect yourself, such as limiting close contacts, shopping or travelling at quieter times of the day, keeping rooms ventilated and washing your hands regularly. Your employer is required to take steps to reduce the risk of exposure to COVID-19 in the workplace. See page 52 for more information.

## If you have been vaccinated against COVID-19

To help protect yourself and your friends, family, and community you should continue to follow all of the guidance here even if you've been vaccinated against COVID-19.

The vaccines have been shown to reduce the likelihood of severe illness in most people. Like all medicines, no vaccine is completely effective, so those who have received the vaccine should continue to take recommended precautions to avoid infection.

Whilst emerging evidence suggests vaccines are having an impact on transmission, we do not know by how much the vaccine stops COVID-19 from spreading. Even if you have been vaccinated, you could still spread COVID-19 to others, even if you do not display



The image is a promotional poster for NHS COVID-19 tests. It features a photograph of a woman in a dark, patterned dress kneeling on a light-colored carpet, helping a young child with curly hair put on a sandal. The child is wearing a white t-shirt and blue and white striped shorts. In the background, a window with a blue frame is visible. The poster includes the following text: 'HM Government' with the Royal Coat of Arms logo in the top left; 'NHS Test and Trace' in the top right; a yellow box on the left containing the text 'Free rapid Covid-19 tests are available to all adults. Test yourself twice a week to help stop the virus spreading.'; and at the bottom, the text 'FREE, RAPID COVID-19 TESTS' next to the NHS logo and 'NHS.UK /GET-TESTED'.

symptoms.

## Getting tested for COVID-19

Rapid lateral flow testing is now available free to anybody without symptoms. You can get your tests from pharmacies, testing sites, employers, schools, colleges and universities.

[Find out more about how to get rapid lateral flow tests](#)

Testing twice a week will help make sure you don't have COVID-19, reducing the risk to those around you.

If you have symptoms you should continue to [get a PCR test](#). If you're not sure, you can [find out which coronavirus test you should get](#).

You must self isolate if you test positive. Do not meet up with others and [follow the stay at home guidance](#). [See page 89](#).

## Meeting family and friends indoors

You should continue to minimise the number of people you meet within a short period of time to limit the risk of spreading coronavirus (COVID-19). Most restrictions on meeting people outdoors have been lifted, but gatherings must not exceed 30 people unless covered by a legal exemption, such as:

- For the purposes of work or volunteering.
- To provide care or assistance for disabled or vulnerable people.

If you are meeting friends and family, you can make a personal choice on whether to keep your distance from them, but you

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.

should still be cautious. You should read the guidance on [meeting friends and family](#). [See page 34](#).

## Meeting friends and family indoors (rule of 6)

It is safer to meet people outdoors. This is because COVID-19 spreads much more easily indoors. However, you can meet up indoors with friends and family you do not live with, either:

- In a group of up to 6 from any number of households (children of all ages count towards the limit of 6).
- In a group of any size from up to two households (each household can



The graphic features the HM Government logo and the NHS logo at the top. Below them are three stylized houses of different colors (brown, orange, and blue). The text below the houses reads: "From **17 May**, overnight stays with friends and family will be allowed with groups of 6 people or two households. Remember to **open a window** to let fresh air in."



include an existing support bubble, if eligible).

If you are meeting friends and family, you can make a personal choice on whether to keep your distance from them, but you should still be cautious. You should read the guidance on [meeting friends and family](#). [See page 34](#).

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

If you are eligible to form a [support bubble](#), you and your support bubble count as one household towards the limit of 2 households when meeting others indoors. This means, for example, that you and your support bubble can meet with another household, even if the total group size is more than 6 people.

### **Where you can meet indoors**

You can meet in a group of 6 or a larger group of any size from up to 2 households (including their support bubbles) indoors in places such as:

- private homes
- retail
- indoor hospitality venues, such as restaurants, bars and cafes
- indoor sports and leisure facilities, such as gyms, sports courts, and swimming pools
- personal care, such as spas
- indoor entertainment and visitor attractions, such as museums, theatres, and indoor play areas

Remember to follow guidance [on how to](#)

[stop the spread of COVID-19, such as letting in fresh air](#).

### **When you can meet with more people**

Gatherings above the limit of 6 people or 2 households indoors can only take place if they are covered by a legal exemption, such as:

- Organised parent and child groups or support groups which can be attended by up to 30 people.
- For the purposes of work or volunteering. This means, for example, a tradesperson can go into a household without breaking the limit if they are there for work.
- To provide care or assistance for disabled or vulnerable people, including shopping for essential items and accessing services on their behalf.

### **Support bubbles**

Up to 6 people from different households



or a larger group of up to 2 households can meet indoors without the need for a formal childcare arrangement such as a [childcare bubble](#).

If you are eligible to form a [support bubble](#), you and your support bubble count as one household towards the limit of 2 households when meeting others indoors. See the separate guidance on [support bubbles](#).

### **Going to work**

You should continue to work from home where you can.

If you cannot work from home you should continue to travel to your workplace. You do not need to be classed as a critical worker to go to work if you cannot work from home.

Employers and employees should discuss their working arrangements, and employers should take every possible step to facilitate their employees working from home, including providing suitable IT and equipment to enable remote working.

Where people cannot work from home, employers should take steps to make their workplaces COVID-19 secure and help employees avoid busy times and routes on public transport. Extra consideration should be given to those people at higher risk.

COVID-secure rules, including social distancing requirements, continue to apply in the workplace. [COVID-secure guidelines](#) are available for sectors across the economy to substantially reduce the risk of spreading COVID-19.

[See guidance for restrictions on businesses and venues in England](#)

### **Meeting others for work**

You can gather in a group larger than six people or two households indoors or in a group larger than 30 people outdoors where it is necessary for your work. When working, you should remain 2 metres from anyone you do not live with, or at least 1m with additional mitigations.

## **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 further offences up to a maximum of £6,400.

You can be fined £800 if you go to a private indoor gathering such as a house party of over 15 people from outside your household, which will double for each repeat offence to a maximum level of £6,400.

If you hold, or are involved in holding, an illegal gathering of over 30 people, the police can fine you £10,000.



## Working in other people's homes

Where it is reasonably necessary for you to work in other people's homes you can continue to do so, for example if you're a:

- nanny
- cleaner
- tradesperson
- social care worker providing support to children and families

You should follow the [guidance on working in other people's homes](#).

Where a work meeting does not need to take place in a private home or garden, it should not.

## If you are clinically extremely vulnerable or live with someone who is clinically extremely vulnerable

If you have been identified as [clinically extremely vulnerable](#) then you should continue to work from home where

possible. If you cannot work from home, you can go to your workplace. 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. Some employers may introduce regular testing of employees as part of these measures. You may also want to consider how you get to and from work, for example, if it is possible to avoid using public transport during rush hour.

If you live with someone who is clinically extremely vulnerable then you can continue to go to work if you are unable to work from home. As an employer, you should make sure suitable arrangements are in place so that they can work safely. You should consider whether clinically extremely vulnerable individuals can take on an alternative role or change their working patterns temporarily to avoid travelling during busy periods.

You should follow the [guidance on how to stop the spread of coronavirus](#), including what to do to reduce your risk of catching or passing on the virus at home.

## If you are worried about going in to work or you cannot work

There is [guidance if you need to self-isolate or cannot go to work due to coronavirus](#) and [what to do if you're employed and cannot work](#).

Citizens Advice has [advice if you're worried about working](#), including what to do if you think your workplace is not safe, or if you live with someone vulnerable.



Support is available if you cannot work, for example if you need to care for someone or you have less work.

There is further advice for employers and employees from ACAS (the Advisory, Conciliation and Arbitration Service).

### **Going to school or college**

School pupils and students in further education should go to school and college.

All schools, colleges and other further education settings are open for face-to-face teaching during term time. It remains very important for children and young people to attend, to support their wellbeing and education and to help working parents and guardians.

Clinically extremely vulnerable pupils and students should go to school or college.

There is further guidance on what parents need to know about early years providers, schools and colleges during COVID-19.

Rapid lateral flow testing is now available for free for everyone in England. It is recommended for all secondary school pupils and college students, their families and all school and college staff.

See the guidance on how you can get regular rapid tests if you do not have symptoms of coronavirus (COVID-19). See page 102

### **Universities and higher education**

All students are now able to resume in-person teaching and learning. Students should take a test before they travel to a non-term residence.

There is guidance for universities and

## **SUPPORT BUBBLES**

Who can make a support bubble

Not everybody can form a support bubble. However, on 2 December the rules changed to widen eligibility for forming one.

You can form a support bubble with another household of any size if:

- you live by yourself – even if carers visit you to provide support
- you are the only adult in your household who does not need continuous care as a result of a disability
- your household includes a child who is under the age of one or was under that age on 2 December 2020
- your household includes a child with a disability who requires continuous care and is under the age of 5, or was under that age on 2 December 2020
- you are aged 16 or 17 living with others of the same age and without any adults
- you are a single adult living with one or more children who are under the age of 18 or were under that age on 12 June 2020

You should not form a support bubble with a household that is part of another support bubble.

students starting and returning to higher education.

Students should follow the guidance on how to stop the spread of COVID-19 at all times.

For more information see [page 155](#)

### **Childcare**

Up to 6 people from different households or a larger number of no more than 2 households can meet indoors without the need for a formal childcare arrangement. All children can go to registered childcare, childminders, wraparound care and other supervised children's activities indoors and outdoors.

Parent and child groups can take place indoors as well as outdoors, with up to 30 people. Children under 5 who are accompanying a parent or guardian do not count towards this limit. See the parent and child groups section of this guidance.

### **Meeting others for childcare**

Gatherings above the limit of 6 people or 2 households indoors, or above 30 outdoors

can take place for the following purposes:

- For education, registered childcare, and supervised activities for children—[see further information on education and childcare](#).
- 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.
- To place or facilitate the placing of a child or children in the care of another by social services.

### **Parent and child groups**

Parent and child groups can take place indoors as well as outdoors (but not in private homes or gardens) if they are for the benefit of children aged under 5 and

**SECONDARY PUPILS WILL NO LONGER  
NEED TO WEAR FACE COVERINGS IN  
SCHOOLS AND COLLEGES FROM 17 MAY**



organised by a business, charity or public body.

Parent and child groups must be limited to no more than 30 people. Children under five and anyone working or volunteering as part of the group, such as a group leader, are not counted in this number.

### **Providing care or assistance**

Gatherings above the limit of 6 people or 2 households indoors can take place for the purposes of providing care or assistance, such as:

- To visit people in your support bubble (if you are legally permitted to form one).
- To provide emergency assistance.
- To go to a support group of up to 30 participants. The limit of 30 does not include children under 5 who are accompanying a parent or guardian.
- To provide care or assistance for disabled or vulnerable people, including shopping for essential items and accessing services on their behalf.

You can also provide care or assistance for disabled or vulnerable people inside someone's home, where necessary.

You should follow the [guidance on how to stop the spread of coronavirus](#) at all times.

There is further [guidance for those who provide unpaid care to friends or family](#).

### **Support groups**

Support groups can take place with up to 30 participants where officially organised to provide mutual aid, therapy or any other

form of support. Support groups must be organised by a business, charity or public body and if taking place indoors, must not take place in a private home.

There is further guidance on how to run or attend a support group safely within the guidance for the safe use of [multi-purpose community facilities](#).

Examples of support groups include those that provide support to:

- Victims of crime (including domestic abuse).
- Those with, or recovering from, addictions (including alcohol, narcotics or other substance addictions) or addictive patterns of behaviour.
- Those with, or caring for people with, any long-term illness or terminal condition or who are vulnerable (including those with a mental health condition).
- Those facing issues related to their sexuality or identity (including those living as lesbian, gay, bisexual or transgender).
- Those who have suffered bereavement.
- Vulnerable young people (including to enable them to meet youth workers).
- Disabled people and their carers.

The limit of 30 does not include children under 5 who are accompanying a parent or guardian. Where a person has a clear and formal role (paid or voluntary) to run the group or help it operate, rather than only attending as a member of the group to



# COVID-19: Restrictions in England

From 17 May

## STEP 3

|  |  |   |   |
|--|--|---|---|
| <p><b>MEETING OTHERS</b> </p> <p>You can meet outdoors in groups of up to 30 people. You can meet indoors in groups of up to six people or two households.</p> <p>You don't have to stay 2m apart from friends and family, but consider the risks to you and those you are with.</p> | <p><b>OVERNIGHT STAYS</b> </p> <p>Domestic overnight stays are allowed, in groups of up to six people or 2 households.</p>   | <p><b>EDUCATION</b> </p> <p>Schools, colleges and universities fully open.</p> <p>Regular testing provided.</p>   | <p><b>WORK AND BUSINESS</b> </p> <p>You should continue to work from home if you can.</p>   |
| <p><b>RETAIL AND PERSONAL CARE</b> </p> <p>Open.</p>   | <p><b>BARs, PUBS AND RESTAURANTS</b> </p> <p>Open.</p> <p>Groups of up to six people or two households allowed indoors.</p> <p>Groups of up to 30 allowed outdoors.</p>  | <p><b>ACCOMMODATION</b> </p> <p>All holiday accommodation open, including hotels, hostels and B&amp;Bs.</p>   | <p><b>LEISURE AND SPORTS FACILITIES</b> </p> <p>Open indoors and outdoors, including gyms, indoor sports facilities, swimming pools, saunas and steam rooms.</p> <p>Organised sport and group exercises allowed.</p>  |
| <p><b>ENTERTAINMENT</b> </p> <p>Open indoors and outdoors, including cinemas, bowling alleys, zoos and theme parks.</p>  | <p><b>LARGE EVENTS</b> </p> <p>Events, including live performances, business events and sporting events can proceed with capacity limits, indoors and outdoors.</p>  | <p><b>DOMESTIC TRAVEL</b> </p> <p>Travel safely. Plan ahead and avoid the busiest times and routes if you can.</p>  | <p><b>OVERSEAS TRAVEL</b> </p> <p>Check whether your destination is on the red, amber or green list. You should not travel to red and amber countries. If you are travelling to a green country, check the rules in your destination as testing or quarantine requirements may be in place.</p> |
| <p><b>PLACES OF WORSHIP</b> </p> <p>Open. You can attend in groups of 6 people or 2 households.</p>  | <p><b>WEDDINGS AND FUNERALS</b> </p> <p>Weddings, receptions, life events and wakes can take place with up to 30 attendees, indoors in a COVID-Secure venue, or outdoors.</p> <p>No limit on funeral attendees, subject to how many the venue can safely accommodate with social distancing.</p> | <p><b>RESIDENTIAL CARE</b> </p> <p>People who live in a care home can have 'low risk' visits out of the home without the need to isolate when they get back. Residents can also name up to five visitors.</p> | <p><b>SHIELDING</b> </p> <p>If you are clinically extremely vulnerable (CEV) you do not need to shield, but should continue to take extra precautions such as shopping at quieter times of the day. You can follow the same advice on meeting friends and family as everyone else.</p>          |

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

COVID-19  
Let's take this next step, safely.



obtain support, they do not have to be counted as part of the gatherings limit.

### **Exercise, sport and physical activity**

You can do unlimited exercise but there are limits on the number of people you can exercise with. You can exercise in a group of up to 30 people when outdoors.

When indoors, you can exercise:

- on your own
- in a group of up to 6 people
- in a larger group of any size from up to 2 households (and their support bubbles, if eligible)

You can also take part in formally organised indoor and outdoor sports or licensed physical activity with any number of people. This must be organised by a business, charity or public body and the organiser must take the required precautions, including the completion of a risk assessment. You should avoid contact in training and, for some sports, avoid contact in all activities. [Read the guidance on what avoiding contact means for your sport.](#)

Indoor leisure facilities may open for you to exercise on your own, in groups of up to 6 people or in a group of any size from up to 2 households.

You should follow the guidance:

- [on grassroots sport and recreation in England](#)
- [for providers of grassroots sports and gym and leisure facilities](#)



### **Elite sportspeople**

Elite sportspeople (or those on an official elite sports pathway) can meet in larger groups, including indoors, to compete and train. They can be joined by their coaches if necessary, or their parents and guardians if they're under 18.

### **Funerals and linked commemorative events**

There is no longer a maximum limit of 30 attendees at funerals. The number of people who can attend a funeral will be determined by how many people the venue can safely accommodate with social distancing measures in place.

Funerals are especially important events to the family and friends of the deceased and this is reflected in the fact that throughout the pandemic, funerals have had higher numerical limits than other life events.

Linked religious or belief-based commemorative events, such as wakes, stone settings and ash scatterings can be



attended by a maximum of 30 people, not including anyone working.

Commemorative events can take place in a COVID-19 Secure indoor venue, or outdoors including private gardens.

There is [guidance for arranging or going to a funeral during the coronavirus pandemic](#).

### **Weddings and civil partnership ceremonies and receptions**

Up to 30 people can be at a wedding, civil partnership ceremony or reception.

Anyone working is not counted in these limits.

There is further [guidance for small marriages and civil partnerships](#).

### **Significant life events**

Significant life events such as christenings or Bar/Bat Mitzvahs can also be attended by a maximum of 30 people. Anyone working is not counted in these limits.

### **Places of worship**

You can go to places of worship for a service. When a service is taking place indoors you must not mingle in groups larger than 6, except when everyone present is from no more than 2 households (including support bubbles). You should maintain social distancing between groups at all times.

When a service is taking place outdoors, you must not mingle in groups larger than 30. You should follow the [national guidance on the safe use of places of worship](#). See [page 214](#) for further information.

### **Volunteering and charitable services**

Gatherings above the limit of 6 people or 2 households indoors, or above 30 people outdoors can take place for the purposes of providing voluntary or charitable services.

You should follow the [guidance on Volunteering during coronavirus \(COVID-19\)](#).

### **Other circumstances where you can gather in larger groups**

Larger gatherings mean they are above the limit of 6 people or 2 households indoors, or above 30 people outdoors.

You may gather in larger groups:

- To provide emergency assistance, and to avoid injury or illness, or to escape a risk of harm (including domestic abuse).
- To fulfil legal obligations.
- To carry out activities related to buying,



selling or moving house.

- For the purpose of COVID-secure protests or picketing where the organiser has taken the required precautions, including completing a risk assessment.
- Where it is reasonably necessary to support voting in an election or referendum (such as vote counting or for legal observers).

Those who are campaigning for a specific outcome in elections or referendums can carry out door-to-door campaigning activity in accordance with [guidance on elections and referendums during COVID-19](#).

You can gather in larger groups within criminal justice accommodation or immigration detention centres.

### **Care home visits**

The rules are different depending on whether you are visiting someone in a care home or a resident is having a visit out of the home.

### **Visiting a care home**

Residents can have up to five regular visitors, with up to 2 visitors at one time or in a single day. People visiting will need to have tested negative for COVID-19 before they come inside and follow the rules on how to prevent infection from spreading. There is [guidance on visiting care homes during COVID-19](#).

### **Low risk visits out of care homes**

Care home residents leaving the home for a low risk visit, such as a walk in the park, will no longer have to self-isolate for 14

days when they return. There is [guidance on visits out of the care home during COVID-19 for residents and care homes](#).

There is separate [guidance for people in supported living](#).

### **Staying away from home overnight**

All holiday accommodation may reopen. You can stay overnight in a:

- hotel / Bed & Breakfast
- campsite
- caravan
- boat
- second home
- other accommodation.

You may stay overnight in holiday accommodation in groups of up to 6, or larger groups if everyone present is from 2 households (including support bubbles) unless a legal exemption applies.

Further [guidance on hotels and other guest accommodation](#) is available

### **Travelling within England**

You should continue to plan ahead and travel safely where possible.

You can plan ahead and travel safely by taking the following precautions:

- Walk or cycle where possible.
- Plan ahead and avoid busy times and routes on public transport.
- Regularly wash or sanitise your hands.
- Wear a face covering on public transport, unless you're exempt.



- Make sure the space is well ventilated. Open windows or take other actions to let in plenty of fresh air.

You must not share a private vehicle in groups larger than 6 people (except when everyone present is from no more than 2 households), unless your journey is made for an exempt reason.

There is additional [guidance on safer travel](#), including on the safe use of public transport.

### Travelling within the UK, the Republic of Ireland and the Channel Islands

#### Travelling to England

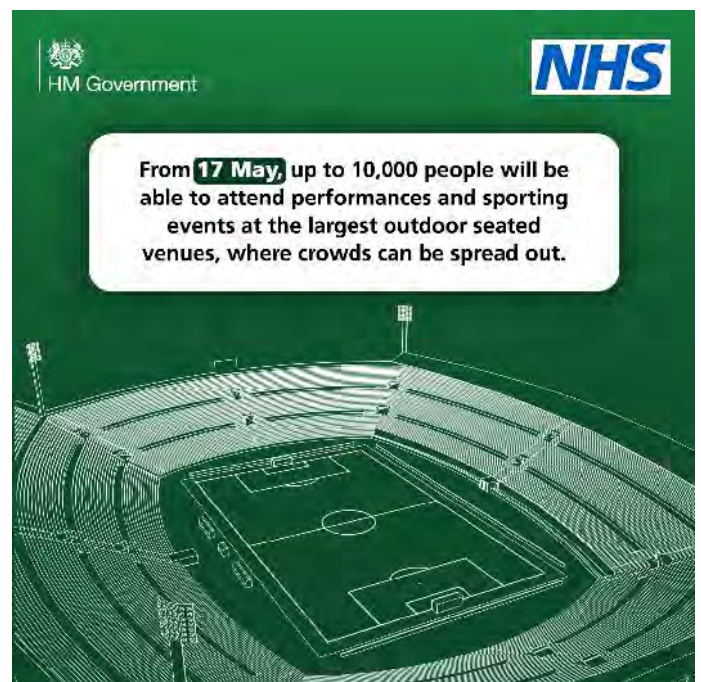
Across the different parts of the Common Travel Area (the UK, the Republic of Ireland, Jersey, Guernsey and the Isle of Man), there may be rules in place that restrict travel to England.

You should check the restrictions in place where you intend to travel from before making arrangements to travel.

Provided you are permitted to travel from another part of the Common Travel Area (the UK, the Republic of Ireland, Jersey, Guernsey and the Isle of Man), you may enter England and are not required to quarantine on arrival. If you do travel to England, you must follow the restrictions on what you can and cannot do.

#### Travelling from England

Across the different parts of the Common Travel Area (the UK, the Republic of Ireland, Jersey, Guernsey and the Isle of Man), there may be rules in place that restrict travel from England. You do not need a reasonable excuse to leave England to travel to other parts of the UK, Jersey, Guernsey, the Isle of Man or the Republic of Ireland. You should check the restrictions in place where you intend to travel to before making arrangements to travel.





# Return of adult indoor sport and group exercise

From 17 May



## Indoor capacity limits



All indoor activities need to adhere to capacity restrictions on indoor facilities. A minimum of 10csqft per person must be provided.

## Indoor sports facilities



All indoor sport and leisure facilities can open. Use of changing rooms / shower facilities should be minimised where possible.

## Indoor group coaching / activity (organised)



Can happen. Follow COVID-secure guidance and where relevant NGB guidance.

## Indoor exercise classes / Personal Training (organised)



Can happen (including in someone's homes). Follow COVID-secure guidance and where relevant NGB guidance.

## Indoor informal sport/activity



Can happen in groups up to 6 people or 2 households. Must follow social distancing rules.

## Indoor competitions / events (organised)



Can happen. Follow COVID-secure guidance and where relevant NGB guidance.

## Indoor spectating and supervision



Can happen adhering to social gathering limits (groups of 6 or 2 households) and social distancing rules.

## Outdoor sports facilities



All outdoor sport and leisure facilities can open.

## Outdoor group coaching/activity inc. group walks (organised)



Can happen in any number following COVID-secure guidance and where relevant NGB guidance.

## Outdoor exercise classes / Personal Training (organised)



Can happen in any number following COVID-secure guidance and where relevant NGB guidance.

## Outdoor informal sport/activity



Can happen with up to 30 people. Must follow social distancing rules.

## Outdoor competitions / events (organised)



Can happen following COVID-secure guidance and where relevant NGB guidance.

## Outdoor spectating and supervision



Can take place. Must adhere to social gathering limits (groups of up to 30 people) and social distancing rules.

## Travelling to take part in sport/activity



You should minimise travel, but travel for sport and exercise is permitted. Car sharing is permitted.

For more information and FAQs, visit:

[sportengland.org/returntoplayfaq](https://sportengland.org/returntoplayfaq)

#ReturnToPlay

## Travelling to or from Northern Ireland

Currently in Northern Ireland it is against the law to leave home without a reasonable excuse. Those arriving into Northern Ireland from another part of the Common Travel Area are asked to self-isolate for 10 days upon arrival. There are a number of exemptions to this request.

## Travelling to or from Scotland

Scottish Coronavirus regulations permit unrestricted travel within Scotland and between Scotland and England, Wales, Northern Ireland, the Channel Islands, or the Isle of Man. Travel restrictions remain in place for travel between Scotland and the rest of the world. There is further guidance on travelling to and from Scotland.

## Travelling to or from Wales

There are no restrictions in place for travel into or out of Wales as long as you are travelling within the UK or wider Common Travel Area (the Republic of Ireland, Jersey, Guernsey and the Isle of Man). Across the different parts of the Common Travel Area, there may be rules in place that restrict travel from Wales. You do not need a reasonable excuse to leave Wales to travel to other parts of the UK, Jersey, Guernsey, the Isle of Man or the Republic of Ireland. You should check the restrictions in place where you intend to travel to before making arrangements to travel. This guidance provides advice on travelling to and from Wales.



## International travel

### Travelling internationally from England

There are no longer any restrictions on leaving England to travel internationally, however to protect public health in the UK and the vaccine rollout, you should not travel to countries or territories on the red or amber lists.

If you travel to one of these countries or territories, you should look at the rules in place at your destination and the Foreign, Commonwealth and Development Office (FCDO) travel advice. You should do this even if you are returning to a place you've visited before.

### Travelling to England from outside the UK

All visitors travelling to England are subject to the coronavirus restriction rules.

What you must do when you arrive in England from abroad depends on where you have been in the last 10 days before

you arrive.

People planning to travel to England should follow the guidance on entering the UK.

Find out what list the country you are travelling from is on and what you need to do.

### Advice for visitors and foreign nationals in England

Foreign nationals are subject to the national restrictions.

If you are visiting the UK, you may return home. You should check whether there are any restrictions in place at your destination.

### Moving home

You can move home.

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

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

### Financial support

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

See further information on business support and financial support if you're off work because of coronavirus.

### Businesses and venues

Further venues are permitted to open. You can visit indoor venues in a group of up to 6 people from different households or a



larger group of any size from up to 2 households including support bubbles.

COVID-secure rules, including social distancing requirements, continue to apply in the workplace, and in businesses and public venues.

### **Businesses and venues which can reopen**

Indoor areas at hospitality venues (cafes, restaurants, bars, pubs, social clubs, including members' clubs) can reopen. At any premises serving alcohol, customers will be required to order, be served and eat/drink while seated ("table service"). Venues are prohibited from providing smoking equipment such as shisha pipes, for use on the premises.

Indoor entertainment venues such as bingo halls, bowling alleys, and casinos may also reopen, as can indoor parts of outdoor attractions such as theme parks and animal attractions. Outdoor and indoor performance venues such as cinemas and

theatres are also permitted to reopen.

Businesses eligible to host childcare and supervised activities for children are able to host these activities (including sport) for all children, regardless of circumstances. Indoor play centres and areas may also reopen.

### **Businesses and venues which must remain closed**

To reduce social contact, some businesses, such as nightclubs, must remain closed or follow restrictions on how they provide goods and services.

There is further guidance on restrictions on businesses and venues in England which explains which restrictions the government will seek to ease at Step 4, subject to the outcome of the events research programme, social distancing and COVID-status certification reviews.

For more information on who is open and closed see [page 165](#)

### **Healthcare and public services**

The NHS and medical services remain open, including:

- dental services
- opticians
- audiology services
- chiropody
- chiropractors
- osteopaths
- other medical or health services, including services relating to mental health



The NHS continues to carry out urgent and non-urgent services safely. It is vital anyone who thinks they need any kind of medical care comes forward and gets help.

The majority of public services will continue. These include:

- Jobcentre Plus sites
- courts and probation services
- civil registrations offices
- passport and visa services
- services provided to victims of crime
- waste or recycling centres
- getting an MOT

Driving lessons and learning to drive

Driving tests and driving lessons may resume. Further [guidance on learning to drive during coronavirus](#) is available.

You will be able to restart:

- car driving lessons
- car and trailer driving lessons
- large goods vehicle (LGV) training
- driving instructor training

The following types of tests will restart:

- theory tests
- motorcycle tests
- LGV driving tests
- car and trailer driving tests

## Be careful: a new COVID-19 variant is spreading in some parts of England

The areas in which the new COVID-19 variant is spreading fastest are:

[Bolton Metropolitan Borough Council](#)

[Blackburn with Darwen Borough Council](#)

Given the increased risk of transmitting COVID-19, you should avoid travelling in and out of these areas unless it is essential, for example for work or education. You should take particular caution when meeting anyone outside your household or support bubble. This will keep yourself and others safe. In particular, wherever possible, you should try to:

- Meet outside rather than inside where possible.
- Try to keep 2 metres apart from people that you don't live with ([unless you have formed a support bubble](#) with them), this includes friends and family you don't live with.
- Get tested twice a week for free and isolate if you are positive.
- Continue to work from home if you can.
- [Get vaccinated](#) when you are offered it, and encourage others to do so as well.

You should self-isolate immediately if you have [symptoms](#) or a [positive test result for COVID-19](#). There is [financial support if you're off work because of coronavirus](#)

## MEETING FRIENDS AND FAMILY

There is ongoing spread of COVID-19 in England and new Variants of Concern continue to be identified.

You should think about the risk of catching or passing on COVID-19 both to yourself and to others before meeting people you do not live with. While no situation is risk-free, you can take steps to make meeting family and friends safer. Vaccines reduce (but do not eliminate) the chances of catching COVID-19 and passing it on, and of serious illness. By following these steps, you can help to protect yourself, your loved ones and those in your community.

### How COVID-19 is spread

It is possible to have COVID-19 with no symptoms. You can pass COVID-19 on to others even if you have only mild symptoms or no symptoms at all. Around 1 in 3 people with COVID-19 do not show symptoms, so can spread the virus to others without knowing.

The main way of spreading COVID-19 is through close contact with an infected person. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. These particles can be breathed in by another person.

Surfaces and belongings can also be contaminated with COVID-19, when people who are infected cough or sneeze near them or if they touch them.

If you have COVID-19, there is a risk that you will spread the virus onto surfaces such as furniture, benches or door handles, even if you do not touch them directly. The next person to touch that surface may then become infected.

### Minimising the risks when meeting friends and family

Anyone with COVID-19 symptoms, however mild, or a positive test result should stay at home and self-isolate immediately. This is because you could pass the infection on to others. You could be fined if you do not self-isolate following a notification by NHS Test and Trace. Stay at home for the full isolation period and do not invite visitors to your home or garden. If you have symptoms of COVID-19, arrange to have a PCR test if you have not already had one.

From Step 3 - on 17 May - you will be able to meet up to 30 people outdoors, and up to six people or one other household indoors. There are some exemptions. You must not interact with anyone outside of your own group (of 30 people outdoors or six people indoors).

From 17 May, if you are meeting friends and family, you can make a personal choice on whether to keep your distance from them, but you should still be cautious. This advice applies to everyone, including people who are clinically extremely vulnerable and to pregnant women, apart from care home



residents where separate guidance applies.

COVID-19 spreads mainly among people who are in close contact (within 2 metres). The further away you can keep from other people, and the less time you spend in close contact with them, the less likely you are to catch COVID-19 and pass it on to others. Close contact, including hugging, increases the risk of spreading COVID-19.

There are actions you can take to reduce the chance of spreading COVID-19 and help keep you and your loved ones safe. This includes:

**Meet outside** - When people are outside and physically distanced from each other, the particles containing the virus that causes COVID-19 are blown away which makes it less likely that they will be breathed in by another person.

**If you do meet inside, make sure the space is well ventilated. Open windows and doors**, or take other action to let in plenty of fresh air. Bringing fresh air into a room and removing older stale air that may contain virus particles reduces the chance of spreading COVID-19. The more fresh air that is brought inside, the quicker any airborne virus will be removed from the room.

**Take the vaccine when you are offered it, and encourage others to as well.** Vaccines reduce (but do not eliminate) the chances of catching COVID-19 and passing it on, and of

serious illness. Consider whether you and your loved ones are vaccinated and whether there has been time for the vaccine to take effect before being in close contact .

**Remember that some people are more vulnerable than others to being seriously ill from COVID-19.** The risks from COVID-19 and therefore of close contact are greater for some people than others, for example because they are clinically extremely vulnerable, pregnant or older. For example, you might choose not to have close contact with an elderly relative at this point, particularly if one or both of you are not vaccinated.

**Minimise how many people you're in close contact with, and for how long.** The more people you are in close contact with - particularly if they are from different households - the higher the chances of you catching or passing on COVID-19. Longer periods of close contact increase the risk of transmission, but remember that even brief contact can spread COVID-19 and there is no such thing as a fully safe period of close contact.

**Get tested twice a week**, even if you don't have symptoms. Around 1 in 3 people with coronavirus do not show symptoms, so can spread the virus to others without knowing. Testing regularly will help to reduce risk, particularly before meeting people from outside your household. You can [order free home tests](#) for you and your loved ones that give results in 30 minutes.

**Wash hands and clean surfaces regularly to remove virus particles.**

You should always make space for other people to keep their distance if they want to.

Remember that you are not permitted to interact with anyone outside of your group of six (or two households) indoors, or outside of your group of 30 outdoors, unless an exemption applies.

In some settings, there will be specific guidance that you will need to follow even when you are with friends and family. This is important to reduce the

risk of spreading COVID-19 to other people such as staff and other members of the public. You should always follow guidance associated with the setting you are in (for example in education, health, or care settings).

COVID-secure rules, including social distancing requirements, continue to apply in the workplace, and in businesses and public venues. This guidance does not affect a site owner’s responsibility to calculate the number of people that can be accommodated with social distancing in place.



# INTERNATIONAL TRAVEL ADVICE

What you must do when you arrive in England from abroad depends on where you have been in the 10 days before you arrive.

## **Red list countries and territories**

If you have been in a country or territory on the red list in the last 10 days you will only be allowed to enter the UK if you are a British or Irish National, or you have residence rights in the UK.

You should not travel to red list countries or territories for leisure purposes.

## **Before travel to England**

Before you travel to England you must:

- Complete a passenger locator form.
- Take a COVID-19 test.
- Book a quarantine hotel package, including 2 COVID-19 tests.

## **On arrival in England**

On arrival in England you must:

- Quarantine in a managed hotel, including 2 COVID-19 tests.

## **Amber list countries and territories**

What you must do if you have been in an amber country or territory in the 10 days before you arrive in England.

You should not travel to amber list countries or territories for leisure purposes.

## **Before travel to England**

Before you travel to England you must:

- Complete a passenger locator form.
- Take a COVID-19 test.
- Book and pay for day 2 and day 8 COVID-19 travel tests - to be taken after arrival in England.

## **On arrival in England**

On arrival in England you must:

- Quarantine at home or in the place you are staying for 10 days.
- Take a COVID-19 test on or before day 2 and on or after day 8.

## **Read about quarantine and taking COVID-19 tests.**

You may be able to end quarantine early if you pay for a private COVID-19 test through the Test to Release scheme. See page 46

## **Travel within the UK, Ireland, the Channel Islands and the Isle of Man**

You do not need to take a COVID-19 test or quarantine on arrival in England if you are travelling within the UK, Ireland, the Channel Islands and the Isle of Man, (the Common Travel Area), and you have not been outside of the Common Travel Area in the previous 10 days.

## **If you have been in a country or territory on the red list**

If you have also been in or through a country or territory on the red list in the 10 days before you arrive in England, you must follow the red list rules.

[Read more about making a transit stop in a red list country or territory.](#)

### Countries on the watchlist or moving to red

If conditions change in a country or territory, it can be moved from the amber list to the red list. If that is likely to happen, this will normally be flagged in the Amber watchlist column in the table below. If there is a sudden change in conditions, a country or territory may be moved between lists without warning.

#### [Amber list of countries and territories](#)

#### [Green list countries and territories](#)

From 17 May there will be a new green list of countries and territories. [amber list](#) or [red list](#) rules.

### Travel to England from a country or territory on the green list from 17 May.

You must only have been in or travelled through a green list country or the

Common Travel Area in the previous 10 days.

### Before travel to England

Before you travel to England you must:

- [Complete a passenger locator form.](#)
- [Take a COVID-19 test.](#)
- [Book and pay for a day 2 COVID-19 test.](#)

### On arrival in England

You must [take a COVID-19 test](#) on or before day 2 after you arrive.

You do not need to quarantine unless the test result is positive.

You must [self-isolate](#) if NHS Test & Trace informs you that you travelled to England with someone who has tested positive for COVID-19.

### If you have been in a country or territory on the red or amber list

If you have also been in or through a country or territory on the [red list](#) in the 10 days before you arrive in England, you must follow the red list rules.

If you have also been in or through a country or territory on the [amber list](#) in the 10 days before you arrive in England, and have not visited a country on the red list, you must follow the amber list rules.

[Read more about making a transit stop in an amber or red list country or territory.](#)

### Countries on the watchlist or moving to amber

If conditions change in a country or territory, it can be moved from the green

Department for Transport

## International Travel: Traffic Light System

All international travel into the UK is subject to additional COVID-19 health checks at the border, be prepared for longer wait times.

| RED COUNTRIES      | AMBER COUNTRIES    | GREEN COUNTRIES |
|--------------------|--------------------|-----------------|
| Should not travel. | Should not travel. | OK to travel.   |

Check before you travel at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)



list to the amber or red list. If that is likely to happen, this will normally be flagged in the green watchlist column in the table below. If there is a sudden change in conditions, a country or territory may be moved between lists without warning.

### **Transit stops in amber or red list countries**

When you arrive in England you need to follow the rules for the highest risk country or territory that you have been in or passed through in the previous 10 days. That can include transit stops.

A transit stop is a stop where passengers can get on or off the same part of the transport in which you are travelling. It can apply to ships, trains or flights. Your ticket should show if a stop is a transit stop.

The rules of a country or territory that you make a transit stop in could apply if:

- New passengers get on and are able to mix with you.
- You or other passengers get off the transport you are on and mix with other people, then get on again.

Making a transit stop would not affect what you have to do on arrival in England if, during the stop:

- No new passengers, who are able to mix with you, get on.

- No-one on-board gets off and mixes with people outside.
- Passengers get off but do not get back on.

### **Private vehicles or coaches travelling through amber or red list countries and territories**

If you are travelling to England in a private vehicle, the rules of the countries and territories you drive through apply. For example, if you drive through an amber list country, then you must follow the [amber list rules](#) when you arrive in England.

This applies whether you stop in the country or territory or not. You need to record the countries and territories you drive through on your [passenger locator form](#).

### **Transiting through airports in England**

See what you need to do if you are [transiting 'landside' or transiting 'airside' through England](#).

### **Travel within the UK, Ireland, the Channel Islands and the Isle of Man**

You do not need to take a COVID-19 test or quarantine on arrival in England if you are travelling within the UK, Ireland, the Channel Islands and the Isle of Man, (the [Common Travel Area](#)), and you have not been outside of the Common Travel Area in the previous 10 days.

**You should not travel to [amber list](#) or [red list](#) countries or territories for leisure purposes.**

# International Travel: Red

Should not travel

Requirements apply to anyone who has been in or travelled through a red listed country in the 10 days prior to arrival in England. Failure to comply with travel requirements could result in a fixed penalty notice of £5,000, rising to £10,000.

### PRE-DEPARTURE TEST

You must show proof of a negative COVID-19 test taken no more than 3 days before your departure.

When travelling to the UK from a red list country, you must arrive at a designated port.

### MANAGED QUARANTINE

You must quarantine for 10 full days in a managed quarantine hotel.

Before you travel to England, book and pay for a quarantine hotel package which includes your hotel quarantine, transport and COVID-19 testing on day 2 and on or after day 8.

Check before you travel at [gov.uk/coronavirus](https://gov.uk/coronavirus)



# International Travel: Amber

Should not travel

Requirements apply to anyone who has been in or travelled through an amber listed country in the 10 days prior to arrival in England. If you travelled through a red listed country, you must follow measures associated with that list. Failure to comply with travel requirements could result in a fixed penalty notice of £5,000, rising to £10,000.

### PRE-DEPARTURE TEST

You must show proof of a negative COVID-19 test taken no more than 3 days before your departure.

### QUARANTINE

You must travel directly to the place you are staying and not leave until 10 days have passed.

### TEST TO RELEASE

Before you travel to England, you can book a COVID-19 test to take 5 days after you arrive. The test will need to be recorded on your Passenger Locator Form.

### PCR TESTING

Before you travel to England, you will need to pre-book a private COVID-19 test to take on or before day 2 after your return to help identify any potentially harmful variants of COVID-19. Further testing on or after day 8 is also required, unless you have a positive result from your day 2 test.

Check before you travel at [gov.uk/coronavirus](https://gov.uk/coronavirus)



# International Travel: Green

OK to travel

Requirements apply to anyone who has only been in or travelled through a green listed country in the 10 days prior to arrival in England. If you travelled through a red or amber listed country, you must follow measures associated with that list. Failure to comply with travel requirements could result in a fixed penalty notice of £5,000, rising to £10,000.

### PRE-DEPARTURE TEST

You must show proof of a negative COVID-19 test taken no more than 3 days before your departure.

### QUARANTINE

N/A

### PCR TESTING

Before you travel to England, you will need to pre-book a private COVID-19 test to take on or before day 2 after your return to help identify any potentially harmful variants of COVID-19.

Check before you travel at [gov.uk/coronavirus](https://gov.uk/coronavirus)



## Job and medical exemptions

Some people are exempt from some or all of the requirements:

- because of the job they do
- for medical or compassionate reasons

## Travelling abroad from England

From the 17 May you will not need to complete a declaration form to travel abroad.

## Demonstrating your COVID-19 vaccination status when travelling abroad

From 17 May, people in England who have had a full vaccine course (2 doses), will be able to demonstrate their COVID-

19 vaccination status for outbound international travel.

Other countries or territories determine their own border health rules, which may include COVID-19 vaccination status. Check the entry requirements for your destination before travelling.

Find out:

- About demonstrating your NHS COVID-19 vaccination status using the NHS App or letter.

if the countries or territories you are travelling to accept proof of COVID-19 vaccination status as part of their entry requirements

The government is working with the

## UK TRAFFIC-LIGHT SYSTEM



- One test within 72 hours of departure to the UK
- PCR test on or before the second day after landing in UK
- No quarantine requirement



- Test within 72 hours of departure to the UK
- Quarantine at home for at least 10 days
- PCR tests on day two and eight of quarantine
- Eligible for early release by paying for extra test on day five



- Quarantine in an approved hotel for 11 days at a cost of £1,750 per person
- Pre-departure test followed by tests on day two and day eight
- No direct flights between UK and red-list countries
- UK nationals fly home via third country

Source: UK government

devolved administrations to ensure this facility is available to everyone across the UK, and continues to work to ensure that every UK citizen is kept safe.

### **FCDO travel advice during COVID**

Foreign, Commonwealth & Development Office (FCDO) travel advice sets out COVID-19 and other risks that you may face if you travel abroad.

They continue to advise against all non-essential international travel to some countries and territories. You should [check the country page](#) for your destination. They also currently [advise against cruise ship travel](#).

The FCDO are monitoring the international situation closely and keeping their advice under constant review, so that it reflects latest assessment of risks to British people. A range of factors are taken into account. For COVID-19, this includes the incidence rate and the resilience of healthcare provision in each country. Find out more about [how their travel advice works](#).

### **Plan for your travel**

The COVID-19 pandemic continues to affect international travel. No travel is risk-free, and many countries have closed their borders or restricted entry to UK travellers. Any country may further restrict travel or bring in new rules at short notice, for example due to a new COVID-19 variant.

You should read the guidance for your personal circumstances before deciding whether you are legally permitted to travel abroad. If you travel abroad, even if you

are returning to a place you have visited before, follow this checklist:

### **Before you travel**

- Follow current COVID-19 rules for where you live, in [England](#).
- Subscribe to [travel advice](#) email alerts for your destination, and countries you will transit through, so you'll know if advice is updated with new and important information.
- Check for entry restrictions, testing, or quarantine requirements in [FCDO travel advice](#) or contact the [UK-based embassy for your destination country](#).
- If you need a negative COVID-19 test to enter a country, you should use a [private test provider](#). The NHS Test and Trace service cannot provide the documents you need.
- If you live in England and have had a full vaccine course (2 doses), you will be able to [demonstrate your COVID-19 vaccination status](#) using an app or letter to enter some countries and territories. Read [travel advice entry requirements](#) to check if the country you plan to travel to accepts this proof of vaccinated status
- If you're flying, [read the safer air travel guidance](#)
  - ◇ You must [wear a face covering on flights](#) in England and Scotland.
  - ◇ Read [National Travel Health Network and Centre \(NaTHNaC\)](#) guidance.



- Ask your accommodation provider about their COVID-19 safety measures.
- Read the advice of local authorities and follow local health requirements during your journey and at your destination. Local and international travel restrictions may change before or during your stay.
- Get [travel insurance](#) with the appropriate level of cover.
- Check your cancellation rights. Contact your tour operator, transport and accommodation providers if you have questions.
- Use the [travel abroad step-by-step guidance](#) to make sure you're fully prepared

### When you're abroad

- Continue to follow updates to [travel advice](#), as there may be changes for your destination.
- Be prepared to comply with changing restrictions to manage local COVID-19 outbreaks, such as border closures, movement restrictions, testing and quarantine requirements.
- If you test positive for COVID-19, you may need to seek treatment where you are, and stay until you have recovered. If local authorities tell you to quarantine, you should expect to do that where you are.
- Travel restrictions may unexpectedly delay your return home. Plan for possible delays. Make sure you have

access to money and have made practical arrangements to be away for longer than planned.

- If delays occur, you should keep in contact with your travel company or airline for any changes to transport schedules.
- Read FCDO [guidance if you are unable to return to the UK](#) due to COVID-19

### Prepare to return to the UK

Before you [enter the UK](#) you must:

- Take a COVID-19 test up to 3 days before departure. You will need to show a negative test result when you arrive in the UK, including if you are returning home. Read further information on testing for travel to [England](#), [Scotland](#), [Wales](#) or [Northern Ireland](#) from abroad.
- Fill in your [passenger locator form](#) up to 48 hours before you enter the UK.

If you are returning to England from:

- A country on the [red list](#), or you have transited through one in the past 10 days, you must [book to stay in a managed quarantine hotel](#).
- A country on the [amber list](#), or you have transited through one in the past 10 days, you must book COVID tests under the [quarantine rules for arriving into England](#).
- A country on the [green list](#), you must [book a day 2 COVID test](#).

Check the [list of people who are exempt from the UK border restrictions](#).

These rules do not apply for travel within

the Common Travel Area, including Ireland. Different requirements apply for arriving into [Northern Ireland](#).

### When you arrive in the UK

Follow the rules that apply for the country or countries that you have visited, when you [enter the UK from abroad](#), unless you are exempt.

If you're arriving in England from a country on the [amber list](#), you may be able to pay for a COVID-19 test under [Test to Release](#), to find out if you can reduce your self-isolation period. [See page 46](#).

### Consular help from the FCDO

The FCDO publish all their [travel advice on GOV.UK](#). Consular officers cannot provide additional information by phone. Read more about the [consular support provided](#).

### If FCDO travel advice changes when you are abroad

Travel advice may change while you are in a country to advise against all travel there, or all but essential travel, because of new COVID-19 risks.

If this happens, you are advised not to return immediately to the UK. Instead, you should follow the local advice on any restrictions the local authorities are taking to control the virus before your return to the UK.

If you decide to shorten your stay abroad because of a change in travel advice, you should:

- Contact your airline and travel company to discuss your options.
- Take the actions to [prepare to return to the UK](#).

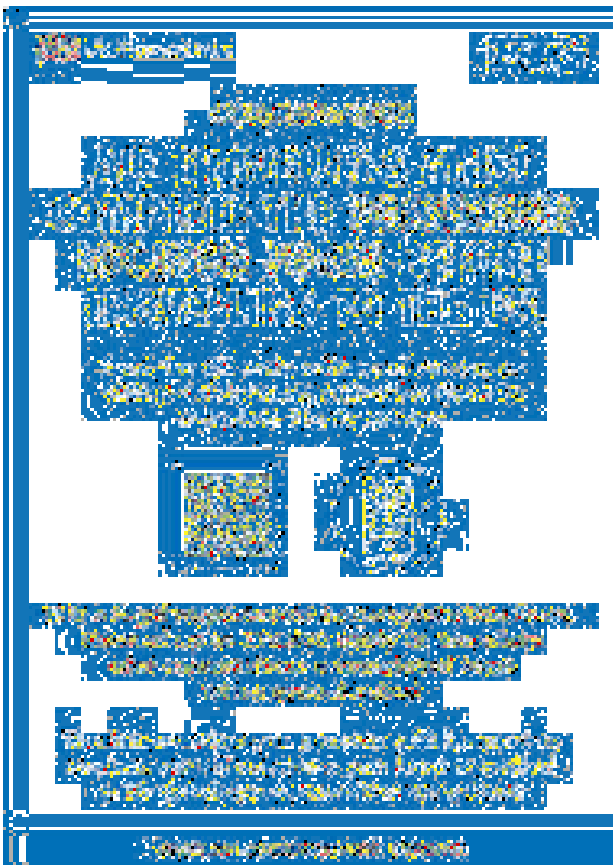
### If changes relating to a new COVID-19 variant mean you cannot return from travel abroad

If you're travelling abroad and [unable to return to the UK](#), contact your airline or travel provider for advice. You can also contact your nearest [British embassy, high commission or consulate](#) for urgent assistance.

### Your mental wellbeing

Your emotional and mental wellbeing is important. Keep in regular contact with the people who usually support you: family, friends and colleagues, especially if you are in quarantine abroad.

Read [guidance on how to look after your wellbeing and mental health](#) if you're abroad during the COVID-19 pandemic.



## COVID-19 health advice

Read the latest [NHS guidance on COVID-19](#) for the current situation in the UK and abroad, and the latest [government guidance on COVID-19](#).

The [NaTHNaC](#) provides general advice on preparing for foreign travel and how to reduce the spread of respiratory viruses.

### If you live abroad permanently

If you live abroad permanently, follow the advice of local authorities where you live. Check FCDO [travel advice pages](#) for information on COVID-19 restrictions in individual countries.

If you are in England temporarily and do not permanently reside in the UK, [check the permitted reasons to travel abroad](#) before you travel to where you reside.

### COVID-19 vaccines if you live abroad

Wherever possible British nationals should aim to be vaccinated in their country of residence. The FCDO will share information on other countries' national COVID-19 vaccine programmes on their [travel advice pages](#) as they are announced. You can sign up to get email notifications when a country's travel advice page is updated.

If you live overseas find out about COVID-19 vaccines available locally, and contact your [healthcare provider](#) for further advice. They can share the latest information about the national vaccination programme in the country where you live.

The Medicines and Healthcare Products Regulatory Agency (MHRA) is the UK

authority responsible for assessing the safety, quality and efficacy of vaccines. It has authorised the Pfizer/BioNTech, Oxford/AstraZeneca and Moderna vaccines for temporary supply and use in the UK. Find out more about [MHRA approval for these vaccines](#).

British nationals living overseas should seek medical advice from their local healthcare provider in the country where they reside. Information about COVID-19 vaccines used in other national programmes, including regulatory status, should be available from the local authorities. This [list of Stringent Regulatory Authorities recognised by the World Health Organisation](#) may also be a useful source of additional information.

Find out more

- [About COVID-19 vaccines on the World Health Organisation website](#).
- [Guidance on travelling abroad during the coronavirus pandemic](#)
- [FCDO travel advice for the countries you will visit](#)

# TEST TO RELEASE FOR INTERNATIONAL TRAVEL

## How the Test to Release scheme works

If you arrive in England from somewhere outside the UK, Ireland, the Channel Islands or the Isle of Man you must quarantine for 10 days on arrival.

Under the Test to Release scheme you can choose to pay for a private COVID-19 test. If the result is negative, you can end your quarantine.

***You cannot take a test until you have been in England for 5 full days.***

The scheme is voluntary and applies to those quarantining in England only.

If you do not want to opt into the Test to Release scheme, you will need to quarantine for 10 days.

## How to take part in the scheme

To take part in the scheme you need to:

- Book a test with one of these private test providers.
- Choose to opt into the scheme on the passenger locator form.

You will be asked to enter details of your test in the passenger locator form. You must do this to take part in the scheme.

You should book your test before you travel to England. This is so you can enter details of the test when you opt into the scheme on the passenger locator form.

If you decide to take part in the scheme after you have arrived in England, you will need to complete another passenger locator form.

You will have to pay the private test

provider for your test. You will need to book an individual test for each person opting into Test to Release, including children.

The test provider will either send a test to your address or you can attend a testing site. You may leave your house to post your test or to travel directly to and from the testing site. You should follow safer travel guidance and avoid public transport if possible.

## Scheme rules

You cannot use the Test to Release scheme if you have been in or through any country that is on the travel ban red list in the 10 days before you arrive in England.

You must quarantine on arrival in England. You can take a test no earlier than the 5th day after arrival in England.

This is in addition to the tests that everyone must take on or before day 2 and on or after day 8 of their quarantine period.

## Example

You arrive in England on Monday. Tuesday will be your first full day of quarantine. You can take a test no earlier than the 5th day after arrival in England - Saturday. You must continue to quarantine while you await your test result.

## If you test negative

If the test result is negative you can stop quarantine as soon as you receive

***You still need to take the coronavirus test on or after day 8.***



## **If you test positive for COVID-19**

If the test is positive you need to quarantine for another 10 days. Count the 10 days starting from the day after you took the test, or from when you first had symptoms if that is earlier.

People you live with in the UK, or people you are staying with, should also quarantine for 10 days from the date of your positive test.

You do not need to take the coronavirus test on or after day 8.

## **If your test is inconclusive**

If the result from your test is inconclusive you must continue to quarantine. You can choose to take another privately provided test to find out if you can stop quarantine early.

You may be fined if you do not quarantine. The fine is £1,000 for the first time, up to £10,000 for further breaches.

## **NHS Test & Trace tests**

You cannot use tests provided by NHS Test and Trace under this scheme. Use one of [listed private test providers](#). You can be fined if you use a negative NHS test result to end your self-isolation period early.

## **If you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app**

Self-isolate immediately if you are told to by NHS Test and Trace or the NHS COVID-19 app.

This applies even if you have had a negative test result under the Test to Release scheme and stopped self-isolating.

If you are told to self-isolate by NHS Test

and Trace or the NHS COVID-19 app before you take a test under the Test to Release scheme, you should:

- cancel your test
- continue self-isolating for 10 days from when you were last in contact with the person who tested positive for coronavirus

Read the rules about [self-isolating if you're told to do so by NHS Test and Trace or the NHS COVID-19 app](#).

## **If you have coronavirus symptoms**

If you have coronavirus symptoms then you should take an NHS Test and Trace test as soon as you can. You should take an NHS Test and Trace test even if you have recently received a negative result for another test.

You cannot use a test taken through NHS Test and Trace to shorten your self-isolation period. You must continue to self-isolate if the result from an NHS Test and Trace test is negative.

Read about [self-isolating following a positive test result](#).

## **Exempt jobs**

The Test to Release scheme is for people who need to quarantine on arrival in England. You don't need to quarantine if your [job is listed as being exempt from the requirement to quarantine](#).

You can also opt in to the Test to Release scheme if you have a qualified exemption and are only allowed to leave quarantine for some, work-related activities. For example, seasonal agricultural workers.

# NHS COVID –19 VACCINATION STATUS USING THE NHS APP

## Demonstrating your COVID-19 vaccination status: what it is

Demonstrating your COVID-19 vaccination status allows you to show others that you've had a full course of the COVID-19 vaccine when travelling abroad to some countries or territories. A full course is currently 2 doses of any approved vaccine.

COVID-19 vaccination status is available to people who live in England.

You can get your vaccination status in digital or paper format.

The service will go live from Monday 17 May.

## What you can use it for

From 17 May, you may be able to show your COVID-19 vaccination status as proof of your status when travelling abroad.

There are not many countries that currently accept proof of vaccination. So for the time being most people will still need to follow other rules when travelling abroad – like getting a negative pre-departure test.

You should:

- Check the entry requirements for your destination country on the [GOV.UK foreign travel advice pages](https://www.gov.uk/foreign-travel-advice).
- Get up-to-date information from the website of your destination country.

**You may still be required to show other proof like a negative polymerase chain reaction (PCR) test, and you may still have to isolate on arrival.**

The government is working with the devolved administrations to ensure this facility is available to everyone across the UK, and continues to work to ensure that every UK citizen is kept safe.

## If you've not been fully vaccinated

People should continue to follow the entry requirements of the country they are travelling to, such as proof of a negative COVID-19 test on arrival. You should carefully research the requirements of your destination country before travelling.

Further details on entry requirements can be found on the [GOV.UK foreign travel advice pages](https://www.gov.uk/foreign-travel-advice) and on the websites of your destination country.



[See travel advice for British people travelling abroad during the pandemic](#)

## **How to access your COVID-19 vaccination status**

You can access your COVID-19 vaccination status through the free [NHS App](#) from 17 May. You can access the app through mobile devices such as a smartphone or by tablet. Proof of your COVID-19 vaccination status will be shown within the NHS App. You are recommended to register with the app before booking international travel.

If you do not have access to a smartphone and know that the country you are travelling to requires COVID-19 vaccination status, you can call the NHS helpline on 119 (from 17 May) and ask for a letter to be posted to you. This must be at least 5 days after you've completed your course of the vaccine. Expect the letter to take up to 5 days to reach you.

Do not contact your GP surgery about your COVID-19 vaccination status. GPs cannot provide letters showing your COVID-19 vaccination status.

## **Using the NHS App**

To use the NHS App, you must be:

- [registered with a GP in England](#)
- aged 13 or over

If you're aged 13 to 15, you'll need to contact your GP surgery to request access to GP online services before you can use the app.

[Find out more about the NHS App](#)

You are recommended to register with the NHS App:

- Before booking your international travel.
- At least 2 weeks before your departure date and once you've had a full course of vaccinations, which is currently 2 doses of an approved vaccine.

## **Protecting your data**

Your COVID-19 vaccination status is held securely within the NHS App, and can only be accessed via the [NHS login service](#).

The app only shows your COVID-19 vaccination status in the form of your vaccination record.

In the future, the app will also show your COVID-19 test results.

[NHS App privacy policy](#)

## **Children**

Children cannot get COVID-19 vaccination status, as children are not currently being vaccinated against COVID-19.

If you're travelling abroad, you and any children you're travelling with may need to show proof of a COVID-19 test, with or without a completed vaccination course.

See the [GOV.UK foreign travel advice pages](#) for guidance on the entry requirements of your intended destination country.

## 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 who are defined as clinically extremely vulnerable are thought to be at very high risk of serious illness from coronavirus. There are 3 ways you may be identified as clinically extremely vulnerable and therefore included on the Shielded Patient List:

1. You have one or more of the conditions listed below.
2. Your clinician or GP has added you to the Shielded Patient List because, based on their clinical judgement, they deem you to be at high risk of serious illness if you catch the virus.
3. You have been identified through the COVID-19 Population Risk Assessment as potentially being at high risk of serious illness if you catch the virus.

If you do not fall into any of these categories, and have not been contacted to inform you that you are on the Shielded Patient List, follow the guidance for the rest of the population.

If you think there are good clinical reasons why you should be added to the Shielded Patient List, discuss your concerns with your GP or hospital clinician. People with the following conditions are automatically deemed clinically extremely vulnerable and therefore included on the Shielded Patient List:

- Solid organ transplant recipients.



- People with specific cancers:
- People with cancer who are undergoing active chemotherapy.
- People with lung cancer who are undergoing radical radiotherapy.
- People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment.
- People having immunotherapy or other continuing antibody treatments for cancer.
- People having other targeted cancer treatments that can affect the immune system, such as protein kinase inhibitors or PARP inhibitors.
- People who have had bone marrow or stem cell transplants in the last 6 months or who are still taking immunosuppression drugs.
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD).
- People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell disease).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- People with problems with their spleen, for example splenectomy (having your spleen removed).
- Adults with Down's syndrome.
- Adults on dialysis or with chronic kidney disease (stage 5).
- Women who are pregnant with significant heart disease, congenital or acquired.
- Other people who have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions.



## CLINICALLY EXTREMELY VULNERABLE

This guidance is for everyone in England who has been identified as clinically extremely vulnerable from COVID-19. This includes those people who have been identified by the NHS as being clinically extremely vulnerable and those identified through the [COVID-19 Population Risk Assessment](#). All of those identified have been added to the Shielded Patient List, and more information on the criteria used is available on the previous page. If you have been identified as being clinically extremely vulnerable, you will previously have received a letter from the NHS or from your GP telling you this. You may also have been advised to shield in the past.

This guidance applies to clinically extremely vulnerable individuals only. Others living in a household with someone who is clinically extremely vulnerable are not advised to follow this guidance. They should instead follow the [advice and restrictions](#) that are in place for everyone in

England.

### What has changed

Shielding is currently paused. Although the advice to shield has ended, clinically extremely vulnerable people must continue to follow the [rules](#) that are in place for everyone.

Clinically extremely vulnerable people are still advised to continue to take extra precautions to protect themselves. You are advised to follow the practical steps described here to minimise your risk of exposure to the virus.

Guidance on meeting family and friends has been updated, with a greater emphasis on personal responsibility. From 17 May, close contact with friends and family will be a personal choice, but you are encouraged to exercise caution. You should consider the guidance on risks associated with COVID-19 and actions you can take to help keep you and your loved ones safe. There is [more information on meeting friends and family](#) available. See [page 34](#).

### Vaccination

Everyone on the Shielded Patient List should already have been offered a COVID-19 vaccine. If you have not yet received your first dose, please contact your GP or [book your vaccination appointment online](#). If you have received your first dose, you should still ensure you take up your second dose of the vaccine when it is offered to you. Having two doses should further increase your level of protection.



## 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 get 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](#).

should continue to take the extra precautions set out in this guidance to help protect yourself.

## Socialising inside and outside the home

Guidance on meeting friends and family has been updated for everyone. From 17 May 2021, if you are meeting friends and family (as a group of 6 people or 2 households indoors, or as a group of up to 30 people outdoors), you can make a personal choice on whether to socially distance within your own group. However, social distancing requirements continue to apply in the workplace, and in businesses and public venues. There is [more information on meeting friends and family](#) available.

As someone identified as clinically extremely vulnerable, it is important that you continue to be cautious when meeting others. You should think about the risk of catching or passing on COVID-19 both to yourself and to others before meeting people you do not live with. You can take steps to make meeting family and friends safer, such as:

- Meeting outside if possible, as the particles containing the virus that causes COVID-19 are quickly blown away which makes it less likely that they will be breathed in by another person.
- Making sure the space is well ventilated if you meet inside.
- Open windows and doors or take other action to let in plenty of fresh air. Please see the [COVID-19: ventilation](#)

For children aged 12 to 15 years, vaccination may be appropriate for those with severe neuro-disabilities. This option should be discussed between parents/guardians and the child's clinician or GP. For other children aged 15 and under, whilst further research is being done, vaccination is not yet recommended.

No vaccine is 100% effective and therefore even if you have had both doses, there is still no absolute guarantee that you will not become ill from COVID-19. As such, you

[of indoor spaces guidance](#) for more information. [Page 74](#).

- Considering whether you and those you are meeting have been vaccinated – you might want to wait until 21 days after your second dose of a COVID-19 vaccine before being in close contact with others.
- Working from home where possible washing your hands regularly and avoid touching your face.

You are encouraged to go outside for exercise and can do so with people from outside your household, subject to the wider rules on social contact. You can find tips and advice on staying active and eating healthily at [NHS Better Health](#).

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

You can continue to form or maintain existing [support bubbles](#) if you are eligible.

You can find more information online about [how to stop the spread of coronavirus](#). See [page 60](#).

## Work

Everyone is currently advised to work from home where possible.

If you cannot work from home, you are no longer advised not attend the workplace. 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. Some employers may introduce regular testing of employees as part of these measures. You may also want to consider how you get to and from work including if it is possible to avoid using public transport during rush hour.

Separate government guidance has been issued on [how employers can make workplaces COVID-safe](#), including how they can maintain social distancing and a system of risk management in your workplace. The Health and Safety Executive (HSE) has also published guidance on [protecting vulnerable workers](#), including advice for employers and employees on [how to talk about reducing risks in the workplace](#).

If you need support to work at home or in the workplace you can apply for [Access to Work](#). Access to Work may provide support





for the disability-related extra costs of working that are beyond standard reasonable adjustments an employer must provide.

If you have access to occupational health and employee assistance programmes in the workplace, these services can also provide you with a range of health support and advice for your physical and mental health needs.

The [Coronavirus Job Retention Scheme \(furlough\)](#) has been extended until 30 September. You may continue to be eligible throughout this period, even when shielding is paused, providing your employer agrees. The [Self-Employment Income Support Scheme \(SEISS\)](#) has also been extended until 30 September.

From 1 April you are no longer eligible for Statutory Sick Pay (SSP) or Employment and Support Allowance (ESA) on the basis of being advised to shield, given the lifting of shielding measures nationally. You may be eligible for SSP or ESA if you are sick or incapable of work, either due to coronavirus or other health reasons, subject to meeting the eligibility conditions.

If you have concerns about your health and safety at work then you can raise them with

your workplace union, HSE or your local authority. Where employers are not managing the risk of COVID-19, HSE 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.

The existing employment rights framework provides protections against discrimination, unfair dismissal and detriment. Specific guidance has been published for employers and workers on [work absences due to coronavirus \(COVID-19\)](#).

The [Citizens Advice Bureau](#) also has information about your rights at work and how to solve problems in the workplace. If you have concerns you can also get advice on your specific situation and your employment rights by visiting the [Acas website](#) or calling the Acas helpline on 0300 123 1100.

### **School, college and other educational settings**

It is important that children attend school for their education, wellbeing, mental health and long-term development. Clinically extremely vulnerable pupils and students should have returned to their school or other educational setting. This includes early years provision, wraparound childcare and applicable out-of-school settings. Children who live in a household with someone who is clinically extremely vulnerable are not advised to shield and should have returned to school or college

#### **Essex Wellbeing Service**

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

Call 0300 303 9988. Mon– Fri 8am—7pm. Sat 10am—2pm. Email [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)

[Register for help here.](#)

on 8 March.

Where parents are concerned about their child's attendance, they should speak to their child's school about their concerns and discuss the protective measures that have been put in place to reduce the risk. They should also discuss other measures that can be put in place to ensure their children can regularly attend school.

The use of rapid lateral flow tests allows identification of individuals with coronavirus (COVID-19) who do not have symptoms, which make up around a third of all cases. Finding asymptomatic cases, along with other infection prevention and control measures such as social distancing, can help manage the spread of the virus.

To safeguard the health of the teaching workforce and keep as many staff, pupils and students in school and college as possible, [rapid lateral flow tests available](#) to schools and colleges. Lateral flow tests can also be accessed directly for households, childcare and support bubbles of primary and secondary school pupils and for households, childcare and support bubbles of primary and secondary school staff. This testing will also help keep safe those in the community who are clinically extremely vulnerable and their families.

All secondary schools and colleges are continuing to put in place [a range of protective measures](#) to help minimise the risk of spreading COVID-19. These include social distancing, handwashing, use of face coverings in specific situations, bubbles, enhancing cleaning, ventilation and managing confirmed cases.

## 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](#).

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 187](#).

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

All education settings have implemented a range of protective measures recommended by Public Health England (PHE) which, when followed, create an inherently safer environment for early years children, pupils, students, staff and families.

## Travel

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 do travel, walk or cycle if you can. For longer journeys, or if you are unable to walk or cycle, try to minimise the number of people you come into close contact with.

You may want to avoid car sharing with people from outside your household or support bubble, and ensure that you use a face covering when using taxis.

## Going to shops and pharmacies

While you are not advised to avoid going to the shops, you may wish to continue using online delivery for food and essential shopping, or to ask family and friends for help. If you do go out to the shops or pharmacy, consider going at quieter times of the day. You must wear a face covering in all shops unless you are exempt.

If you have already registered for priority access to supermarket delivery slots using the Shielding Support website or through C360 by 31 March, then participating supermarkets will continue to offer priority access until 21 June. After this date individuals can continue to book deliveries from a supermarket.

You might still want to ask friends, family or volunteers to collect medicines for you. The NHS Volunteer Responders programme is still available to help support those who need it. 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. There may also be other voluntary or community services in your local area that you can access for support.

## If you require additional care and support

It is important that you continue to receive the care and support you need to help you stay safe and well. Providers of social care and medical services are making every effort to ensure services remain open and as safe as possible.



You should continue to seek support from 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 [NHS Health at home](#), or download the [NHS App](#). If you have an urgent medical need, call NHS 111 or, for a medical emergency, dial 999.

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 and beyond. The [Let's Talk Loneliness](#) website also has a variety of tips, advice and further resources that you may find helpful.

If you or someone you care for experiences a mental health crisis, you are urged to [make contact with a local health professional immediately](#). NHS Mental

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/>

Health Trusts have established 24/7 telephone lines to support people of all ages to get the help they need, when they need it.

Any carers or visitors who support you with your everyday needs can continue to visit. They should continue to follow the [guidance on how to stop the spread of COVID-19](#) at all times.

You can also access additional support from your energy supplier. Energy suppliers are required by the regulator, Ofgem, to hold a register of customers in a vulnerable circumstance, called a Priority Service Register. If you are clinically extremely vulnerable you can be added to this register. For information about how to be added to the register and the additional services your supplier can provide you, please visit [Ofgem's website](#).

Telecom providers are also required by their regulator, Ofcom, to support their vulnerable customers. For information about the additional services your supplier may be able to provide you as a vulnerable customer, please visit [Ofcom's website](#).

If you are struggling as a result of Coronavirus please visit [www.gov.uk/find-coronavirus-support](http://www.gov.uk/find-coronavirus-support) or contact Community360 at [information@community360.org.uk](mailto:information@community360.org.uk) to find out what support is available.



# ROADMAP OUT OF LOCKDOWN

This roadmap is a step-by-step plan to ease restrictions in England cautiously, starting with schools and colleges.

## STEP 4: No earlier than 21 June

Before Step 4 begins, the government will complete a review of social distancing and other long-term measures that have been put in place to cut transmission. This will inform decisions on the timing and circumstances under which the rules on 1 metre plus, the wearing of face coverings and other measures may be lifted. This will also inform guidance on working from home – which should continue wherever possible until this review is complete.

- All legal limits on social contact, will be removed and the government will

publish accompanying guidance on how best to reduce the risk of transmission and protect ourselves and loved ones;

- All remaining closed settings, including nightclubs will open and large events, including theatre performances will be allowed above the Step 3 capacity restrictions, subject to the outcome of the scientific Events Research Programme and potentially using testing to reduce the risk of infection, subject to further evaluation.
- Remove all limits on weddings and other life events, will be removed subject to the outcome of the scientific Events Research Programme.

**HM Government**

# STEP 4

**NO EARLIER THAN 21 JUNE**  
At least 5 weeks after Step 3

| <b>BUSINESS / ACTIVITIES</b>   | <b>SOCIAL CONTACT</b>                        | <b>LARGER EVENTS</b>   | <b>TRAVEL</b>  |
|--|--|--|--|
| <b>Remaining businesses, including nightclubs</b><br>(subject to review) | <b>No legal limit</b><br>(subject to review) | <b>No legal limit on life events</b><br>(subject to review)<br><b>Larger events</b><br>(subject to review) | <b>Domestic overnight stays</b><br>(subject to review)<br><b>International travel</b><br>(subject to review) |

**COVID-19 ROADMAP 2021**

## PROTECT YOURSELF AND OTHERS

This guidance is for everyone to help reduce the risk of catching coronavirus (COVID-19) and passing it on to others. By following these steps, you will help to protect yourself, your loved ones and those in your community.

It is possible to have COVID-19 with no symptoms. You can pass COVID-19 on to others if you only have mild symptoms or even no symptoms at all.

The main way of spreading COVID-19 is through close contact with an infected person. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. These particles can be breathed in by another person.

Surfaces and belongings can also be contaminated with COVID-19, when people who are infected cough or sneeze near them or if they touch them.

If you have COVID-19, there is a risk that you will spread the virus onto surfaces such as furniture, benches or door handles, even if you do not touch them directly. The next person to touch that surface may then become infected.

Even if you try and avoid other people, you cannot guarantee that you will not come into contact with the virus. That is why you need to follow **all of the steps**

**in this guidance all of the time**, even when you feel well, to help prevent the spread of COVID-19. This is especially important if you live with someone who is clinically extremely vulnerable.

### **Keep a safe distance (social distancing)**

If you leave your home:

- Stay at least 2 metres away from people you do not live with or who are not in your support bubble.
- Reduce the time spent in crowded areas where it may be difficult to socially distance (such as shops and supermarkets).
- Avoid direct contact and face to face contact with people you do not live with.

Stay at least 2 metres away from anyone who visits your home for work reasons such as a cleaner or a tradesperson doing essential or urgent work.

### **Why keeping a safe distance is important**

The further you can keep away from other people, the less likely you are to catch COVID-19 and pass it on to others.

COVID-19 spreads through the air by droplets and smaller aerosols that are released from the nose and mouth of an infected person when they breathe,

**Remember most infections happen indoors in private homes where people get close to friends and family**

speaking, coughing or sneezing. The closer you are to a person with COVID-19 (even those without symptoms), the more likely you are to become infected.

## Remember the basics of good hygiene

No matter where you are or what you are doing, following the basic rules of good hygiene will help to protect you and others from COVID-19. These are:

- washing your hands
- cleaning your surroundings
- covering your nose and mouth when you cough and sneeze

## Wash your hands

Wash your hands with soap and water or use hand sanitiser regularly throughout the day. You should wash your hands after coughing, sneezing and blowing your nose and before you eat or handle

food. Wash your hands after coming into contact with surfaces touched by many others, such as handles, handrails and light switches, and shared areas such as kitchens and bathrooms. If you must leave your home, wash your hands as soon as you return.

Where possible, avoid touching your eyes, nose and mouth. If you do need to touch your face (for example to put on or take off your face covering), wash or sanitise your hands before and after.

## Why hand washing is important

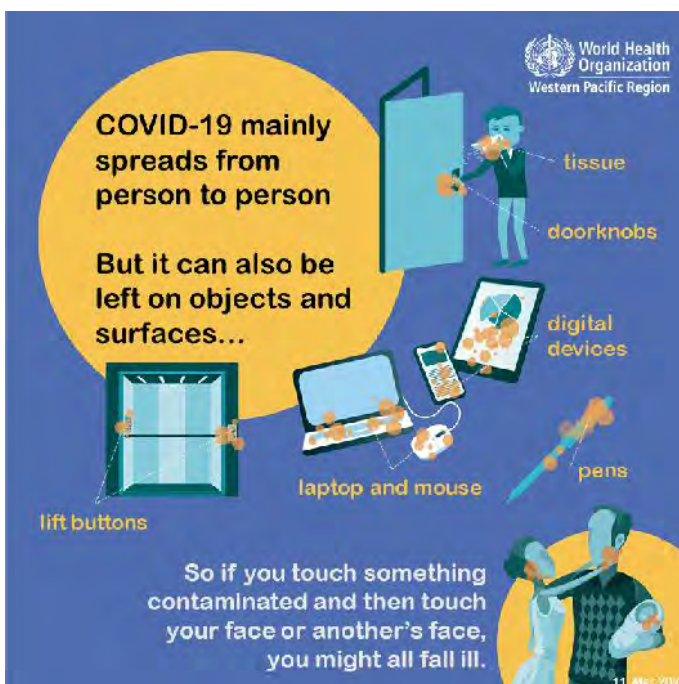
Hands touch many surfaces and can become contaminated with viruses. Once contaminated, hands can transfer viruses to your eyes, nose or mouth. From there, viruses can enter your body and infect you.

If you are infected with COVID-19, you can pass the virus from your nose and mouth (when coughing or talking) to your hands and infect the surfaces that you touch.

Washing or sanitising your hands removes viruses and other germs, so you are less likely to become infected if you touch your face. Using soap and water is the most effective way to clean your hands, especially if they are visibly dirty. Hand sanitiser can be used when soap and water is not available.

## Clean your surroundings

Clean surfaces often. Pay particular attention to surfaces that are touched



frequently, such as handles, light switches, work surfaces and electronic devices.

Use disposable cloths, paper roll or disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings – think ‘one site, one wipe, in one direction’. Any cloths, paper roll or mop heads used can be disposed of with your usual domestic waste.

It is fine to use your normal household detergent when cleaning in your home. Information on [cleaning and waste disposal outside of your household](#) is available.

### **Why cleaning your surroundings is important**

COVID-19 spreads through small droplets, aerosols and direct contact. Surfaces and belongings can be

contaminated with COVID-19 when people with the infection touch them or cough, talk or breathe over them.

Viruses on a surface could infect another person if they touch the surface and then touch their eyes, nose and mouth. Cleaning surfaces will reduce the amount of contamination and so reduce the risk of spread.

The more you clean, the more likely you are to remove viruses from an infected surface before you or another person touches it.

### **Cover your nose and mouth when you cough and sneeze**

Cover your mouth and nose with disposable tissues when you cough or sneeze.

If you do not have a tissue, cough or sneeze into the crook of your elbow, not into your hand.

Dispose of tissues into a rubbish bag and immediately wash your hands.

### **Why covering your nose and mouth when you cough and sneeze is important**

Coughing and sneezing increases the number of droplets and aerosols released by a person, the distance they travel and the time they stay in the air.

A cough or sneeze of an infected person which is not covered will significantly increase the risk of infecting others around them.





By covering your nose and mouth, you will reduce the spread of droplets and aerosols carrying the virus.

You can find more advice on reducing the risks from COVID-19 in your home at [GermDefence](#).

### **Wear a face covering**

There are some places where you must wear a face covering by law.

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

Wearing a face covering may not be possible in every situation or for some people who are exempt; please be mindful and respectful of such circumstances.

### **Why wearing a face covering is important**

COVID-19 spreads through the air by droplets and aerosols that are exhaled from the nose and mouth of an infected person when they breathe, speak, cough or sneeze.

The best available scientific evidence is that, when used correctly, wearing a face covering reduces the spread of COVID-19 droplets, helping to protect others. A face covering may even reduce spread in those who are not experiencing symptoms by reducing the amount of the virus being released when they talk and breathe.

Face coverings are mainly intended to protect others from COVID-19 rather than the wearer and are not a replacement for social distancing and regular hand washing.

### **Let fresh air in (ventilation)**

Make sure you let plenty of fresh air into your home by uncovering vents and opening doors and windows, even a small amount for a short period of time. If you have an extractor fan (for example in your bathroom or kitchen), leave it running for longer than usual with the door closed after someone has used the room.

If someone in the household is self-isolating, open a window in their room and keep the door closed to reduce the spread of contaminated air to other parts of the household. Leave windows open fully for a short period after someone working in your home such as a cleaner or tradesperson has left.

If you are concerned about noise, security or the costs of heating, opening windows for shorter periods of time can still help to reduce the risk of the virus spreading. Wearing warm clothes or extra layers can help you to keep warm. You may be able to change the layout of your room so that you do not sit close to cold drafts from open windows or doors.

### **Why letting fresh air in is important**

When a person infected with COVID-19 coughs, talks or breathes, they release

droplets and aerosols which can be breathed in by another person. While larger droplets fall quickly to the ground, smaller droplets and aerosols containing the virus that causes COVID-19 can remain suspended in the air for some time indoors, especially if there is no ventilation.

Ventilation is the process of replacing this shared air with fresh air from the outside. The more ventilated an area is, the more fresh air there is to breathe, and the less likely a person is to inhale infectious particles.

### Get tested if you have symptoms

#### How to get a test

The most important symptoms of COVID-19 are:

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

If you have any of these symptoms click [get a free NHS test](#) or call NHS 119 to book a free COVID-19 test. You should arrange a test even if you have been vaccinated against COVID-19 or if you have had COVID-19 before.

### Why getting a test is important

It is important to know if you have COVID-19 so that you stay at home, self-isolate and do not infect other people.

Testing positive means that anyone you may have already infected (those who you recently had contact with) can be



identified through contact tracing (contacting people you may have been in contact with) and advised to self-isolate. This is an important action to stop the spread of COVID-19.

We do not know exactly how long immunity following COVID-19 infection or vaccination lasts so it is important that anyone with symptoms arranges a test.

### **Self-isolate if you have COVID-19 symptoms or a positive COVID-19 test result**

Self-isolate immediately if:

- You develop symptoms of COVID-19 - you should self-isolate at home while you arrange and wait for the results of your test.
- You test positive for COVID-19.

Your isolation period includes the day your symptoms started (or the day your test was taken if you do not have symptoms), and the next 10 full days.

Self-isolation means you must stay at home at all times and not have contact with other people, except in very limited circumstances, for example to seek medical assistance. You may have to ask others to do your shopping, and you may have to make alternative plans if you are currently supporting a vulnerable person. Do not invite visitors to your home or garden.

There is additional guidance for those who have symptoms or have tested positive for coronavirus and live with

someone who is clinically extremely vulnerable or over 70.

### **Why self-isolating is important**

If you are instructed to self-isolate, it is because there is a high risk that you will spread COVID-19 to others, even if you feel well and have no symptoms at all. It is therefore crucial that you follow the guidance and complete the full period of self-isolation.

If you test positive for COVID-19 you must self-isolate immediately and for the next 10 full days because this is the period of time when the virus is most likely to be passed on to others (the infectious period).

### **Self-isolate if you live with someone or are a contact of someone who has COVID-19**

Self-isolate immediately if:

- You live with someone who has tested positive for COVID-19 or who has symptoms and is waiting for their test result - your isolation period includes the day the first person in your household's symptoms started



(or the day their test was taken if they did not have symptoms), and the next 10 full days.

- You are a contact of a person who has tested positive for COVID-19 who is not from your household - your isolation period includes the date of your last contact with them and the next 10 full days.

Self-isolation means you must stay at home at all times and not leave, except in very limited circumstances, for example to seek medical assistance. Do not invite visitors to your home or garden.

There is further guidance on self-isolation and support available to those self-isolating.

### **Why self-isolating if you live with someone or are a contact of someone who has coronavirus is important**

If you are a contact (you have recently been in contact with someone who has tested positive or has symptoms of COVID-19), you must self-isolate for 10 full days following your contact with that person.

You must self-isolate for 10 days because this is how long it can take to develop the infection after being exposed (the incubation period).

If you are instructed to self-isolate, it is because there is a high risk that you will develop COVID-19 and might spread it to others, even if you feel well and have no symptoms at all. It is therefore crucial

you follow the guidance and complete the full period of self-isolation.

### **Vaccination**

The vaccines have been shown to reduce the likelihood of severe illness, but we do not know yet if they stop COVID-19 from spreading.

Even if you have been vaccinated, you could still spread COVID-19 to others.

To help protect your friends, family, and community you should continue to follow all of the advice here even if you have been vaccinated.



The poster features a silhouette of a person's head and shoulders, composed of a grid of small dots. The NHS logo is in the top right corner. The main text is in yellow boxes: 'The vaccine reduces chances of hospitalisation by 85%'. At the bottom, it says 'We'll let you know when your Covid-19 vaccine is ready for you.' and 'EVERY VACCINATION GIVES US HOPE'.

**NHS**

**The vaccine reduces chances of hospitalisation by 85%**

We'll let you know when your Covid-19 vaccine is ready for you.

EVERY VACCINATION GIVES US **HOPE**



## WEARING A FACE COVERING OR MASK

This information relates to the use of face coverings in public spaces where social distancing is not always possible. It is important to follow all the other government advice on coronavirus (COVID-19), including [staying safe outside your home](#).

### What a face covering is

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

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

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

If you wish to find out more about the differences between surgical face masks, PPE face masks, and face coverings see the MHRA's (Medicines and Healthcare



products Regulatory Agency) [regulatory status of equipment being used to help prevent coronavirus \(COVID-19\)](#).

### Face visors or shields

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.

### When to wear a face covering

There are some places where you must wear a face covering by law, unless you are exempt or have a reasonable excuse (see [When you do not need to wear a face covering](#). See page 24).

In England you must wear a face covering in the following indoor settings (examples are given in brackets):

- Public transport (aeroplanes, trains, trams and buses).

- Taxis and private hire vehicles.
- 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).

**Penalties for not wearing a mask are now £200** (reduced to £100 if paid within 14 days) After the first offence there will be no discount. For example, receiving a second fine will amount to £400 and a third fine will be £800, up to a maximum value of £6,400.

- Community centres, youth centres and social clubs.
- Exhibition halls and conference centres.
- Public areas in hotels and hostels.
- Storage and distribution facilities.

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

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

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

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

### **When you do not need to wear a face covering**

In settings where face coverings are required in England there are some circumstances where people may not be able to wear a face covering.

Please be mindful and respectful of such circumstances. Some people are less

able to wear face coverings, and the reasons for this may not be visible to others.

This includes (but is not limited to):

- Children under the age of 11 (Public Health England does not recommend face coverings for children under the age of 3 for health and safety reasons).
- People who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability.
- Where putting on, wearing or removing a face covering will cause you severe distress.
- If you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate.
- To avoid harm or injury, or the risk of harm or injury, to yourself or others – including if it would negatively impact on your ability to exercise or participate in a strenuous activity.
- Police officers and other emergency workers, given that this may interfere with their ability to serve the public.

There are also scenarios when you are permitted to remove a face covering:

- If asked to do so in a bank, building society, or post office for identification.
- If asked to do so by shop staff or

relevant employees for identification, for assessing health recommendations (for example by a pharmacist) or for age identification purposes, including when buying age restricted products such as alcohol.

- If required in order to receive treatment or services, for example when getting a facial.
- In order to take medication.
- If you are delivering a sermon or prayer in a place of worship.
- If you are the persons getting married in a relevant place.
- If you are aged 11 to 18 attending a faith school and having lessons in a place of worship as part of your core curriculum.
- If you are undertaking exercise or an activity and it would negatively impact your ability to do so.
- If you are an elite sports person, professional dancer or referee acting in the course of your employment.
- When seated to eat or drink in a hospitality premise such as a pub, bar, restaurant or cafe. You must put a face covering back on once you finish eating or drinking.

### The reason for using face coverings

Coronavirus (COVID-19) usually spreads by droplets from coughs, sneezes and speaking. These droplets can also be picked up from surfaces, if you touch a

surface and then your face without washing your hands first. This is why social distancing, regular hand hygiene, and covering coughs and sneezes is so important in controlling the spread of the virus.

The best available scientific evidence is that, when used correctly, wearing a face covering may reduce the spread of coronavirus droplets in certain circumstances, helping to protect others.

Because face coverings are mainly intended to protect others from coronavirus (COVID-19) rather than the wearer, they are not a replacement for social distancing and regular hand washing. It is important to follow all the

HM Government

NHS

**Every foggy lens is making a difference**

By covering our mouth and nose we're helping stop the spread of Covid-19, because anyone can catch it, and anyone can spread it.

**Let's keep going**

**STAY HOME  
PROTECT THE NHS  
SAVE LIVES**



other government advice on coronavirus (COVID-19), including staying safe outside your home. If you have recent onset of any of the most important symptoms of coronavirus (COVID-19):

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

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

### **How to wear a face covering**

A face covering should:

- Cover your nose and mouth while allowing you to breathe comfortably.
- Fit comfortably but securely against the side of the face.
- Be secured to the head with ties or ear loops.
- Be made of a material that you find to be comfortable and breathable, such as cotton.
- Ideally include at least 2 layers of fabric (the World Health Organization recommends 3, depending on the fabric used).
- Unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged.

### **When wearing a face covering you should:**

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on.
- Avoid wearing on your neck or forehead.
- Avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus.
- Change the face covering if it becomes damp or if you've touched it.
- Avoid taking it off and putting it back on a lot in quick succession (for example, when leaving and entering shops on a high street).

### **When removing a face covering:**

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before removing.
- Only handle the straps, ties or clips.
- Do not give it to someone else to use.
- If single-use, dispose of it carefully in a residual waste bin and do not recycle.
- If reusable, wash it in line with manufacturer's instructions at the highest temperature appropriate for the fabric.

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser once removed

### **Making your own face covering**

If you want to make your own face covering, instructions are widely available online. We do not endorse any particular method but be considerate of materials and fabrics that may irritate different skin types.

Emerging evidence suggests that the risk of transmission may be reduced by using thicker fabrics or multiple layers. However, the face covering should still be breathable.

Children should make face coverings under the supervision of an adult and face coverings for children should be secured to the head using ear loops only.

If you would like more information on how to make a face covering with materials from around your home please visit the Big Community Sew website. Here you will find step-by-step video tutorials on how to make face coverings and other useful tips and advice.

### **USEFUL LINKS**

[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](#)

[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 exemption.



## EXEMPTION CARDS

If you have an age, health or disability reason for not wearing a face covering:

- you do not routinely need to show any written evidence of this
- you do not need show an exemption card

This means that you do not need to seek advice or request a letter from a medical professional about your reason for not wearing a face covering.

However, 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.

If you wish to use an exemption card or badge, you can [download exemption card templates](#). You can then print these yourself or show them on a mobile device. Please note that the government is not able to provide physical exemption cards or badges.

If you use assistive technology (such as a screen reader) and need a version of these templates in a more accessible format, please email [publiccorrespondence@cabinetoffice.gov.uk](mailto:publiccorrespondence@cabinetoffice.gov.uk) Please say what format you need the template in and what assistive technology you use.

Carrying an exemption card or badge is a personal choice and is not required by law.

## 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.



# VENTILATION OF INDOOR SPACES

## What ventilation is and why it is important

Ventilation is the process of introducing fresh air into indoor spaces while removing stale air. Letting fresh air into indoor spaces can help remove air that contains virus particles and prevent the spread of coronavirus (COVID-19).

When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. While larger droplets fall quickly to the ground, smaller droplets and aerosols containing the virus can remain suspended in the air. If someone breathes in virus particles that are suspended in the air, they can become infected with COVID-19. This is known as airborne transmission.

In poorly ventilated rooms the amount of virus in the air can build up, increasing the risk of spreading COVID-19, especially if there are lots of infected people in the room. The virus can also remain in the air after an infected person has left.

Bringing fresh air into a room and removing older stale air that contains virus particles reduces the chance of spreading COVID-19. The more fresh air that is brought inside, the quicker any airborne virus will be removed from the room.

Ventilation is most important if someone in your household has COVID-19 or if you are indoors with people you do not live with.

- Good ventilation has also been linked to health benefits such as better sleep

and fewer sick days off from work or school.

Ventilation does not prevent COVID-19 from spreading through close contact and is only one of the actions you should take to reduce the spread of COVID-19. This is why it is important that everybody follows the guidance on [how to stop the spread of COVID-19](#) all of the time, especially as it is possible to have COVID-19 with no symptoms. You can pass COVID-19 on to others if you only have mild symptoms or even no symptoms at all.

## Reduce the amount of time you spend indoors with people you do not live with

Make sure you understand and abide by the [current rules and restrictions](#) on meeting others.

You should minimise the amount of time you spend indoors with people you do not live or share a [support bubble](#) with. Avoid meeting people in spaces with a limited flow of fresh air such as rooms without ventilation or windows that are never opened. The risk is greater in small rooms as the concentration of virus in the air can build up more quickly than in larger areas.

## What you can do to improve ventilation

How you maintain or improve ventilation will depend on the building. Buildings are ventilated by natural systems such as vents, windows and chimneys, or by mechanical systems such as extractor fans or air conditioning, or a combination of both.



## Ventilate your home

Opening windows and doors at home is the simplest way of improving ventilation for most people.

If windows have openings at both the top and the bottom (such as sash windows), using just the top opening will help incoming fresh air warm up as it mixes with room air, reducing cold draughts. In warmer weather, use both the top and bottom openings as this will help provide even more airflow.

Opening windows and doors at opposite sides of your room or home will also provide a good flow of fresh air (this is known as cross ventilation).

Make sure trickle vents (small vents usually on the top of a window) or grilles are open and not blocked. Air which flows in from these vents will mix with warm room air as it enters, which helps keep the room a comfortable temperature.

If possible, maintain openings throughout the day to allow a constant flow of fresh air into the home. The weather can affect the amount of air that flows through openings and so these should be adjusted to balance warmth with the amount of ventilation, where possible.

## If someone is self-isolating

If someone is self-isolating, keep a window slightly open in their room and keep the door closed to reduce the spread of contaminated air to other parts of the household. If the person that is self-isolating needs to use any shared space in the home, such as the kitchen or other

living areas while others are present, ensure that these spaces are well ventilated, for example by opening windows fully during their use and for a short period after they have left.

There is further [guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#).

## If someone is working in or visiting your home

If you have people working in or visiting your home (where permitted, for example essential maintenance workers or carers), let as much fresh air into your home as possible without getting uncomfortably cold while they are there, and for a short period before they arrive and after they have left.

## Keep warm

Ventilating your home does not mean that it has to be cold. You should keep the temperature in the room you are in to at



least 18°C as temperatures below this can affect your health, especially if you are 65 or older, or if you have a long-term health condition.

In colder weather, where it is not comfortable to leave windows open fully, opening the windows slightly can also provide ventilation and reduce cold drafts.

There is [advice available about how to keep warm and well](#). If you are having difficulty heating your home, you may be able to claim financial and practical help even if you don't own the property. Visit the [Simple Energy Advice](#) website for information about the help that is available or call their helpline on 0800 444 202.

Ofgem has further advice on [what to do if you are struggling to pay your energy bills as a result of the coronavirus pandemic](#).

### **Mechanical ventilation in the home**

If your home has a mechanical ventilation system you should make sure this is working and maintained in line with manufacturers' instructions. Set ventilation systems to bringing fresh air in and not recirculating indoor air. Devices that only recirculate indoor air will not remove airborne virus from the home. You can use the boost mode (if available) to increase ventilation if someone in your household is self-isolating due to COVID-19 or if you meet people you do not live with indoors.

Ventilation can also be increased by leaving extractor fans in bathrooms, toilets and kitchen areas running for longer than usual, with the door closed, after someone has been in the room.

### **Ventilation in the workplace and non-domestic settings**

Ventilation should be considered as part of [making your workplace or indoor public space COVID-secure](#).

It is important to identify and deal with areas that are not well ventilated. The more people occupying an area that is poorly ventilated, and the longer they remain in it, the greater the risk of spread of COVID-19.

Control measures such as avoiding certain activities or gatherings, restricting or reducing the duration of activities, providing ventilation breaks during or between room usage should be considered alongside ventilation for reducing the risk of airborne transmission.

Any actions to improve ventilation should not compromise other aspects of safety and security (for example, avoid propping open fire doors), and should consider other consequences such as health and wellbeing impacts from thermal discomfort.

Employers should provide employees with clear guidance on ventilation, why it is important, and instruction on how to achieve and maintain good natural ventilation or to operate systems if there are user controls.

The Health and Safety Executive provides advice on [Ventilation and air conditioning during the coronavirus \(COVID-19\) pandemic](#).

Make sure mechanical ventilation systems are maintained in line with manufacturers' instructions. Set ventilation systems to

using a fresh air supply and not recirculating indoor air, where possible. Assessing the requirement and performance of ventilation systems in many environments requires engineering expertise. In addition, ventilation design may be specific to the setting. For some existing and older buildings, ventilation systems may not have been designed to meet current standards and additional mitigations may be needed. If you are unsure, seek the advice of your heating, ventilation and air conditioning (HVAC) engineer or adviser.

Detailed [ventilation guidance](#) for workplaces and public buildings during the pandemic is provided by the Chartered Institution of Building Services Engineers (CIBSE).

### Ventilation in vehicles

Like buildings, enclosed vehicles including cars, vans, and buses can also be high-risk for spreading COVID-19. It is important that vehicles are well ventilated to help reduce the risk of spreading COVID-19.

Make sure you understand and abide by the [current rules and restrictions](#) and follow guidance on [safer travel for passengers](#) if you need to travel. Where you need to travel, walk or cycle if you can.

### When operating or travelling in vehicles:

- Switch ventilation systems on while people are in the vehicle. Make sure you set to drawing fresh air in, not recirculating air.
- To improve ventilation, windows can also be opened (partially if it's cold).

Heating can be left on to keep the vehicle warm.

- For vehicles that carry different passengers, such as taxis, clear the air between different passengers or at the journey end so the vehicle is aired before anyone else gets in.
- Opening doors where it is safe to do so will help to change the air quickly. Opening windows fully can also help to clear the air in the vehicle.

Further guidance on [safer transport guidance for operators and taxis and private hire vehicles](#) is available.

The Health and Safety Executive also has advice on [social distancing in vehicles](#) during the pandemic.



**CORONAVIRUS AND CAR SHARING**

**DO:**

- Keep windows open for ventilation
- Clean the car between journeys – especially areas people may touch
- Touch as few surfaces as possible inside the vehicle
- Maximise distance between people in the vehicle – keep to one person per row if possible
- Consider other forms of transport if possible, such as cycling or walking
- Consider a 'travel buddy' system so you're sharing with the same person/people each time
- Drivers and passengers are advised to wear a face covering

**DON'T:**

- Talk loudly, shout or sing
- Face each other
- Share with lots of different people on different days

**REMEMBER:** Coronavirus spreads faster in enclosed spaces, including cars and other vehicles, than it does outdoors.

# 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](#).

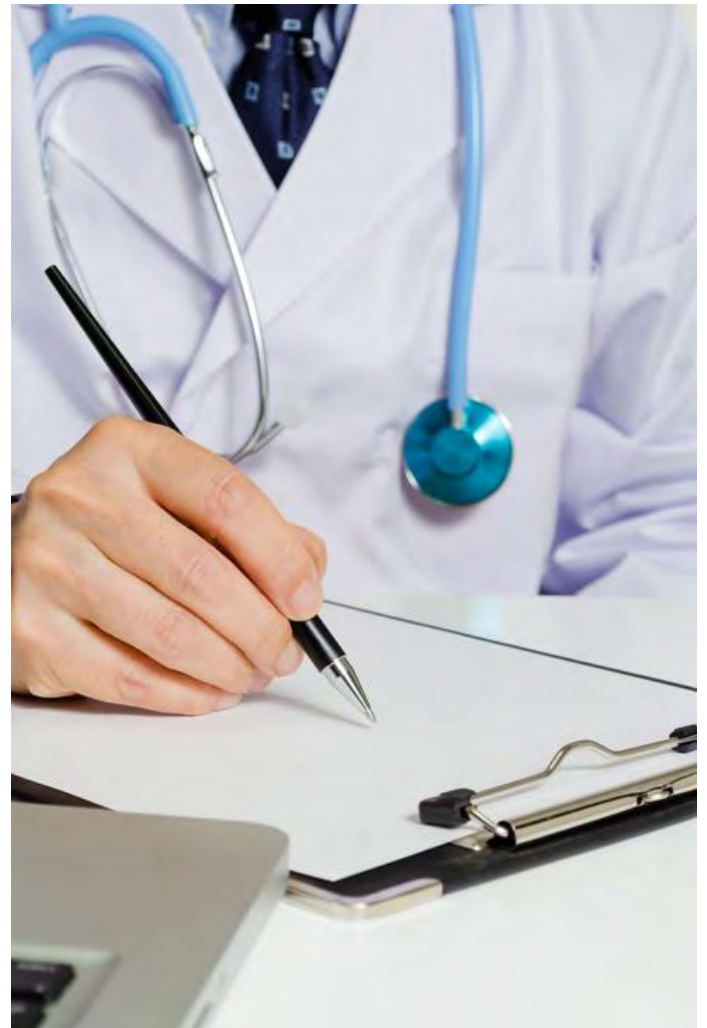
The NHS website has information and advice on:

- [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.

### 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.
- 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.



## GP online services

# Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

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

### Dentists

Dentists are open for urgent and routine treatments. Contact your dentist by phone or email.

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

You might have to wait longer for an appointment if it's not urgent.

### Mental health services

Mental health services are open, including services for children and young people.

You can get appointments face-to-face, by phone or online.

- If you have an existing mental health condition, speak to your GP or your mental health care team as usual.
- If you're struggling to cope with feelings of anxiety and depression, a GP can refer you for NHS talking therapies or you can refer yourself online without speaking to a GP. [Find an NHS psychological therapies service \(IAPT\)](#)
- If you need help for a mental health crisis or emergency, you can get 24-hour support and advice. [Find out where to get urgent help for mental health](#)

### 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](#).

## CORONAVIRUS HELP

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

## **More information and support**

[Children and young people's mental health services \(CYPMHS\)](#)

[How to access mental health services](#)

[Every Mind Matters: how to look after your mental health](#)

## **Sexual health clinics**

Call a sexual health clinic if you need help or advice about sexual health issues like sexually transmitted infections (STIs) or contraception.

Clinics can be busy, so you may need to wait for your call to be answered and you may need to call more than once.

Only go to a clinic if you've been told to.

[Find sexual health clinic contact details](#)

## **Contraception**

If you need contraception, call your GP surgery or a [sexual health clinic](#) as soon as possible. Only go in person if you've been told to.

You'll usually have a phone or video consultation. You'll get an electronic prescription you can use to collect your contraception from a pharmacy or get it delivered.

It can take longer to get contraception at the moment and some types are not widely available.

You'll be told about other types of contraception you can use if you're unable to get the type you want.

See [Faculty of Sexual and Reproductive Healthcare: advice for women seeking](#)

[contraception during the COVID-19 epidemic.](#)

## **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.

## **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](#).

## **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)

### **Information for family, friends and carers**

Supporting your family member, relative or friend following their COVID illness can be challenging.

You may be providing emotional and physical help in addition to all your other responsibilities.

This can be a very stressful time for you both and we hope the information within the website will give you reassurance and support during their recovery.





## 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

## **Getting tested**

If you live in Essex and have symptoms of coronavirus you can get a test. You can book a test on GOV.UK or call 119.

### **Where can you get tested?**

Testing centres are run by the NHS and Ministry of Defence. They may offer you a test centre, depending on availability, at:

- one of the national testing centres, in Stansted or Ipswich
- or at local mobile testing site. The NHS provide locations on a weekly basis for the week ahead. Check current locations.

### **If you're unable to visit a test centre**

You may be able to book a home test on GOV.UK if you meet the eligibility criteria.

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.

## NHS TEST AND TRACE IN THE WORKPLACE

Guidance on what to do if you or someone you employ is contacted by NHS Test and Trace, including self-isolation and financial support.

# 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, 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.

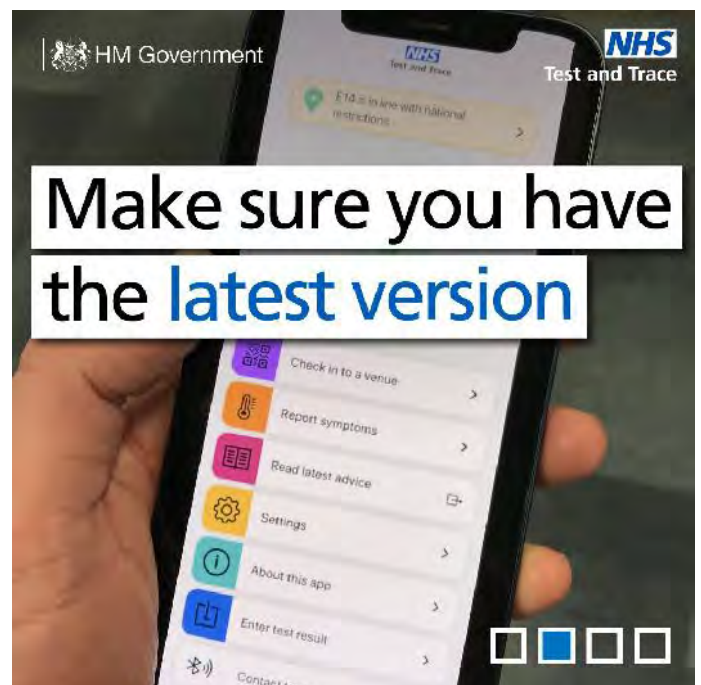
## App Data

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.





## 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

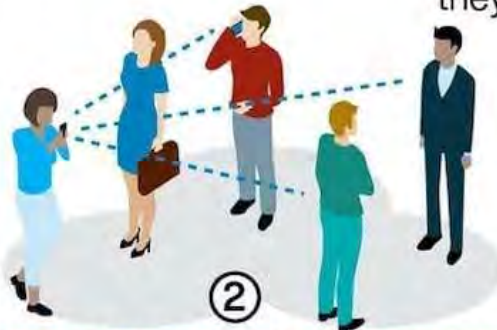
If you have been advised by the app to self-isolate, the app provides a countdown timer so that you can keep track of how long you need to self-isolate. When you reach the end of your self-isolation period, the app will send you a notification reminder with a link to the latest advice for you. If you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

# How the NHS contact-tracing app works

① User X downloads the contact-tracing app and enables Bluetooth

Data is anonymous for User X and everybody they come in contact with ③

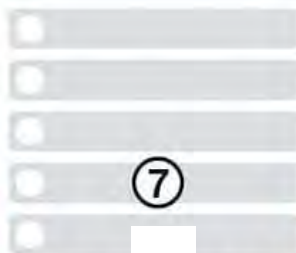


Once installed, app detects and records details of other app users nearby



④ They can also scan a QR code at any venue they attend

If someone who was at the same venue falls ill, User X gets an alert and advice on their phone



⑥ If User X falls ill they notify the app that they have symptoms

⑦ Their personal Bluetooth key is uploaded to a central server

⑧ People who have been in close contact with User X, or were at the same venue, are sent alerts and advice

PA graphic

## ISOLATING—STAY AT HOME ADVICE

It is important that we all take steps to reduce the spread of coronavirus (COVID-19) 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 with someone who has tested positive for COVID-19.

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, or living areas. This may include students in boarding schools or halls of residence who share such facilities.

This guidance also applies to people in your support bubble or childcare bubble.

Follow separate guidance if you have had contact with someone who has tested positive for COVID-19 but do not

currently live in the same household as them. 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.

There are several other symptoms linked with COVID-19. These other symptoms may have another cause and are not on their own a reason to have a COVID-19 test. If you are concerned about your symptoms, seek medical advice.

### Tests for COVID-19

There are 2 main types of test currently being used to detect if someone has COVID-19:

- Polymerase Chain Reaction (PCR) tests
- Lateral Flow Device antigen (LFD)

If you think you've been in contact with someone who has coronavirus, but you do not have symptoms and have not been told to self-isolate, continue to follow social distancing advice



tests also known as Rapid Lateral Flow tests or Rapid tests.

PCR tests detect the RNA (ribonucleic acid, the genetic material) of a virus. PCR tests are the most reliable COVID-19 tests. It takes some time to get the results because they are usually processed in a laboratory. If you have symptoms of COVID-19, you should arrange to have a PCR test.

LFD tests detect proteins in the coronavirus and work in a similar way to a pregnancy test. They are simple and quick to use. LFD tests are not as accurate as PCR tests in all circumstances, but can detect a similar number of people with high levels of coronavirus as PCR tests. They are mainly used in people who do not have symptoms of COVID-19. LFD tests are being used to regularly test staff working in care homes, the NHS and schools, as well as in community and workplace programmes offering rapid tests to people without symptoms, known as 'asymptomatic testing programmes'.

People in England who do not have symptoms of COVID-19 can take part in regular testing using LFD tests. Many people already do this as part of school or workplace LFD testing programmes. All of these programmes are known as 'asymptomatic testing programmes' and can help reduce the spread of infection to others.

## Main messages

Anyone with COVID-19 symptoms or a positive test result should stay at home and self-isolate immediately. This is because you could pass the infection on to others, even if you don't have symptoms.

You could be fined if you do not self-isolate following a notification by NHS Test and Trace. You may be entitled to a one-off payment of £500 through the NHS Test and Trace Support Payment scheme if you are required to stay at home and self-isolate or you are the parent or guardian of a child who has been told to self-isolate.

This guidance still applies even if you have received one or more doses of COVID-19 vaccine.

It may be difficult for some people to separate themselves from others in their household. Not all these measures will be possible if you are living with children or have caring responsibilities but follow this







**Public Health  
England**

# Self-isolation

Advice for patients with & without symptoms of infection, who are isolating themselves due to potential exposure to novel coronavirus (COVID-19). These actions will help to protect others inside & outside of your home from infection.

## Isolate yourself



**Stay in your home or accommodation**, do not go to work, school or other public areas



**Separate yourself** from others in your home or accommodation



**Do not have visitors** in your home or accommodation



Use **separate facilities** if sharing, these should be cleaned before use by others



Have food, medication & other supplies **delivered to you**



**Try to keep away from your pets.** If unavoidable, wash your hands before & after contact

## Prevent the spread of infection



**Cover coughs & sneezes** with a tissue



Place the tissue in a **bin**



Wash your hands with **soap & water**



Use **separate household items** like towels, bedding, toothbrushes, cups & dishes



**Wear a mask** when you are around others, if you have been told to do so

### Wash hands with soap & water:



Before cooking & eating



After using the toilet

## Take care of your health & wellbeing

### For those with symptoms of infection:



Get plenty of rest until you feel better



Drink enough fluids so that you pass urine regularly



Take paracetamol as advised, to reduce pain & fever

### For everyone in self-isolation:



Keep in contact with friends & family by phone, video & online



Carry on hobbies & interests within your home if you are able to



Take regular exercise within your home if able

Seek help if you develop symptoms or existing symptoms get worse (eg difficulty breathing) by calling NHS 111

Your healthcare provider will advise you on whether to remain in self-isolation following a negative test result

**In an emergency, call 999 & inform the call handler about your potential exposure to COVID-19**

guidance to the best of your ability in these circumstances.

### **If you have received one or more doses of COVID-19 vaccine**

While COVID-19 vaccines have been shown to reduce the likelihood of severe illness for those who have received them, we do not yet know for certain by how much they reduce the likelihood of a vaccinated person spreading COVID-19 to others.

If you have symptoms of COVID-19 or have received a positive test result, you should still follow this guidance and self-isolate even if you have received one or more doses of COVID-19 vaccine. This will reduce the risk of spreading infection and help to protect other people.

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

#### **Stay at home and self-isolate**

If you develop symptoms of COVID-19, stay at home and self-isolate immediately. If you have a positive test result but do not have symptoms, stay at home and self-isolate as soon as you receive the results. Your household needs to isolate too.

If you have symptoms of COVID-19, arrange to have a PCR test if you have not already had one. Stay at home while you are waiting for a home self-sampling kit, a test site appointment or a test result. You can leave your home in a few specific circumstances, but do not go to

work, school, or public areas and do not use public transport or taxis. See circumstances in which you can leave home.

If you need to leave your home to get to a test site, observe strict social distancing advice and return immediately afterwards.

If you are notified by NHS Test and Trace of a positive test result you must complete your full isolation period, unless in certain circumstances where you had an assisted LFD test. Your isolation period starts immediately from when your symptoms started, or, if you do not have any symptoms, from when your test was taken. Your isolation period includes the day your symptoms started (or the day your test was taken if you do not have symptoms), and the next 10 full days. This means that if, for example, your symptoms started at any time on the 15th of the month (or if you did not have symptoms but your first positive COVID-19 test was taken on the 15th), your isolation period ends at 23:59 hrs on the 25th.

You can return to your normal routine and stop self-isolating after 10 full days if your symptoms have gone, or if the only symptoms you have are a cough or anosmia, which can last for several weeks. If you still have a high temperature after 10 days or are otherwise unwell, stay at home and seek medical advice.

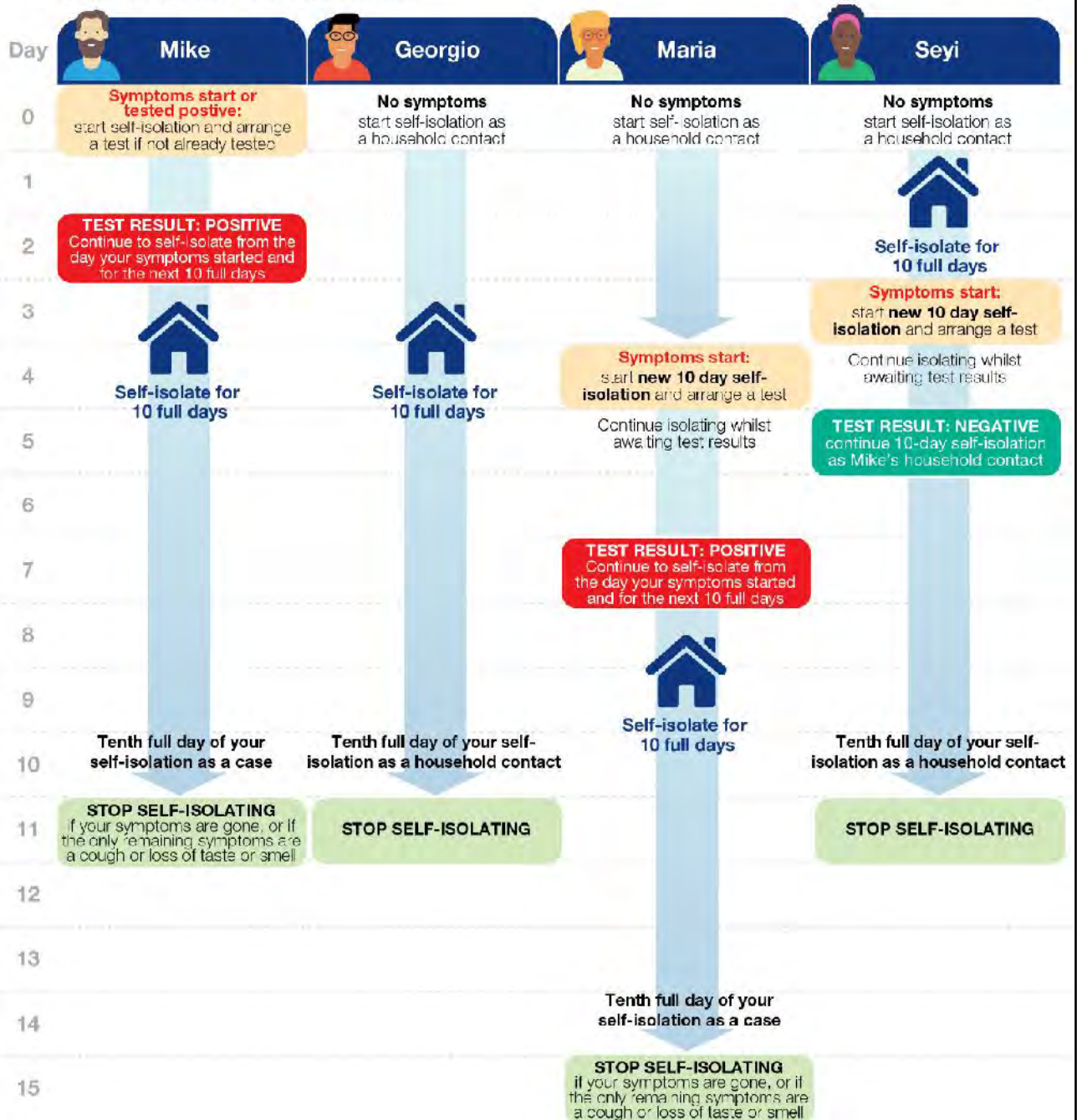
If you are isolating because of a positive



# Stay at home and self-isolate.

Please see [detailed guidance online](#).

**Mike's household:** In this example, Mike lives with Georgio, Maria and Seyi. Mike is the first case of COVID-19 in this household. He and everyone in the household begin self-isolating from the day Mike's symptoms start (or if he had no symptoms, from the date of his positive test).



## Self-isolate for 10 full days.

You need to self-isolate from the day the first person in your household started symptoms and for the next 10 full days. If they did not have symptoms, self-isolate from the day of their test and for the next 10 full days.

## To self-isolate means:

Do not go to work, school, or public areas and do not use public transport or taxis. Only leave your home to get to your test if you need to, observe strict social distancing advice and return immediately afterwards.



HANDS



FACE



SPACE

test result but did not have any symptoms, and you develop COVID-19 symptoms within your isolation period, start a new 10 day isolation period by counting 10 full days from the day following your symptom onset.

If you develop COVID-19 symptoms at any point after ending your first period of isolation you and your household should follow the steps in this guidance again.

Most people with COVID-19 will experience a mild illness. Seek prompt medical attention if your illness or the illness of someone in your household is worsening.

Stay as far away from other members of your household as possible, especially if they are clinically extremely vulnerable. Wherever possible, 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.

Wear a face covering or a surgical mask when spending time in shared areas inside your home.

Take exercise within your home, garden or private outdoor space. Follow the general advice to reduce the spread of the infection within your household.

### **If you have a negative COVID-19 PCR test result after being tested because you had symptoms**

If your PCR test result is negative but you still have symptoms, you may have another virus such as a cold or flu. You should stay at home until you feel well. Seek medical attention if you are concerned about your symptoms.

You can stop isolating as long as:

- you are well
- no-one else in your household has symptoms or has tested positive for COVID-19
- you have not been advised to self-isolate by NHS Test and Trace

Anyone in your household who is isolating because of your symptoms can also stop isolating.

### **Testing after your isolation period has ended**

If you have tested positive by PCR for COVID-19, you will probably have developed some immunity to the disease. However, it cannot be guaranteed that everyone will develop immunity, or how long it will last. It is possible for PCR tests





to remain positive for some time after COVID-19 infection.

Anyone who has previously received a positive COVID-19 PCR test result should not be re-tested within 90 days of that test, unless they develop any new symptoms of COVID-19.

If, however, you do have an LFD antigen test within 90 days of a previous positive COVID-19 PCR test, for example as part of a workplace or community testing programme, and the result of this test is positive, you and your household should self-isolate and follow the steps in this guidance again.

If it is more than 90 days since you tested positive by PCR for COVID-19, and you have new symptoms of COVID-19, or a positive LFD antigen or PCR test, follow the steps in this guidance again.

### **If you take part in asymptomatic testing**

People in England who do not have symptoms of COVID-19 can take part in regular testing using LFD tests.

Asymptomatic testing can help to identify people who may have COVID-19, but are not feeling unwell, so that they can take

steps to reduce the spread of infection to others.

Asymptomatic LFD testing is most effective when tests are taken regularly, twice a week. [More information on ordering LFD tests is available](#). If you test positive for COVID-19 by LFD test, you should self-isolate and follow this guidance. You should also request a follow-up PCR test.

LFD tests can be taken in 2 ways:

An assisted test is where the person takes the test themselves under the supervision of a trained operator, and this operator processes the test, reads and reports the result.

A home (self-reported) test is where a person takes the test themselves and reads and reports their own result.

If you have any of the symptoms of COVID-19, you should request a PCR test.

If your assisted LFD test result is positive  
If your LFD test was an assisted test, and the result is positive, you must self-isolate immediately. You could be fined if you do not do this. You may be entitled to a one-off payment of £500 through the [NHS](#)

**If you are asked to self-isolate by [NHS Test and Trace](#), including by the [NHS COVID-19 app](#), you may be entitled to a payment of £500 from your local authority under the [Test and Trace Support Payment scheme](#).**

**Failure to comply with self-isolation may result in a fine, starting from £1,000. Parents or guardians are legally responsible for ensuring that anyone under 18 self-isolates if they test positive for COVID-19 and are contacted by NHS Test and Trace and told to self-isolate.**

# When to self-isolate – a simple guide

**I have symptoms  
(fever, new, continuous  
cough, new loss of  
taste and/or smell)**

- Go home
- Book a test on 119 or at [www.gov.uk/get-coronavirus-test](http://www.gov.uk/get-coronavirus-test)
- Stay at home until you get your results

**I live with someone  
with symptoms**

- Stay at home until they get their test results
- DONT book a test unless you develop symptoms

**My test is negative**

- Great! If you feel well, return to your daily business
- People you live with can do the same
- If you still are ill seek other medical help from your pharmacist or GP

**My test is positive**

- You need to isolate at home for 10 days from the date your symptoms started
- Don't leave home - you can find sources of help and advice at [www.nidirect.gov.uk/coronavirus](http://www.nidirect.gov.uk/coronavirus)
- The PHA Contact Tracing Service will be in touch
- Don't book another test - even if you do and test negative, you still must isolate for the full 10 days

**I live with  
someone whose  
test is positive**

- You need to isolate at home for 10 days as this is how long it can take the virus to incubate
- DONT book a test unless you develop symptoms - even if you do and test negative, you still must isolate for the full 10 days
- You will get a text from the Contact Tracing Service telling you to isolate but don't wait for that if you know that you're a close contact

**I think I'm a close  
contact of someone  
whose test is  
positive**

- You will get a text or a call from the Contact Tracing Service telling you to isolate for 10 days
- DONT book a test unless you develop symptoms - even if you do and test negative, you still must isolate for the full 10 days
- Don't leave home - you can find sources of help and advice at [www.nidirect.gov.uk/coronavirus](http://www.nidirect.gov.uk/coronavirus)

**I live with someone or  
have been in contact  
with someone who is  
isolating as they've been  
a contact of someone  
whose test is positive**

- You don't have to isolate
- Don't book a test unless you develop symptoms

Test ✓ Trace ✓ Protect ✓

Test and Trace Support Payment scheme if you are required to self-isolate.

You should also take a follow-up PCR test as soon as possible and within 2 days of the positive LFD test at the latest.

While waiting for your follow-up PCR test result you and your household members should follow this guidance. If you receive a negative follow-up PCR test result, and this PCR test was taken within 2 days of the positive LFD test, you and your household will be told by NHS Test and Trace that you can stop self-isolating. However, you and your household must continue to self-isolate if:

- This PCR test result is positive
- you choose not to take a follow-up PCR test
- your follow-up PCR test was taken more than 2 days after the positive LFD test result

It is important to book your follow-up PCR test as soon as you can following your positive LFD test result.

### **If your home (self-reported) LFD test result is positive**

If your LFD test was taken at home (self-reported), you should self-isolate immediately. You and your household members should follow all this guidance. You should also arrange to have a follow-up PCR test as soon as possible. If the follow-up PCR test result is negative, you and your household contacts can stop self-isolating.

## **NHS Test and Trace**

If you receive a request by text, email or phone to log into the NHS Test and Trace service website you should do this and provide information about your symptoms and when they started. The 3 main symptoms of COVID-19 are used to identify when someone should seek a test and when they should self-isolate from. You may have experienced other symptoms before developing any of the 3 main symptoms (a cough, high temperature or loss of smell or taste), and the timing of these other symptoms will be used to identify your contacts.

You will be asked about your recent contacts so that they can be given public health advice. They will not be told your identity. It is very important that you provide this information, as it will play a vital role in helping to protect your family, friends and the wider community.

If you are asked to self-isolate by NHS Test and Trace, including by the NHS COVID-19 app, you may be entitled to a payment of £500 from your local authority under the Test and Trace Support Payment scheme. You may also be entitled to this payment if you are the parent or guardian of a child who has been told to self-isolate.

You could be fined if you do not stay at home and self-isolate following a notification by NHS Test and Trace, but it is important you do so as soon as you receive any positive test result to prevent the spread of COVID-19.

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

Stay at home and self-isolate. Do not go to work, school, or public areas and do not use public transport or taxis.

Your isolation period includes the day the first person in your household's symptoms started (or the day their test was taken if they did not have symptoms) and the next 10 full days. This means that if, for example, your 10 day isolation period starts on the 15th of the month, your isolation period ends at 23:59 hrs on the 25th and you can return to your normal routine.

If you do not have symptoms of COVID-19 yourself, you do not need a PCR test unless you develop COVID-19 symptoms or if you are asked to do so by NHS Test and Trace, your local council or a health professional. If you are regularly taking part in asymptomatic testing using LFD tests, you can continue to do so as long as these tests are taken at home. Do not leave your house during your self-isolation period to take part in an assisted asymptomatic testing programme. If for any reason you have a negative test result during your 10 day isolation period, you must continue to self-isolate. Even if you don't have symptoms, you could still become infectious and pass the infection on to others. Stay at home for the full 10 days to avoid putting others at risk. If you develop symptoms while you are isolating, arrange to have a COVID-19 PCR test. If your test result is positive,

follow the advice for people with COVID-19 to stay at home and start a further full 10 day isolation period. This begins when your symptoms started, regardless of where you are in your original 10 day isolation period. This means that your total isolation period will be longer than 10 days.

If other household members develop symptoms during this period, you do not need to isolate for longer than 10 days.

If you are identified as a contact and asked to self-isolate by NHS Test and Trace, including by the NHS COVID-19 app you may be entitled to a payment of £500 from your local authority under the Test and Trace Support Payment scheme. If you are the parent or guardian of a child who has been told to self-isolate you may also be entitled to this payment.

Failure to comply with self-isolation may result in a fine, starting from £1,000.

Parents or guardians are legally responsible for ensuring that anyone under 18 self-isolates if they test positive for COVID-19 and are contacted by NHS Test and Trace and told to self-isolate.

## **Household members who have received one or more doses of COVID-19 vaccine**

While COVID-19 vaccines have been shown to reduce the likelihood of severe illness for those who have received them, we do not yet know for certain by how much they reduce the likelihood of a vaccinated person spreading COVID-19



to others. Therefore, even if a person has been vaccinated, there is still a risk they could catch COVID-19 and spread it to other people.

If someone in your household has symptoms of COVID-19 or has received a positive test result, your household members must still self-isolate even if they have received one or more doses of COVID-19 vaccine. Following all the guidance on this page will reduce the risk of spreading infection and help to protect other people outside of your household.

### **Visitors to the household**

Do not invite or allow social visitors to enter your home, including friends and family. If you want to speak to someone who is not a member of your household, use the phone, email or social media.

If you or a family member receive essential care in your home, carers should continue to visit and follow the [provision of home care guidance](#) to reduce the risk of infection.

All non-essential in-house services and repairs should be postponed until the self-isolation period is completed.

### **If you are breastfeeding**

If you have symptoms of COVID-19, have tested positive or are living in a household with someone who has COVID-19, you may be concerned about the infection spreading to your baby if you are breastfeeding.

The benefits of breastfeeding outweigh any potential risks of transmission of the virus through breast milk or by being in close contact, however, this will be an individual decision. Talk to your midwife, health visitor or GP by telephone.

There is currently no evidence to suggest that the COVID-19 virus can be transmitted through breast milk. However, COVID-19 infection can be passed on to a baby in the same way as it can to anyone in close contact with you. The current evidence is that children with COVID-19 get much less severe symptoms than adults. If you or a family member are feeding with formula or expressed milk, sterilise the equipment carefully before each use. You should not share bottles or a breast pump with someone else.

You can find more information from the [Royal College of Obstetricians and Gynaecologists](#).

### **People with learning disabilities, autism or serious mental illnesses**

Not all these measures will be possible if you, or those you live with, have conditions such as learning disabilities, autism or serious mental illnesses. Follow this guidance to the best of your ability, while keeping yourself and those close to you safe and well, ideally in line with any existing care plans.

# RAPID COVID TESTS AVAILBE TO EVERYONE

Twice weekly rapid testing to be available to everyone in England

- Everyone in England, including those without symptoms, will be able to take a free rapid coronavirus (COVID-19) test twice a week.
- Alongside vaccine rollout, regular testing is at the heart of plans to reopen society and the economy, helping to suppress and control the spread of variants.

Updates will be made to the NHS COVID-19 app in England to coincide with the universal testing offer

Rapid testing has so far been available to those most at risk and people who need to leave home for work, including frontline NHS workers, care home staff and residents, and schoolchildren and their families. Now rapid testing will be

offered to everyone, with people encouraged to take regular tests to help prevent outbreaks and reclaim a more normal way of life.

One in 3 people with COVID-19 do not experience any symptoms and may be spreading the virus unwittingly. Rapid testing detects cases quickly, meaning positive cases can isolate immediately. Since rapid testing was introduced, over 120,000 positive cases that would not have been found otherwise have already been identified by LFDs. By making rapid tests available to everyone, more cases will be detected, breaking chains of transmission and saving lives.

## Getting a rapid test

Getting a rapid test is quick and convenient. Over 100,000 businesses in England have registered their interest to provide rapid tests to their employees, and the offer of free testing is being expanded to companies with over 10 workers where on-site testing is impossible. The expanded regular testing offer for people without symptoms will be delivered through:

- A home ordering service, which allows people to order lateral flow tests online to be delivered to their home.
- Workplace testing programmes, on-site or at home.
- Community testing, offered by all local authorities.

HM Government

NHS Test and Trace

**Regular rapid testing**

will help to identify people who have **no symptoms** and may be **unknowingly spreading the virus**

- Collection at a local PCR test site during specific test collection time windows.
- Testing on-site at schools and colleges

A new 'Pharmacy Collect' service is also launching which will provide an additional route to regular testing. People aged over 18 without symptoms will be able to visit a participating local pharmacy and collect a box of 7 rapid tests to use twice a week at home.

If testing at home, individuals will need to [register their results online](#) or by calling 119. They should self-isolate if positive and order a confirmatory PCR test.

Anyone with symptoms of COVID-19 should [book a test online](#) or by calling 119.

### **HS COVID-19 app updates**

To coincide with the offer of free rapid testing for everyone, there will be updates to the NHS COVID-19 app in England from 8 April:

#### **Everyone in a group must check in**

In line with new regulations, when a group enters a hospitality venue, every individual must check either by scanning the official NHS QR code poster with the NHS COVID-19 app, or by providing their contact details. Previously, only the lead member of the group needed to provide contact details to check in.

### **Venue history sharing**

If an app user tests positive, they will be asked to share their venue history in a privacy-protecting way via the app. This will allow venue alerts to be generated more quickly, and improve the ability to identify where outbreaks are occurring and take steps to prevent the virus spreading.

### **Additional venue alerts**

If a person has been at a venue on the same day as several other people who have since tested positive for COVID-19, they may receive an alert advising them to book a test immediately, whether they are showing symptoms or not. This is to support finding asymptomatic cases who may have caught the virus but are not displaying symptoms.

### **New QR code posters**

There will be new posters displaying QR codes for hospitality venues in England. Work has taken place with the industry to make the posters clearer and easier to use. All venues in England in scope of the regulations are legally required to display an official NHS QR code poster.



# GET TESTED FOR CORONAVIRUS

There are different tests you can get to check if you have coronavirus (COVID-19). The test you need depends on why you're getting tested.

The 2 main tests are:

- PCR tests – mainly for people with symptoms, they're sent to a lab to be checked
- rapid lateral flow tests – only for people who do not have symptoms, they give a result in 30 minutes using a device similar to a pregnancy test

Both tests are free.

## If you have symptoms of COVID-19

Get a PCR test as soon as possible if you have any of these symptoms:

- a high temperature
- a new, continuous cough



- a loss or change to your sense of smell or taste

You and anyone you live with should stay at home until you get your test result. Only leave your home to have a test.

Anyone in your childcare or support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started.

[Get a PCR test if you have symptoms of COVID on GOV.UK](#)

## Regular tests if you do not have symptoms

Anyone can now get regular rapid lateral flow tests without having symptoms.

About 1 in 3 people with COVID-19 do not have symptoms but can still infect others. Getting regular tests is the only way to know if you have the virus.

If people test positive and self-isolate, it helps stop the virus spreading.

## How to get regular rapid tests

### [Order tests online](#)

You can get a pack of 7 rapid tests sent to your home.

If you do tests at home, you'll need to report your results online or on the phone.

[Order rapid lateral flow home test kits on GOV.UK](#)

[Collect tests to do at home](#)



You can collect up to 2 packs of 7 rapid tests from a local pharmacy or test site.

If you do tests at home, you'll need to report your results online or on the phone.

### Find where to get rapid flow tests

#### **Go to a test site**

You can get tested at a rapid lateral flow test site.

If you go to a test site:

- you may need an appointment, so check before you go
- a trained helper might be able to help you do the test
- you'll get a text or email with the result when it's ready

### Find where to get a rapid lateral flow test

#### **School, college and nursery testing**

If you attend or work at a school, college

or nursery you can get rapid tests through your school, college or nursery.

If you're in a childcare or support bubble with someone who attends or works at a school, college or nursery, you can get a rapid test at a rapid lateral flow test site or order tests to do at home.

You're advised to do a test twice a week.

Primary school-age children and younger do not need to test.

#### **Employee and university testing**

Some employers and universities offer rapid tests. Ask your employer or university if they provide rapid tests.

#### **Other reasons to get tested**

#### **Confirming a previous test result**

Get a PCR test as soon as possible if:

- you've done a rapid lateral flow test and had a positive result or your test sample could not be read (void result)
- you had a PCR test and your test sample could not be read

If you have symptoms, stay at home until you get the result of the 2nd test.

Get a PCR test to check if you have COVID-19 on GOV.UK

#### **If you're self-isolating because you've been in close contact with someone who's tested positive**

If you've been in close contact with someone who's tested positive for COVID-19 you can get a PCR test, whether or not you have symptoms.



Examples of close contact include:

- Face-to-face contact under 1 metre for any length of time – including talking to them or being coughed on.
- Being within 1 metre of each other for 1 minute or longer.
- Being within 2 metres of each other for more than 15 minutes in total in 1 day.

Getting tested can tell you if you had COVID-19 at the time you did the test.

If you test positive, you can help the NHS contact people who may have caught the virus from you. They can then self-isolate and avoid passing it on to others.

You must continue to self-isolate for the 10 full days even if your result is negative, as you could still become infectious.

[Get a PCR test to check if you have COVID-19 on GOV.UK](#)

## Going into hospital

You may need to get tested if you're due to have surgery or a procedure.

The hospital will arrange this for you. Contact your hospital department if you have any questions.

## Travelling abroad

If you're travelling abroad, you may need to get a test before you travel. You need to pay for a test privately and should not get a free test from the NHS.

[Find out about private providers of coronavirus \(COVID-19\) testing on GOV.UK](#)

## Care home residents and staff

Care home managers can get PCR tests for staff and residents even if they do not have symptoms.

[Get PCR tests for a care home on GOV.UK](#)

The infographic is titled "Covid-19 Testing" and is divided into two main sections: "With symptoms" and "Without symptoms".

**With symptoms:** This section focuses on "PCR" tests. It includes a small image of a test tube and a pipette. The text provides the following information:

- When to take the test:**
  - If you have Covid-19 symptoms
  - To confirm your positive lateral flow test result
- How long it takes:**
  - These tests are processed in labs
  - Up to 3 days, most results the next day
- Get a test:**
  - At home
  - At a test site

**Without symptoms:** This section focuses on "rapid lateral flow" tests. It includes a small image of a lateral flow test strip. The text provides the following information:

- When to take the test:**
  - If you do not have symptoms of Covid-19
  - As part of routine testing twice a week
- How long it takes:**
  - Result processed by test device
  - Around 30 minutes
- Get a test:**
  - At home
  - At your secondary school
  - At a test site
  - At your university
  - At work
  - Collect from a pharmacy
  - At your nursery
  - Order online

At the bottom of the infographic, it says "Find out more at GOV.UK or call 119". The logos for HM Government and NHS Test and Trace are also present.

# 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

[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](#)

[Support with work and finances: Financial support - Essex County Council](#)

[Apply for a Test and Trace Support Payment - Essex County Council](#).

Colchester Borough Council has received extra funding from Essex County Council to extend its scheme to provide one-off support payments to residents asked to self-isolate.

Residents who need to self-isolate because they or a household member has tested positive for COVID-19 could get a £500 grant – whether or not they qualify for Government support.

People who test positive for Covid-19 could be entitled to a £500 Test and Trace Support Payment from the Government.

However, many residents asked to self-isolate may be ineligible for the Government support payment. It is these

people who this new fund aims to help.

People may not qualify for Government support because, for instance, they are on zero hours contracts, self-employed and trading for less than one year or self-employed without access to support because of low trading returns.

The extra funding is to ensure that those that must stay at home are given the financial means to do so. The £500 discretionary grant per resident will be a one-off payment to cover the two-week period of self-isolation. The funding is a per-head share of £3m distributed to councils across Essex.

See the table opposite to see if you are eligible for the discretionary grant.

## £500 grants available to those who need to self-isolate





| Question   | Discretionary scheme   |
|--|--|
| Who is eligible for a test and trace support payment | <p>People who:</p> <ul style="list-style-type: none"> <li>● Live in the borough</li> <li>● Have been asked to self isolate by the NHS Test and Trace either because a) they've tested positive for coronavirus or b) have recently been in close contact with someone who has tested positive</li> <li>● Are on a low income—earning less than £430 per week gross or £350 per week net</li> <li>● Are employed or self employed, including those on zero hours contracts and self self-employed who have been trading for less than one year</li> <li>● Are unable to work from home and will lose income as a result and are able to demonstrate that they will lose income</li> <li>● Are NOT currently receiving Universal Credit, Working Tax Credit, income based Employment and Support Allowance, income based Jobseeker's Allowance, Income Support, Housing Benefit and or Pension Credit</li> </ul> <p>Have an 8-digit reference number from NHS Test and Trace</p> |
| Who is not eligible                                  | <p>People who</p> <ul style="list-style-type: none"> <li>● Are able to work from home</li> <li>● Individual with savings of £6000 or more (in common with the Universal Credit lower threshold). That is individuals not households, with £6000 per claimant.</li> <li>● Are on furlough</li> <li>● Are not on a low income (who earns more than £350 net per week or £420 gross)</li> <li>● Are quarantining after travelling abroad (unless they test positive during the 14 day quarantine period)</li> </ul>   |
| What information do you need to supply               | <ul style="list-style-type: none"> <li>● The unique eight digit ID number provided by NHS Test and Trace asking you to self isolate.</li> <li>● A Recent bank statement (which shows the full name on the account, the full account number and sort code)</li> <li>● Recent proof of employment (most recent payslip), or</li> <li>● Proof of zero hours contract and recent income, or</li> <li>● If you are self-employed, evidence of self-assessment returns, trading income and proof that your business delivers services which cannot be undertaken without social contact, or</li> <li>● Company registration if self-employed and trading for less than a year</li> </ul>   |

| Question  | Discretionary scheme   |
|---|--|
| Do I need to explain why I am not in receipt of any of the benefits listed for the standard scheme? | <ul style="list-style-type: none"> <li>No</li> </ul>   |
| When can I apply?   | <ul style="list-style-type: none"> <li>As soon as you are told to self-isolate and up to 14 days after your self-isolation period finishes.</li> </ul>   |
| Can more than one member of the household apply?  | <ul style="list-style-type: none"> <li>Yes. Individuals in the same household can each apply, if they each meet the eligibility criteria in full.</li> </ul>   |
| Can I apply more than once?   | <p>Yes you can apply more than once if:</p> <ul style="list-style-type: none"> <li>You have been told to self-isolate multiple times</li> <li>You meet the eligibility criteria.</li> <li>The periods of self-isolation do not overlap.</li> <li>Separate applications need to be made for each period of self-isolation.</li> </ul> |
| Can I apply for payment from both schemes?  | <ul style="list-style-type: none"> <li>No</li> </ul>   |
| Will a payment affect my benefits or statutory sick pay entitlement                                 | <ul style="list-style-type: none"> <li>No</li> </ul>   |

HM Government

**NHS**

**SUPPORT THROUGH SELF-ISOLATION**

Those on lower incomes

Who cannot work from home

And stand to lose income as a result of self-isolation

**MAY BE ELIGIBLE FOR A £500 SUPPORT PAYMENT**

# HOW TO LOOK AFTER YOURSELF IF YOU HAVE COVID-19?

It's very important that you stay at home for 10 days if you have symptoms that may be caused by coronavirus (COVID-19), even if you think your symptoms are mild.

There are a few things you can do to take care of yourself at home. Do not go to your GP, pharmacy or hospital.

## Treating a fever at home

It's safe to treat most fevers at home. However, you may be at risk of becoming dehydrated.

You should:

- Wear loose, comfortable clothing - don't try to make yourself too cold.
- Drink more fluids – you should be peeing (approximately) every 6 hours.
- Monitor your pee colour – a pale yellow colour means you're unlikely to be dehydrated, whilst darker pee means you should drink more water.
- Take paracetamol if you have a temperature – always follow the manufacturer's instructions.
- Keep your room at a comfortable temperature and make sure fresh air is circulating.

## When to get help

You should phone 111 if you develop any of the following symptoms:

- Severe thirst and peeing less.
- Light-headedness or weakness.

- New, severe muscle cramps.

You should also phone 111 if your symptoms worsen or if you notice new symptoms.

## Treating a cough at home

It's also safe to treat most coughs at home.

You should:

- Take pain medication such as paracetamol - always follow the manufacturer's instructions.
- Drink enough fluids to keep you hydrated – this is particularly important if you've just woken up.
- Drink warm drinks as they have a soothing effect.

## To reduce the risk of spreading to others you should:

- Cover your mouth when you cough or sneeze.
- Wash your hands regularly.
- Dispose of tissues appropriately.
- Sneeze into the crook of your elbow if you don't have a tissue.

## When to get help

You should phone 111 if you develop any of the following symptoms:

- Coughing up blood.
- Chest pain.
- Shortness of breath that's new or worsening.





# HOW TO TREAT CORONAVIRUS SYMPTOMS AT HOME

## TEMPERATURE



✓ **Get lots of rest.**



✓ **Drink plenty of fluids** (water is best) to avoid dehydration - drink enough so your pee is light yellow and clear.



✓ **Take paracetamol or ibuprofen** if you feel uncomfortable.



## COUGH



✓ **Lie on your side or sit upright instead.**  
**Avoid lying on your back.**



✓ **Try having a teaspoon of honey** to help ease a cough. But do not give honey to babies under 12 months.

If this does not help, ask a non-isolating friend or family member to seek advice from a pharmacist on your behalf.

## BREATHLESS



✓ **Keep your room cool.** Try turning the heating down or opening a window. **DO NOT use a fan as it may spread the virus.**



✓ **Try breathing slowly in through your nose** and out through your mouth, with your lips together.



✓ **Sit upright** in a chair relaxing your shoulders.



✓ **Lean forward slightly** - support yourself by putting your hands on your knees or on something stable like a chair.

Try to **stay calm** if you're feeling breathless. Anxiety can make it worse.

## Call 999 for an ambulance if you or someone you care for:

- are struggling to breathe
- are coughing up blood
- have blue lips or a blue face
- feel cold and sweaty, with pale or blotchy skin
- have a rash that does not fade when you roll a glass over it
- collapse or faint
- become confused or very drowsy
- have stopped peeing or are peeing much less than usual

**Tell the operator you might have coronavirus symptoms.**

## DO NOT GO TO A PHARMACY

If you or someone you live with has coronavirus symptoms, you must all stay at home.

If you're concerned about your symptoms and need medical advice, **use the NHS 111 online coronavirus service.**

## GETTING HELP WHILE YOU'RE STAYING AT HOME

The Essex Wellbeing Service can help you while you have to stay at home (self-isolate).

**Call 0300 303 9988** 8am to 7pm (Mon to Friday), 10am to 2pm (Weekends)



# LONG-TERM EFFECTS OF COVID

For some people, coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID-19 syndrome or "long COVID"

## About long COVID

How long it takes to recover from coronavirus is different for everybody.

Many people feel better in a few days or weeks and most will make a full recovery within 12 weeks. But for some people, symptoms can last longer.

The chances of having long-term symptoms does not seem to be linked to how ill you are when you first get coronavirus.

People who had mild symptoms at first can still have long-term problems.

## Symptoms of long COVID

There are lots of symptoms you can have after a coronavirus infection.

Common long COVID symptoms include:

- Extreme tiredness (fatigue).
- Shortness of breath.
- Chest pain or tightness.
- Problems with memory and concentration ("brain fog").
- Difficulty sleeping (insomnia).
- Heart palpitations.
- Dizziness.
- Pins and needles.
- Joint pain
- Depression and anxiety
- Tinnitus, earaches

- Feeling sick, diarrhoea, stomach aches, loss of appetite.
- A high temperature, cough, headaches, sore throat, changes to sense of smell or taste.
- Rashes

Contact your GP if you're worried about symptoms 4 weeks or more after having coronavirus

Your doctor will ask about your symptoms and the impact they're having on your life.

They may suggest some tests to find out more about your symptoms and rule out other things that could be causing them.

These might include:

- blood tests
- checking your blood pressure and heart rate
- a chest X-ray

Your doctor will talk to you about the care and support you might need.

You may be given advice about how to manage and monitor your symptoms at home.

If the symptoms are having a big impact on your life, you may be referred to a specialist rehabilitation service or a service that specialises in the specific symptoms you have.

These services can help manage your symptoms and help you recover.

You can find more information to support your recovery on the [Your COVID Recovery website](#).

# CORONAVIRUS VACCINES

The coronavirus (COVID-19) vaccine is safe and effective. It gives you the best protection against coronavirus.

## Who can get the COVID-19 vaccine

The NHS is currently offering the COVID-19 vaccine to people most at risk.

In England, the COVID-19 vaccine is being offered in some hospitals and pharmacies, at local centres run by GPs and at larger vaccination centres. More centres are opening all the time.

It's being given to:

- people aged 38 and over
- people who will turn 40 before 1 July 2021
- people at high risk from COVID-19 (clinically extremely vulnerable)
- people who live or work in care homes
- health and social care workers
- people with a condition that puts them at higher risk (clinically vulnerable)
- people with a learning disability
- people who are a main carer for someone at high risk from COVID-19

Find out more about who can get a COVID-19 vaccine

The order in which people will be offered the vaccine is based on advice from the Joint Committee on Vaccination and Immunisation (JCVI).

Read the latest JCVI advice on priority groups for the COVID-19 vaccination on

## Suffolk and North East Essex COVID-19 Vaccination Service

Has information on:

- Where you can get the vaccine
- Vaccine eligibility
- Making an appointment
- Attending the appointment

## GOV.UK

### How the COVID-19 vaccine is given

The COVID-19 vaccine is given as an injection into your upper arm.

It's given as 2 doses. You will have the 2nd dose 3 to 12 weeks after having the 1st dose.

You will have 2 doses of the same vaccine.

### How to get the COVID-19 vaccine

You can book your vaccination appointments online if any of the following apply:

- you're aged 38 or over
- you'll turn 40 before 1 July 2021
- you are at high risk from coronavirus (clinically extremely vulnerable)
- you have a condition that puts you at higher risk (clinically vulnerable)
- you have a learning disability
- you get a Carer's Allowance, get support following an assessment by your local authority or your GP record shows you are a carer

You can book appointments at a larger

## **Book or manage your coronavirus vaccination**

If you've already booked a vaccination appointment through a GP or local NHS service, you do not need to book again using this service.

### **Who can use this service**

You can only use this service if any of the following apply:

- you're aged 38 or over
- you'll turn 40 before 1 July 2021
- you're at high risk from COVID-19 (clinically extremely vulnerable)
- you have a condition that puts you at higher risk (clinically vulnerable)
- you have a learning disability
- you're an eligible frontline health or social care worker
- you get a Carer's Allowance, get support following an assessment by your local authority or your GP record shows you're a carer

If you're an eligible unpaid carer but you cannot book an appointment, speak to your GP surgery.

Find out more about who can get the COVID-19 vaccine.

### **Book your appointments**

You need to:

- have 2 doses of the COVID-19 vaccine at 2 appointments
- book both appointments at the same time
- get the 2nd dose 11 to 12 weeks after getting your 1st dose

You can use this service for someone else.

If you've had a positive COVID-19 test, you should wait 4 weeks from the date you had the test before you book an appointment.

If you were under 30 years old on 30 March 2021, you will not be offered appointments for the Oxford/AstraZeneca vaccine. There may be fewer appointments available or you may have to travel further.

If you're pregnant, or think you might be, speak to your GP surgery to book your appointment instead of using this service. This is so your appointment can be arranged at a vaccination centre offering the Pfizer/BioNTech or Moderna vaccine.

vaccination centre or a pharmacy that provides COVID-19 vaccinations.

You do not need to wait to be contacted by the NHS.

### **How effective is the COVID-19 vaccine?**

The 1st dose of the COVID-19 vaccine should give you good protection from coronavirus from 3 or 4 weeks after you've had it.

But you need to have the 2 doses of the vaccine to give you longer lasting protection.

There is a chance you might still get or spread coronavirus even if you have the vaccine.

This means it is important to:

- continue to follow [social distancing guidance](#)
- if you can, wear something that covers your nose and mouth in places where it's hard to stay away from other people

### **How safe is the COVID-19 vaccine?**

The vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness set out by the independent Medicines and Healthcare products Regulatory Agency (MHRA).

Any coronavirus vaccine that is approved must go through all the clinical trials and safety checks all other licensed medicines go through. The MHRA follows international standards of safety.

Other vaccines are being developed. They will only be available on the NHS once

they have been thoroughly tested to make sure they are safe and effective.

So far, millions of people have been given a COVID-19 vaccine and reports of serious side effects, such as allergic reactions or clotting problems, have been very rare.

To find out more about the vaccines approved in the UK, see:

[GOV.UK: Pfizer/BioNTech vaccine for COVID-19 approved by MHRA](#)

[GOV.UK: Oxford/AstraZeneca vaccine for COVID-19 approved by MHRA](#)

[GOV.UK: Moderna vaccine for COVID-19 approved by MHRA](#)

### **COVID-19 vaccine side effects**

Most side effects of the COVID-19 vaccine are mild and should not last longer than a week, such as:

- a sore arm where the needle went in
- feeling tired
- a headache
- feeling achy
- feeling or being sick

You can take painkillers, such as paracetamol, if you need to.

You may get a high temperature or feel hot or shivery 1 or 2 days after having your vaccination.

But if you have a high temperature that lasts longer than 2 days, a new, continuous cough or a loss or change to your sense of smell or taste you may have coronavirus. Stay at home and get a test.



If your symptoms get worse or you are worried, call 111.

### Allergic reactions

Tell healthcare staff before you are vaccinated if you've ever had a serious allergic reaction.

You should not have the COVID-19 vaccine if you have ever had a serious allergic reaction (including anaphylaxis) to:

- a previous dose of the same vaccine
- any of the ingredients in the vaccine

Serious allergic reactions are rare. If you do have a reaction to the vaccine, it usually happens in minutes. Staff giving the vaccine are trained to deal with allergic reactions and treat them immediately.

### Advice if you're of childbearing age, pregnant or breastfeeding

If you're pregnant, or think you might be, you can have the COVID-19 vaccine. You'll

be invited when your age group are offered it or earlier if you have a health condition or reason that means you're eligible.

It's preferable for you to have the Pfizer/BioNTech or Moderna vaccine. This is because they've been more widely used during pregnancy in other countries and have not caused any safety issues.

When you're offered a vaccine, speak to your GP surgery to arrange an appointment. This is to make sure you go to a vaccination centre offering the Pfizer/BioNTech or Moderna vaccine.

At your appointment, you'll be able to discuss the benefits and potential risks of having the vaccine in pregnancy. This is so you can make an informed decision about having it. You can also speak to a GP or your maternity team for advice.

It's recommended you have the same vaccine for both doses.

If you had the Oxford/AstraZeneca vaccine for your 1st dose and did not have any serious side effects you should have it for your 2nd dose.

You can also have any of the COVID-19 vaccines if you're breastfeeding. You cannot catch COVID-19 from the vaccine and cannot pass it to your baby through your breast milk.

There's no evidence that the COVID-19 vaccine has any effect on your chances of becoming pregnant. There's no need to avoid pregnancy after vaccination.

The vaccine cannot give you or your baby COVID-19.



[Read the latest COVID-19 vaccine advice if you're pregnant, may get pregnant or are breastfeeding on GOV.UK](#)

[Read the latest Royal College of Obstetricians and Gynaecologists and Royal College of Midwives statement on the COVID-19 vaccine and fertility](#)

### **COVID-19 vaccine ingredients**

The approved COVID-19 vaccines do not contain any animal products or egg.

### **What happens at your appointment**

When it's your turn to have the



**NHS**

Women who are breastfeeding can now receive the COVID-19 vaccine when it is offered to them.

If you have any concerns, speak to a healthcare professional before having the vaccination.



### **Reports of very rare blood clots**

The MHRA is carrying out a detailed review of reports of a very rare blood clotting problem affecting a small number of people who have had the Oxford/AstraZeneca vaccine.

The problem can also happen in people who have not been vaccinated and it's not yet clear why it affects some people.

The COVID-19 vaccine can help stop you getting seriously ill or dying from coronavirus. For people aged 30 or over and those with other health conditions, the benefits of being vaccinated outweigh any risk of clotting problems.

For people under 30 without other health conditions, it's currently advised that it's preferable to have another COVID-19 vaccine instead of the Oxford/AstraZeneca vaccine.

Call 111 immediately if you get any of these symptoms starting from around 4 days to 4 weeks after being vaccinated:

- a severe headache that is not relieved with painkillers or is getting worse
- a headache that feels worse when you lie down or bend over
- a headache that's unusual for you and occurs with blurred vision, feeling or being sick, problems speaking, weakness, drowsiness or seizures (fits)
- a rash that looks like small bruises or bleeding under the skin
- shortness of breath, chest pain, leg swelling or persistent abdominal (tummy) pain

[Find out more about COVID-19 vaccination and blood clotting on GOV.UK](#)

coronavirus (COVID-19) vaccine, you'll get a letter, phone call, email or text inviting you for an appointment.

You need to have 2 doses of the vaccine and to go to 2 appointments.

The 1st dose of the COVID-19 vaccine should give you good protection from coronavirus. But you need to have the 2 doses of the vaccine to give you longer lasting protection.

You may be invited to have your vaccination at:

- a hospital
- your GP surgery
- a vaccination centre
- a pharmacy

## What to bring

You'll need to bring:

- a face covering, unless you cannot wear one for a health or disability reason
- your booking reference numbers if your appointment is at a vaccination centre

If you need a carer you can bring them with you on the day.

## What happens at the appointment

Your appointment should last for around 30 to 45 minutes.

You'll be asked some questions about your medical history.

It's important to tell the staff giving you the vaccination if you have ever had a severe

Public Health England

### COVID-19 vaccines cut household transmission by up to half

People who became infected 3 weeks after receiving one dose of the Pfizer-BioNTech or AstraZeneca vaccine were **between 38 and 49% less likely to pass the virus on to their household contacts** than those who were unvaccinated.

The study included more than 57,000 contacts from 24,000 households with a lab-confirmed case that had received a vaccination, compared with nearly one million contacts of unvaccinated cases.



allergic reaction or you are pregnant.

If your appointment is at a vaccination centre, you'll be asked for your booking reference numbers.

You will then be given an injection of the vaccine into your upper arm.

All places that offer COVID-19 vaccinations will help keep you safe from COVID-19. There will be regular cleaning and social distancing in waiting areas.

### **After the vaccination**

You may be asked to wait for 15 minutes after having the vaccination. This is in the unlikely event you have a serious reaction to the vaccine.

Research has found it's very rare to have a serious allergic reaction to the vaccine. If this does happen, it usually happens within minutes.

The team are trained to deal with reactions and treat them immediately.

You will also be given a leaflet about what to expect after your vaccination to take home with you.

[Find out more about what to expect after the vaccination on GOV.UK](#)

### **More information**

[Sign up to be contacted for coronavirus vaccine research](#)

[GOV.UK: COVID-19 vaccination: guide for older adults](#)

[GOV.UK: why you have to wait for your COVID-19 vaccine](#)

[GOV.UK: Information for UK recipients on Pfizer/BioNTech COVID-19 vaccine](#)

[GOV.UK: Information UK recipients on COVID 19 Vaccine AstraZeneca](#)

[How you will be contacted for your coronavirus \(COVID-19\) vaccination](#)

[Book or manage your coronavirus vaccination](#)

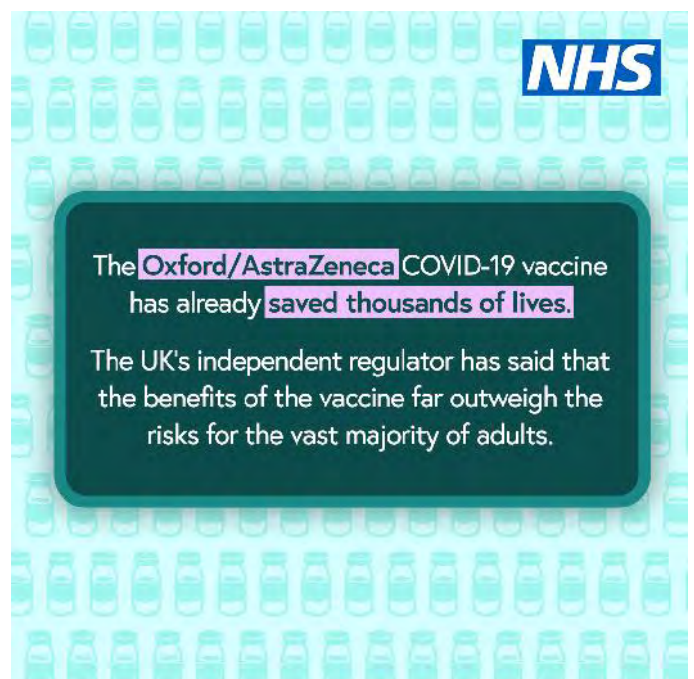
[What happens at your appointment](#)

[COVID-19 vaccination easy read leaflets](#)

[British Sign Language Resources](#)

[COVID-19 vaccination: women of childbearing ages, currently pregnant or breastfeeding](#)

[YouTube: NHS videos answering common questions about the COVID-19 vaccine](#)





## DIFFERENCES BETWEEN CORONAVIRUS VACCINES

### What is in the vaccines and how do they work?

All of the following vaccines DO NOT contain the actual Covid-19 virus (SARS-CoV-2), they are synthetic ingredients\* that have been designed to replicate the virus.

The vaccines work by making a protein from the virus that is important for creating protection. The protein works in the same way they do for other vaccines by stimulating the immune system to make antibodies and cells to fight the infection. This immune memory builds up in your body after receiving two doses of the vaccine.

### Pfizer/BioNTech and Moderna

- This vaccine is an mRNA vaccine which contains a segment of the SARS-CoV-2 virus genetic material (not actual virus) that codes for a specific protein from the virus, which is the spike protein on the surface of the virus.
- The genetic material tells the cells to make proteins. • When the vaccine is given, our cells at the site of injection take up the mRNA and make the SARSCoV-2 protein. The body then destroys the mRNA.
- The SARS-CoV-2 protein produced is then recognised by the immune

 HM Government



## Why is the second dose of Covid-19 vaccine important?

Longer lasting protection comes from the second dose, so it's vital that you come forward for your second jab

Click the link above to find out more

system and triggers a specific response.

- This response builds immune memory so that your immune system is ready to quickly fight off SARS-CoV-2 in the future and prevent you from getting sick with COVID-19.
- There is no material of foetal or animal (no pork, beef or gelatine) origin in either vaccine.

### **AstraZeneca/Oxford**

- This vaccine is a viral vector vaccine which uses an unrelated and harmless virus which has been modified to act as a delivery system to carry the SARS-CoV-2 virus genetic material (not actual virus).
- The genetic material is a segment of SARS-CoV-2 DNA that codes for the specific spike protein from the SARS-CoV-2 virus.
- The delivery virus is known as a viral vector. In this vaccine, the viral vector is a weakened chimpanzee adenovirus (vaccine carrier), which normally causes the common cold in chimpanzees and has been changed so it cannot grow in humans.
- When the vaccine is given, our cells at the site of injection take up the viral vector and the SARS-CoV-2 genetic material is delivered so the cell can make the SARS-CoV-2 protein.
- The viral vector from the vaccine is

subsequently destroyed by the body.

- The protein produced is then recognised by the immune system and triggers a specific response.
- This response builds immune memory so that your immune system is ready to quickly fight off SARS-CoV-2 in the future and prevent you from getting sick with COVID-19.







**MID AND SOUTH ESSEX**

## HAVING YOUR 2<sup>ND</sup> COVID-19 VACCINATION

The NHS in Essex wants to make sure residents know what to do when it's time for their 2<sup>nd</sup> dose of the vaccine

For long lasting protection, you need to have both doses of the vaccine. It's important that the same vaccine is used for both doses and it will help if you return to the same place as where you had your 1<sup>st</sup> dose. The information below summarises where you should go for your 2<sup>nd</sup> dose.

### Where did you receive your 1<sup>st</sup> dose?

GP OR PRIMARY CARE NETWORK



You should return to your GP practice or the site run by your GP / Primary Care Network for your 2<sup>nd</sup> dose.

Your GP may have already given you a date for your 2<sup>nd</sup> dose.

If you don't have a date yet, your GP will contact you soon with a date.

LARGE VACCINATION CENTRE



You should have already been given a date to return to a vaccination centre for your 2<sup>nd</sup> dose.

If you don't have a date yet, you can book one [online using the National Booking System](#) or by calling 119.

If you live in Essex and need help to book an appointment you can ring 0344 2573 961 (open 10am to 4pm, local rate).

A LOCAL HOSPITAL



If you had your 1<sup>st</sup> dose of vaccine at Basildon, Broomfield, Orsett, or Southend Hospitals or Towngate Theatre in Basildon and it was [booked through ShiftPartner](#), then you must do the same for your 2<sup>nd</sup> dose.

You can also change the date of your 2<sup>nd</sup> appointment through ShiftPartner.

If you booked your 1<sup>st</sup> dose by calling 01245 515919, then we will contact you with details of your 2<sup>nd</sup> appointment.

If you need help please call 01245 515919.

A COMMUNITY PHARMACY



You should have already been given a date to return to a community pharmacy for your 2<sup>nd</sup> dose.

If you don't have a date yet, you can book one [online using the National Booking System](#) or by calling 119.



Please remember that if you turn up without an appointment you will be turned away.

If you are unable to attend your appointment and need to cancel, please let us know ASAP by contacting your GP, Hospital or the National Booking System.

[www.essexcovidvaccine.nhs.uk](http://www.essexcovidvaccine.nhs.uk)

## CORONAVIRUS VACCINE— SCAMS

Criminals are exploiting the current situation to attempt to steal personal details and your money.

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. These people will be contacted by the NHS.

### **NO PAYMENT IS REQUIRED FOR THE VACCINE.**

There has been a surge worldwide of vaccine related phishing email scams. We expect to see an increase in these.

Phishing emails seen have contained malicious files that installed malware, or links to bogus websites to obtain the victim's information.

Protect yourself from vaccine-themed phishing campaigns by checking the email addresses on incoming messages and be alert to hyperlinks that contain misspelled domain names; be aware of highly emotive language designed to manipulate you; do not supply login credentials or personal information in response to an email; monitor key financial accounts regularly; and keep software and apps updated.

Report all scams Citizens Advice Consumer Service on 0808 223 1133.

[For more information on vaccine scams see page 194.](#)

- The NHS will never ask you for your bank account or card details.
- The NHS will never ask you for your PIN or banking password.
- The NHS will never arrive unannounced at your home to administer the vaccine.
- The NHS will never ask you to prove your identity by sending copies of personal documents such as your passport, driving licence, bills or pay slips.





# CORONAVIRUS VACCINE— QUESTIONS & ANSWERS

We are all being exposed to a huge amount of COVID-19 information on a daily basis, and not all of it is reliable. People may have many questions around this. Below we answer some of them.

**Question: Will COVID 19 vaccines give me COVID 19?**

**Answer:** You cannot get COVID 19 from the vaccine.

**Question: If you have already had COVID 19, do you still need the vaccine?**

**Answer:** Due to the severe health risks associated with COVID-19 and the fact that re-infection with COVID-19 is possible, you are advised to get a COVID -19 vaccine even if you have been sick with COVID-19 before. At this time,

experts do not know how long someone is protected from COVID-19 after being sick. The immunity someone gains from having an infection, called natural immunity, varies from person to person. Some early evidence suggests natural immunity may not last very long. GW Infectious Disease clinicians are estimating that natural immunity may last only four months.

**Question: The vaccine was developed really fast, did they 'cut corners' to get it done? Because of this is it safe?**

**Answer:** mRNA vaccines have been studied for five years so while the technology is still relatively new, it was not invented for this pandemic. In addition, the vaccines have undergone

## Top tips for navigating the infodemic



### 1. Assess the source:

Who shared the information with you and where did they get it from? Even if it is friends or family, you still need to vet their source.



### 2. Go beyond headlines:

Headlines may be intentionally sensational or provocative.



### 3. Identify the author:

Search the author's name online to see if they are real or credible.



### 4. Check the date:

Is it up to date and relevant to current events? Has a headline, image or statistic been used out of context?



### 5. Examine the supporting evidence:

Credible stories back up their claims with facts.



### 6. Check your biases:

Think about whether your own biases could affect your judgment on what is or is not trustworthy.



### 7. Turn to fact-checkers:

Consult trusted fact-checking organizations, such as the International Fact-Checking Network and global news outlets focused on debunking misinformation.

large clinical trials and have been vetted by multiple regulatory and government agencies that have shown them to be both safe and highly effective.

**Question: Are the side effects of the vaccine really bad?**

**Answer:** The most common side effects from the vaccines have included fatigue, muscle pains, joint pains, headaches, pain and redness at the injection site. These symptoms were more common after the second dose of the vaccine and the majority of side effects were mild.

**Question: Will receiving an mRNA vaccine (the type of vaccine used by Pfizer and Moderna) alter my DNA?**

**Answer:** mRNA stands for messenger ribonucleic acid and can most easily be described as instructions for how to make a protein or even just a piece of a protein. mRNA is not able to alter or modify a person's genetic makeup (DNA). The mRNA from a COVID-19 vaccine never enter the nucleus of the cell, which is where our DNA are kept. This means the mRNA does not affect or interact with our DNA in any way.

Instead, COVID-19 vaccines that use mRNA work with the body's natural defences to safely develop protection (immunity) to disease. - it simply tells your body how to create a protein that is found on the surface of the Coronavirus. Your own immune system is then able to recognise and produce antibodies

against that protein, which means you are ready to fight off a Covid-19 infection.

**Question: Will the flu vaccine help protect against COVID 19?**

**Answer:** Getting a flu shot will not protect you against coronavirus. These are two different vaccinations.

**Question: Do the vaccines contain toxic ingredients?**

**Answer:** Any substance, even water, can be toxic in large doses. The gelatine and egg proteins in some flu vaccines can cause allergic reactions in very rare cases. Those affected typically have a history of severe allergies to gelatine or eggs. If you have severe allergies, tell the nurse before your vaccine or talk to your doctor.

**Question: Is natural immunity healthier and more effective than vaccine immunity?**

**Answer:** Vaccines allow you to build immunity without the damaging effects that vaccine-preventable diseases can have. These diseases can cause serious health problems and even be life-threatening. These effects can be avoided by simply getting vaccinated. Re-infection with Covid is possible and we cannot predict who will get severe disease.

We do know that the new vaccine protects around 90% of people so the safest option is to have it. We also know that Covid infection causes long term

problems (labelled as ‘Long Covid’) in many young previously healthy patients. In addition if you catch Covid you are likely to infect many others - some of whom might become ill, infect others, have Long Covid - or at worst die.

**Question: Can the vaccines cause autism?**

**Answer:** Vaccines do not cause autism. This incorrect claim stems from a study that has been discredited. Unfortunately, this flawed study has created much misinformation.

**Question: Do the vaccines have microchips in them? Are they used to microchip people?**

**Answer:** This is entirely false and is not possible. This is a myth that stemmed from misinformation on the internet.

**Question: Will I will be forced to take the vaccine? This infringes my human rights.**

**Answer:** You will not be forced to take the vaccine, it is a choice. But if you choose to take the vaccine you will be protecting both yourself and the vulnerable.

**Question: Are the vaccines pointless unless everyone takes them?**

**Answer:** If you are vaccinated you will be protected regardless of who else is vaccinated. But the more people who are vaccinated the better because this will protect babies and other vulnerable

groups who can't be vaccinated themselves.

**Question: Does the COVID-19 vaccine cause infertility in women?**

**Answer:** Misinformation on social media suggests the vaccine trains the body to attack syncytin-1, a protein in the placenta, which could lead to infertility in women. The truth is, there's an amino acid sequence shared between the spike protein and a placental protein; however, experts say it's too short to trigger an immune response and therefore doesn't affect fertility.

**Question: Are the vaccines mandatory?**

**Answer:** A video being circulated on social media claims that because Covid regulations are law there will be “mandatory vaccines, house arrest until people are vaccinated and children forced to be vaccinated”.

This is untrue. Parliament did vote on new Covid-19 regulations on January 6 — which introduced a new national lockdown and restricted reasons why people could leave their homes — but it did not make vaccines mandatory.

**Question: Are GP's making a lot of money from COVID vaccinations?**

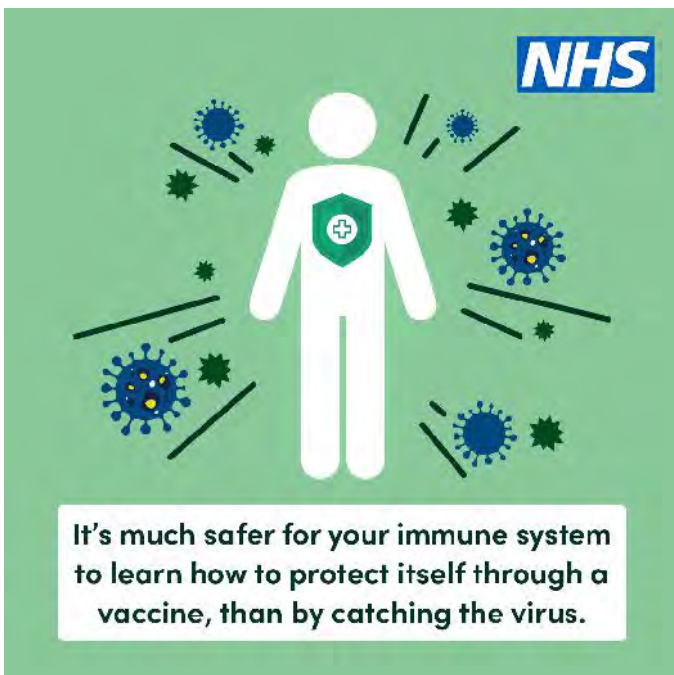
**Answer:** GPs are paid £12.50 per injection. Most won't make a profit. Some may make a loss. This includes paying for, GP work, venues, admin and nursing staff, training staff and educating

## COVID-19 QUESTIONS & ANSWERS

patients, monitoring patients after their vaccination.

**Question: Is it true a nurse took the COVID vaccine and died on camera?**

**Answer:** The nurse fainted. After recovering she gave a press conference to say she had fainted previously when in pain. The nurse recovered. The vaccines have been approved after analysis of safety data from clinical trials involving tens of thousands of patients. Further data is being collected from patients receiving the vaccine.



**Question: Is COVID caused by the 5G network?**

**Answer:** COVID is spreading in countries without 5G. There is no scientific connection. This myth started as the COVID outbreak coincided with 5G being rolled out in Wuhan. It ignores the fact that 5G had been started in other areas of China before the COVID outbreak. COVID has also affected countries that do not have 5G.

**Question: Is coronavirus (COVID-19) caused by a bacteria, or by a virus?**

**Answer:** The virus that causes COVID-19 is in a family of viruses called Coronaviridae. Antibiotics do not work against viruses.

Some people who become ill with COVID-19 can also develop a bacterial infection as a complication. In this case, antibiotics may be recommended by a health care provider.

There is currently no licensed medication to cure COVID-19. If you have symptoms, call your health care provider or COVID-19 hotline for assistance.

**Question: Is it true that the prolonged use of medical masks when properly worn, causes CO2 intoxication or oxygen deficiency?**

**Answer:** The prolonged use of medical masks can be uncomfortable. However, it does not lead to CO2 intoxication nor



oxygen deficiency. While wearing a medical mask, make sure it fits properly and that it is tight enough to allow you to breathe normally. Do not re-use a disposable mask and always change it as soon as it gets damp.

Medical masks (also known as surgical masks) are flat or pleated; they are affixed to the head with straps or have ear loops.

**Question: Does drinking alcohol protect you against COVID-19?**

Alcohol does not protect you against COVID-19. The harmful use of alcohol increases your risk of health problems.

**Question: Does adding pepper to your soup or other meals prevent or cure COVID-19?**

**Answer:** Hot peppers in your food, though very tasty, cannot prevent or cure COVID-19. The best way to protect yourself against the new coronavirus is to keep at least 2 metres away from others and to wash your hands frequently and thoroughly. It is also beneficial for your general health to maintain a balanced diet, stay well hydrated, exercise regularly and sleep well.

**Question: Do only old people get infected by the COVID-19 virus?**

**Answer:** Older people and younger people can be infected by the COVID-19 virus. Older people, and people with pre-existing medical conditions such as asthma, diabetes, and heart disease appear to be more vulnerable to

becoming severely ill with the virus.

The World Health Organisation advises people of all ages to take steps to protect themselves from the virus, for example by following good hand hygiene and good respiratory hygiene.

**Question: Can antibiotics prevent or treat COVID-19?**

**Answer:** Antibiotics work only against bacteria, not viruses.

COVID-19 is caused by a virus, and therefore antibiotics should not be used for prevention or treatment.

However, if you are hospitalized for COVID-19, you may receive antibiotics because bacterial co-infection is possible.

**USEFUL LINKS**

[WHO: Coronavirus MythBusters](#)

[Facts about COVID-19 Vaccines](#)

[COVID Vaccines—Key Facts](#)

[NHS: Coronavirus Vaccine](#)

[COVID Vaccine: Myths and Facts](#)

[British Islamic Medical Association—COVID19 vaccine hub—myths](#)

# INFORMATION AND TRANSLATED ADVICE FOR NON ENGLISH SPEAKING RESIDENTS

## INFORMATION AND SUPPORT

**Boloh:** The Black, Asian and Minority Ethnic family COVID-19 Helpline. Phone 0800 1512605

**Light the Bubble Counselling:** A multi-faiths, multi-ethnic and multi-languages counselling service in Colchester. Counselling-07593659264

**BAMEstream:** offer bereavement support to Black, Asian and Minority Ethnic (BAME) adults who have been affected by the death of a loved one due to Covid-19.

### **BAATN (The Black, African and Asian Therapy Network)**

BAATN formed due to the pandemic and the death of George Floyd, followed by a spout of police brutality killings of Black Americans - that gained global attention. The disproportionate number of deaths as well as dealing with witnessing traumatic deaths, known as vicarious trauma, led them to form a collective of culturally appropriate therapists. They are now the “UK’s largest independent organisation to specialise in working psychologically, informed by an understanding of intersectionality.” You can find a therapist or service through BAATN as their network platforms a range of services from free to paid.

### **Spark & Co.**

Spark & Co. was founded amidst the pandemic after seeing there was a

disproportionate negative effect on racialised communities. It is an online resource hub that collates various services, organisations and information to provide support in many areas.

Spark & co have a specific directory of resources that can aid when dealing with bereavement and grief.

**COVID vaccines: Misleading claims targeting ethnic minorities.** BBC News article

**Leading BAME doctor urges others to say yes to the vaccine.**

## TRANSLATED INFORMATION

NHS England has produced videos of **clinicians recording messages** in some of the most commonly spoken languages to help ensure messages about the importance of getting a COVID-19 vaccine are clear for all. Public Health England has also shared printable leaflets on COVID-19 vaccine information in various community languages.

Click here to watch or download leaflets :<https://www.england.nhs.uk/london/our-work/covid-19-vaccine-communication-materials/>

**BBC video content in 5 South Asian languages now available:**

- [Lockdown rules](#)
- [NHS test and trace](#)
- [Vaccine explainer](#)

- [Vaccine Q&A](#)
- [Vaccine myth busting](#)

**NHS inform**: Health information in different languages and formats. Arabic, Bengali, Chinese, Farsi, Hindi, Polish, Punjabi, Romanian, Slovak, Spanish and Urdu

**Suffolk and North East Essex COVID 19 Vaccination Service**. COVID-19 vaccination information in other languages

**Coronavirus easy to read guides in other languages**

**Translated guidance and infographics on COVID-19 in 26 languages.**

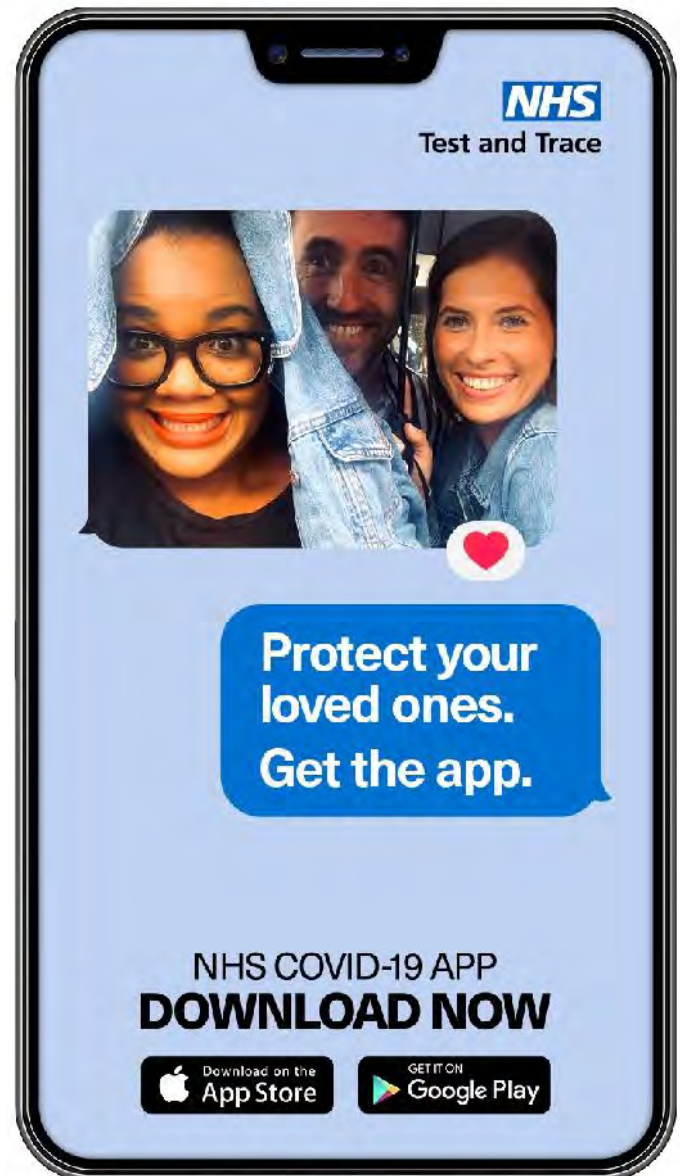
**Translations of NHS and WHO advice surrounding COVID-19**

**COVID: Lockdown rules explained in five South Asian languages**

**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



### **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.

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

**Race Equality Foundation.** COVID translated materials resources.

**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 in 12 languages, with more to follow, and covers national guidance, health and hygiene, returning to school, support bubbles, shielding, face coverings, travel, life events and work.

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

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



**Coronavirus and work FAQ's translated by the Work Rights Centre.**

If you need to know how your rights are affected by the COVID-19 pandemic they have addressed the most common issues on this page. English, Română, Português, Русский, Polski, Български, Italiano, Español.

**Shareable and editable TEST and TRACE translated information in 19 languages and English.**

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

**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 COVID-19: 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.

The materials have been translated into the following languages: Arabic, Bengali, Chinese, Gujarati, Kurdish, Punjabi, Portuguese, Polish, Somali, and Urdu.



# FINANCIAL & EMPLOYMENT SUPPORT

## EMERGENCY HELP WITH BILLS, FOOD AND OTHER ITEMS

### Essex Essential Living Fund

The Essential Living Fund can help to pay for:

- furniture
- clothing
- fuel connection charges
- daily living expenses such as food and toiletries

Adults and families can use it to help pay for bills and essential household items if they are struggling during the coronavirus pandemic. The Essex Essential Living Fund has replaced Crisis Loans and Community Care Grants.

You must live in Essex and apply through [Southend Borough Council](#).

### Budgeting Loans

Budgeting Loans can help to pay for:

- furniture
- rent
- home maintenance
- clothing
- travel costs
- other living expenses

They are only available to people who have been on certain benefits for at least 6 months.

Apply for a [Budgeting Loan on GOV.UK](#).

## Grants and charitable funds

You might be able to apply for a grant from a charity.

[Search for grants on Turn2Us](#)

### Emergency fuel vouchers

Further funding has been secured for the Emergency Fuel Scheme and it is now back in operation with Citizens Advice Essex on behalf of the Citizens Advice service in the county.

The scheme is available for those who are on a low income or facing a financial crisis and have some form of vulnerability such as a health condition, young children, previously homeless etc. It is only available to those with **prepayment** gas and electricity meters. They do not have to be at the point of disconnection to be eligible.

The vouchers amounts are set at £28 for a single person and £49 for a family. The scheme allows for a maximum of 3 vouchers per household and a Citizens Advice adviser will assess if it is appropriate to issue 1,2 or 3 vouchers, given the clients circumstances.

Please email [advice@colchestercab.org.uk](mailto:advice@colchestercab.org.uk) for an adviser to contact .

**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.](#)

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 horizontal lines with text in between: '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 large green box contains the text 'MAY BE ELIGIBLE FOR A £500 SUPPORT PAYMENT' in bold black capital letters.



## 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 amount of your SSP.

[Check if you're eligible for SSP.](#)

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

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

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

You can apply for it if:

- you cannot get SSP
- you're under State Pension age

- you have made enough National Insurance contributions over the last 2 to 3 years
- you're employed, self-employed or unemployed

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

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

### Universal Credit

You could get Universal Credit if:

- you have less than £16,000 in

savings

- you or your partner is under State Pension age

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

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

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

### New one-off £500 payment for working households receiving tax credits

If you're part of a working household that receives tax credits, you may be eligible for a new one-off payment of £500. The new payment is being introduced to provide extra support when [the temporary increase in Working Tax Credit](#) ends as planned on 5 April 2021.

You do not need to apply for the new payment. HMRC will contact you by text message or letter in April to confirm you are eligible. You do not need to contact HMRC.

This includes those who, on 2 March 2021, receive:

- Working Tax Credit payments
- both Working Tax Credit and Child Tax Credit payments
- Child Tax Credit payments and are eligible for Working Tax Credit but do not get a payment because their income is too high

If you are eligible, you should receive your payment by 23 April 2021.

You can:

- [tell us if you have changed your contact or bank details](#)
- [find out if you currently receive Working Tax Credit](#)

## **Pension Credit**

You could get Pension Credit if:

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

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

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

## **Colchester Citizens Advice**

Citizens Advice is now offering a telephone and email service. Telephone 0300 330 2140, Monday - Friday, 10am - 4pm. Email [advice.colchester@cabnet.org.uk](mailto:advice.colchester@cabnet.org.uk) Get help claiming Universal Credit contact free national helpline on 0800 144 84444

**Universal Credit:** New claims to Universal credit should be done online where possible. Customers do not need to call DWP to arrange an appointment and they should not attend the Jobcentre. If teams need more information, they will call back claimants.

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

**The DWP@s Employment and Benefits Support Website** the latest guidance and messages on sick pay,

existing benefit claims, new claims to benefit, self-employment, housing and more.

## **HMRC Help and Support**

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

**MoneySavingExpert - Coronavirus** help and your rights. Financial advice and guidance relating to COVID-19.

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

## **SIGNPOST**

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

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

07801 329321. Also offer help with improving digital skills writing CV's. Telephone 01206 890908 or email [info@sign-post.inf](mailto:info@sign-post.inf)

[SignPost Facebook page](#)

## USEFUL LINKS

[Check if your employer can use the Coronavirus Job Retention Scheme](#)

[What to do if you are self employed and getting less work or no work](#)

[Your rights if you are made redundant](#)

[Work out your redundancy pay](#)

[What to do if you are employed and cannot work](#)

[What to do if you have lost your job](#)

[Find and apply for jobs](#)

[Find online courses to improve your career skills](#)

[Get help moving from benefits to work](#)

[Apply for £500 Test and Trace support payment if you have to self-isolate](#)

[Get financial support whilst you're off work](#)

[What to do if you need to self isolate after travelling abroad](#)

[Claim tax relief for additional household costs if you have to work at home](#)





# 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

### 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.

## Find food support and advice

There is a wide range of support in Colchester. Businesses and organisations are offering free meals, as well as activities for children during school holidays. <https://www.colchester.gov.uk/food-support/>

| 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  |
|--|---|---|---|
| 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 can be arranged  | 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 can be arranged  | 0300 247 0015<br>9am to 5pm Monday to Friday  |
| Essex Integration  | Yes   | Offering phone support and Foodbank vouchers can be arranged  | 01206 861180, Option 2  |
| Essex Outreach Service (Peabody)   | Yes   |   | 0800 2888883  |
| Estuary Housing  | Yes—existing tenants only   | Foodbank voucher issued to existing clients only  | 0300 304 500  |
| Family Solutions (Assessment and Intervention Team, Family Support Team and Protection Team) | Yes   | Offering phone support and Foodbank vouchers can be arranged  | 0345 603 7627   |
| GP Primary Choice Ltd  | Yes - To access vouchers patients call their own GP surgery, who then refers to relevant Care Advisor | Yes - To access vouchers patients call their own GP surgery, who then refers to relevant Care Advisor | Own GP Surgery/Care Advisor   |

| Foodbank Voucher Referral Agent      | Voucher Information   | Location and Updates  | Contact Number |
|--------------------------------------|---|---|----------------|
| 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   |
|---|---|--|--|
| 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<br><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

## Free school meals assistance during school closures.

Parents and carers of eligible children will need to contact their child's school in the first instance to discuss how they can access Free School Meals assistance during the current national lockdown and school closures. If you need to confirm your child's eligibility for Free School Meals, please read the information [here](#).

## 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

# Are you pregnant?

During the **COVID-19 pandemic**, it's more important than ever to protect yourself and your baby.

Pregnant women are at risk of severe flu. Influenza vaccination given during pregnancy protects both you and your baby for several months after birth.

Ask your healthcare provider whether a flu vaccine is right for you.



If you experience any of the following symptoms, **seek immediate medical care:**

Fever or cough that improves but then returns or worsens



Loss of speech or mobility



Difficulty breathing or shortness of breath



Pain or pressure in the chest or abdomen



Dizziness or confusion



Seizures



Severe muscle pain



Not urinating



Decreased or no movement of your baby



Because the flu vaccine doesn't protect you from **COVID-19**, follow these precautions:



Clean your hands frequently



Keep at least 1 metre distance from others



Wear a mask when 1 metre distance from others is not possible



Cough or sneeze into a bent elbow or a tissue



Avoid touching your eyes, nose and mouth



Avoid crowded public gatherings or activities



Open window

For more information visit [www.who.int](http://www.who.int)

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](#)

**If you are home-schooling but don’t have home broadband, or can’t afford extra mobile data—you may be able to get help.**

A temporary scheme means schools, trusts and local authorities can request mobile data increases for children and young people who meet their criteria . If increasing mobile data isn't a suitable option, schools can also request 4G wireless routers.



## 8 WAYS TO HELP CHILDREN STRUGGLING DURING LOCKDOWN

- 

**1 Know how to spot the signs**

If you notice your child is becoming withdrawn, that there's been a change in sleeping or eating habits, if they seem to lack confidence or get upset, it might be a sign they're struggling.


- 

**2 Talk to your child**

If you spot signs your child might be struggling, it's important to talk to them. Keep talking and trying to communicate in any way you can – hugging, listening to them, texting them.


- 

**3 Create structure and routine**

Try introducing a rota or loose timetable that includes fun things you're doing during the week. This can help to create a feeling of stability, which can alleviate anxiety.


- 

**4 Give children a sense of control through information**

Look online with your children to find useful information and resources that help children feel they have control.





[GOV.Uk](https://www.gov.uk) - Online educational resources

[TES](https://www.tes.com) - 139 free resources for home learning

[BBC Bitesize](https://www.bbc.com/education)

[Explaining coronavirus to children -in a variety of languages](#)

[Coping skills for kids](#)

[Supporting your children's remote education during coronavirus.](#)

**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](#)

**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@](mailto:Office@home-start.org.uk)

## 8 WAYS TO HELP CHILDREN STRUGGLING DURING LOCKDOWN

- 

**5 Keep children learning**

Using fun and creative ways at home to learn alongside continued access to educational opportunities will support your children's development.


- 

**6 Limit screen time and mix up activities**

As most socialising moves online, it's important to have conversations on how an increase in screen time can have an impact on everyone's mental health and self-esteem.


- 

**7 Help your child manage stress**

If you spot signs your child might be struggling, it's important to talk to them. Keep talking and trying to communicate in any way you can – hugging, listening to them, texting them, etc.


- 

**8 Expressing feelings doesn't have to be face-to-face**

Children might find it easier writing their thoughts down, so the whole family could do this and put them in a 'feelings box' and then talk about their good, sad or difficult feelings at the end of the day.





[homestartcolchester.org.uk](http://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 applications to help you with items you need but cannot currently afford.
- Group support for parents or children to build skills.
- Healthy eating.
- School readiness and play opportunities, help with education.
- Family events.
- Children workshops for children 5 – 11 years.
- Holiday fund.
- Home-Start have been able to purchase essential family items and delivering free much needed items such as nappies, wipes, food and crafts.

## CHILDCARE BUBBLES

A childcare bubble is where one household links with one other household to provide informal childcare to anyone under 14. All adults in both households must agree to this arrangement. 'Informal' childcare means it is unpaid and unregistered.

Members of either household can provide childcare in a home or public place. This includes overnight care.

You can only have one childcare bubble with one other household. This means no household should be part of more than one childcare bubble.

If you form a childcare bubble, it's best if this is with a household who live locally. This will help prevent the virus spreading from an area where more people are infected.

### How childcare bubbles relate to other types of bubble

A childcare bubble is different to a support bubble and a Christmas bubble. Being in a childcare bubble does not stop you from forming a support bubble.

### Support bubble

You might be able to form a support bubble to have close contact with another household. You have to meet certain eligibility rules to form a support bubble. Find out more about [making a support bubble with another household](#).

You must avoid seeing members of your

childcare and support bubbles at the same time, unless otherwise permitted by gatherings limits in your tier.

### **Changing a childcare bubble**

From 2 December you may change your childcare bubble provided that:

- At least one person in the proposed new childcare bubble is under the age of 14.
- Neither household is part of a separate childcare bubble which they intend to remain a part of.

If you decide to change your childcare bubble, you should treat your previous bubble as a separate household for 10 days before forming a new bubble. This means following the rules on meeting people from other households in the tier you are in. You should not provide childcare as if you are in a bubble during this period.

If someone in your previous childcare bubble develops symptoms or tests positive for coronavirus up to 48 hours after members of the bubble last met, all members of the bubble must self-isolate for 10 days. You must not form a new bubble until you have completed your self-isolation.

### **Children turning 14**

The childcare bubble only continues while there is anyone aged under 14

within that bubble.

Once everyone in a household is aged 14 or above, the childcare bubble arrangement must stop.

### **If your child lives in more than one location**

You can mix indoors where necessary with the other parent to allow your child to move between homes.

A child moving between 2 parents who live separately is not counted as a childcare bubble. This means both you and the other parent can also form a childcare bubble with one other household.

### **If someone in your childcare bubble develops coronavirus symptoms or tests positive**

If anyone in your childcare bubble develops symptoms or tests positive for coronavirus, follow the stay at home guidance.

If you share custody of your child, and you and your child's other parent are in separate childcare bubbles, members of both bubbles should stay at home if someone in either household develops symptoms or tests positive for coronavirus.

This is critical to controlling the virus, as it will help to stop it spreading across multiple households.

You can only use a childcare bubble for childcare. You cannot use a childcare bubble to mix with another household for other reasons.

If [NHS Test and Trace](#) contacts you or someone in your childcare bubble, you must follow their guidance.

### **If you're clinically extremely vulnerable**

If you're [clinically extremely vulnerable](#), you should reduce social contacts as much as possible. You will minimise your risk of infection if you limit all your contacts, particularly with people that you do not live with.

However, if you feel it is essential, you can maintain an existing childcare bubble, or form a new one as per the guidance on [changing your bubble](#). This is a personal choice and should be balanced against the increased risk of infection.

Those defined, on medical grounds, as clinically extremely vulnerable to coronavirus are people with specific serious health conditions.

### **Other forms of childcare support**

In addition to childcare bubbles, the following people can provide childcare support (including in private homes and gardens):

- registered childcare providers
- providers of other supervised activities for children, including wraparound care and children's groups
- paid in-home childcare providers
- people in your [support bubble](#)

Guidance on [working safely in other people's homes](#) is available.

Early years settings and childminders remain open, and you can continue to use these settings as normal. Nannies are able to work in your home or any other setting.

You can also get informal help with childcare from people who do not live with you, and are not part of your support or childcare bubble, so long as you follow the rules on meeting other people which apply in your area.



# 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

**COVID-19 vaccination: British sign language resources.**

## SUPPORT FOR CARERS

If you are caring for someone who is extremely vulnerable, it is useful to understand what extra care and precautionary measures you can take.

- In the first place, you can follow the [NHS hygiene advice](#) for people at higher risk.
- As long as you have no COVID-19 symptoms and take every precaution, **you are allowed to continue visiting someone who relies on you for care** – find out [what protective measures you should take](#).
- If you do start having symptoms, it is imperative that you self isolate and take the right steps – see below.
- Need to consider a contingency plan? For suggestions on arranging alternative care, see our guidance on [making a plan](#).

## FREE PPE FOR UNPAID CARERS

Unpaid carers across the country who do not live with the people they care for can now benefit from free PPE through a new national scheme.

If you care for someone with a disability, you may also be able to benefit from a 'support bubble'/ 'extended household'. This also continues to apply to those who live alone or in a single adult household. You can find out more information [here](#).

### Getting vaccinated

Carers are now included on the vaccination priority list in group 6 - make sure you are registered as a carer with your GP. Read more [here](#). You can also find out where someone you care for is likely to be on the priority list [here](#).

### Carersuk

Latest guidance for carers

### 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](#)

### **Time 4 You**

Particularly at this time more and more people are caring for a friend or family member with limited support; and without the chance to take a break and recharge their batteries.

If you, or someone you know is providing care for a friend or family member then call Essex Carers Support 01255 474410 to have a conversation with one of the team about ways to prioritise some 'me-time' and Essex Carers Support can pay up to £100 to help to achieve it. Afterwards they just need one more telephone conversation to know how it helped.

Stuck for ideas? Why not have a look on their website to see how others used their award?

[\*\*http://www.essexcarerssupport.org.uk\*\*](http://www.essexcarerssupport.org.uk)

## 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.** 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](#). They 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 text. 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

**Colchester Arts Centre— Dial a Poem Service.** Offering a phone call, a poem and a chat to people who may be lonely. Telephone 07814695598

**Arthritis Action:** UK charity offering hands-on, practical help for people with arthritis to improve their quality of life whilst living with the condition. We offer our Members healthy eating advice, clinical appointments, exercise tips and pain management techniques whether or not they are having medical treatment. We also hold Arthritis Action Groups both face to face, and online to help those living with arthritis share tips, tricks, and experiences with one another. Phone: 0203 781 7120 Email: [info@arthritisation.org.uk](mailto:info@arthritisation.org.uk) Website: [www.arthritisation.org.uk](http://www.arthritisation.org.uk)

All students are now able to resume in-person teaching and learning. Alongside being able to engage with tutors in-person, this return provides a chance for students to get involved in cocurricular and on-campus activity before the end of term.

### **How should I travel to my university?**

You can travel by either public transport or private transport but to minimise the risk of transmission to others, you should follow [safer travel guidance](#).

This includes:

- Plan ahead and travel safely.
- Check before you travel.
- As restrictions ease, transport services and roads are likely to be busier so please plan ahead.
- When using public transport, you should regularly sanitise your hands, wear a face covering unless you are exempt and keep your distance where possible.
- On your journey, open a window to increase ventilation, where possible.

If you are travelling from an area which is undergoing [surge testing](#), different public health guidance applies and you should ensure you get tested before you travel.

If you test positive, your polymerase chain reaction (PCR) test will be sent to a laboratory for genomic sequencing, and you must not travel.

You must isolate with your household immediately and follow the [guidance for households with possible or confirmed coronavirus infections](#).

Public Health England will carry out enhanced tracing of close contacts of confirmed cases of the variants.

### **Do I have to take a test when I return to university?**

Students are encouraged to test before they travel back to university, either through their local [community testing programme](#) or by [ordering a test online](#).

When you arrive at university, you should take three tests at an on-site testing facility (three or four days apart) and then test twice a week, either using home test kits or at an on-site facility. Your university should share guidance with you, setting out how and where to access asymptomatic testing.

It is very important that, when testing at home, test results are reported online to

[NHS Test and Trace](#) whether positive, negative or void. Reporting results helps the NHS monitor the spread of the virus, combat the virus and save lives.

If you know you are going to be tested using a lateral flow device (LFD) on site, you should consider how you will travel back home in a way that protects others in case you should test positive. You should follow the [guidance](#) on keeping yourself, other passengers and transport staff safe during your journey.

While awaiting your result (typically it takes 30 minutes), you should not interact with other students – this is to avoid virus transmission.

Students who test negative as part of the twice weekly testing programme should continue to follow any national restrictions.

If you take an LFD test at an on-site testing facility and you get a positive test result, you are legally required to self-



isolate on the day of the test and for at least the following 10 full days and contact tracing will be initiated. Following a positive LFD test result, you should take a follow-up polymerase chain reaction (PCR) as soon as possible

If you take a PCR test within two days of the LFD test and receive a negative result, you and your household can stop self-isolating. However, self-isolation must continue if:

- The PCR test result is positive.
- No follow-up PCR test is taken.
- The PCR test result is negative, but the test was taken more than two days after the LFD test.

If you take an LFD test at home and you get a positive test result, you should self-isolate immediately and take a follow-up PCR test as soon as possible. If the PCR test result is still positive, you are legally required to self-isolate and continue to do so for at least the following 10 full days. Contact tracing will also be initiated at this point.

If you have recently (within 90 days) tested positive for coronavirus (COVID-19), you are likely to have developed some immunity.

If you have had a positive PCR COVID-19 test in the last 90 days through NHS Test and Trace and been recorded as a positive case on the national system, you don't need to be tested again within that time period if you are asymptomatic.

You are still required to self-isolate if you

are identified as a close contact of a positive case, even if this is within the 90-day window.

Students who have arrived from overseas and have completed a period of quarantine – either in a hotel or in their own accommodation – should follow instructions on ongoing asymptomatic testing as set out by their higher education provider.

The more people that get tested, the more likely the chain of COVID-19 transmission is reduced and everyone's university experience can improve.

### **Can I travel back and forth between my student accommodation?**

Once you have returned to your student home you should follow the broader national guidance.

You should only return to your family or another household where this complies with wider social contact limits (from 17 May, no more than 6 people or two households/bubbles are permitted to mix indoors) or an exception to those limits applies (for example if you need to move home temporarily because of illness or mental ill-health).

Where you do need to travel, you should follow safer travel guidance which includes:

- Plan ahead and travel safely.
- Check before you travel.
- As restrictions ease, transport services and roads are likely to be

busier so please plan ahead.

- When using public transport, you should regularly sanitise your hands, wear a face covering unless you are exempt and keep your distance where possible.
- On your journey, open a window to increase ventilation, where possible.

If you are travelling from an area which is undergoing surge testing, different public health guidance applies and you should ensure you get tested before you travel.

### **I'm a new or returning student travelling from overseas—what should I do?**

It is vital that international students arriving in the UK have followed the correct arrival procedure. Failure to do so may result in possible delays or fines. In some instances, students may be denied entry at the border.

Students must follow the law on international travel. This means if you are a student coming to the UK, **before you travel** (regardless of where from) you must:

- Take a coronavirus (COVID-19) test and get a negative result three days before you travel. You could face a fine of £500 if you can't provide proof of a negative test.
- Complete a passenger locator form detailing where you will quarantine upon arrival.

- Pre-book and pay for a travel test package which will include COVID-19 tests to be taken on or before day two and on or after day eight of quarantine. **Testing provided by universities will not cover this.** You must pre-book the travel test package. If you do not take the day two and – where required – day eight tests, you could face a fine of £2,000.
- Be ready to present proof of study documents on arrival to the UK.
- Be aware that travel advice may change, so regularly check all relevant guidance pages for the latest updates prior to travelling.
- Speak to your travel insurer to understand the implications of changing your travel date.
- Speak to your university about returning to campus so they can support you if you are required to self-isolate in your accommodation.

You must also check whether you need to complete a 10-day period of self-isolation or managed quarantine, which will depend on whether you are travelling from a red, amber or green-list

If you have travelled from or through a red list country 10 days before arrival, you must quarantine in a managed quarantine hotel You must book this in advance of your travel.

Hotel quarantine applies to students who are British or Irish nationals, or third



country nationals with residence rights in the UK e.g. students. If you are travelling from a red list country, you must pre-book your quarantine hotel in advance or you could face a fine of up to £4,000.

If you have travelled from or through an amber list country, you must complete a 10-day period of self-isolation in your own accommodation upon arrival.

If you have travelled from or through a green list country you do not have to self-isolate in your accommodation or enter managed quarantine, but you must still ensure you have booked a pre-departure test, completed a passenger locator form and booked a travel test package

If students are travelling to any of the Devolved Administrations (DA) directly (Scotland, Wales or Northern Ireland), they should be aware that there may be different rules in place to those in England.

Students must check what they will need to do if they are travelling to:

- Scotland
- Wales
- Northern Ireland.



If you have transited through one of the red-list countries in the 10 days before arriving in England, you will be required to quarantine in a managed quarantine hotel on arrival in England for 10 days.

### **What facilities will be open?**

Your university will have decided which facilities should be open, taking into account national restrictions. However, the government has asked universities to consider what provision they can make available to students on campus, including access to resources, libraries, study spaces, campus catering and appropriate pastoral and study support in COVID-secure environments.

### **I'm struggling financially as a result of the pandemic. What help may be available?**

Students (including international and postgraduate students) are encouraged to contact their university or higher education provider if they find themselves facing financial difficulties related to COVID-19.

Many universities have student hardship funds and offer non-repayable grants to help students in financial difficulty. You may be eligible to apply for one of these grants.

The government has recently (April 2021) announced further support for students financially impacted by the pandemic. The funding will be distributed by the OfS directly to universities, which are best placed to assess student hardship locally.

The [UKCISA website](#) has further information for international students.

### **I'm currently in England. Can I return to my university in Wales/Scotland/Northern Ireland?**

You should follow any guidance issued by your higher education institution and the relevant Devolved Administration.

If you are an international student intending to travel via England to Wales, Scotland or Northern Ireland, please consult the question above on new and returning international students.

### **The disruption caused by the pandemic is affecting my mental health/wellbeing. What support is available?**

The government expects all universities to support any students struggling with their mental health and wellbeing, especially for students self-isolating or waiting for their face-to-face teaching to restart. They have a responsibility towards you and will be there to support you.

It's always important to take care of your mental as well as physical health and seek support if needed.

You can access support via the NHS, and their [Every Mind Matters](#) site has a range of tips and advice. Other online resources are available, including from the mental health charity, [Mind](#), and the [Student Space platform](#)

### **Where to find information**

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

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

[Office for students FQA's](#)

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

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

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

**[YoungMinds](#)**: Tips if you are struggling to settle into university during the COVID-19

pandemic.

### **CULTURAL FOOD OUTLETS IN COLCHESTER FOR INTERNATIONAL STUDENTS**

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

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

**Food INC.** A supermarket, that 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

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's website has a [dedicated business page](#), which 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.

The Government have announced a further £4.6 billion in new lockdown grants for businesses.

- One-off top up grants for retail, hospitality and leisure businesses worth up to £9,000 per property to help businesses through to the Spring.
- £594 million discretionary fund also made available to support other impacted businesses.
- Comes in addition to £1.1 billion further discretionary grant funding for Local Authorities, Local Restriction Support Grants worth up to £3,000 a month and extension of furlough scheme

The new one-off grants come in addition to billions of existing business support, including grants worth up to £3,000 for closed businesses, and up to £2,100 per month for impacted businesses once they reopen.

The government has also provided 100% business rates relief for retail, hospitality and leisure businesses, £1.1 billion existing discretionary funding for Local Authorities, the furlough scheme now extended to April and 100% government backed loans, extended until March.

### Further information

The one-off top-ups will be granted to closed businesses as follows:

- £4,000 for businesses with a rateable value of £15,000 or under
- £6,000 for businesses with a rateable value between £15,000 and £51,000
- £9,000 for businesses with a rateable value of over £51,000

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

Use [GOV.UK's business support finder](#) tool to see what support is available for you and your business.

Visit GOV.UK for the latest information on the government's [business support packages](#).

This includes:

- [the Coronavirus Job Retention Scheme \(CJRS\)](#)
- [Income Tax payments](#)
- [statutory sick pay rebate](#)

- [business rates holiday](#)
- small businesses grants and retail and hospitality grants (contact your [local authority](#) for information and how to apply)
- [access to finance](#)

### Loan schemes

[Bounce Back Loan Scheme](#) offers small and medium-sized businesses the opportunity to borrow between £2,000 and up to 25% of their turnover (up to a maximum of £50,000), interest free for 12 months

[Future Fund](#) provides loans between £125,000 to £5 million to innovative companies, subject to at least equal match funding from private investors

[Coronavirus Business Interruption Loan Scheme \(CBILS\)](#) provides access to loans and finance up to £5 million to businesses with a turnover of up to £45 million

[Large Business Interruption Loan Scheme](#) provides access to loans of up to £200 million to business with a turnover of more than £45 million

[Corporate Financing Facility](#) will help large businesses through the purchase of their short-term debt

### Other guidance and support

- [protection from eviction for commercial](#)

The Council is asking all businesses to apply for a business support grant, even if they're not currently eligible, ahead of additional funding. The [business support grant application form](#) only needs to be completed once, and we will contact businesses if we need additional information or if they're eligible for grants at a later stage.



tenants

- financial assistance for employers unable to pay statutory redundancy payments
- advice for employers on social distancing during coronavirus

The government's business support site offers guidance on a wider range of business support, including innovation and exporting.

The Department for Work and Pensions have launched a new website, Support for employers from Jobcentre Plus, to help businesses overcome challenges



## Essex County Council

has allocated £407,000 in financial support to help the businesses in our district impacted by COVID-19 restrictions.

They are also adding, to that amount, the discretionary grant funding we have left, of £265,000, to support businesses through the two schemes below:

### Business Adaptation Grant

This scheme allows businesses to adapt their premises and operations so that they can continue to operate safely and in line with government guidance.

Grants of £500, £1,000 and £1,500 will be awarded based on the need of individual businesses.

The scheme will be open to all types of businesses and will not be limited to customer facing businesses.

### Additional Restrictions Grant

This discretionary grant scheme seeks to help businesses who have had their trade severely affected by COVID-19 restrictions, regardless of whether they pay business rates or not.

Market traders, taxi firms, businesses operating from home, companies in shared workspaces and those in the events sector are amongst the businesses which can apply.

Grants up to £5,000 will be awarded based on the size of the business.

Please note that businesses in receipt of a Restart Grant will not be eligible.

► Application window opens at 10am on Wednesday, 5 May.

### Application process

Businesses will be able to check their eligibility on the website .

The window for applications will be open for 2 weeks or until the funds are spent.

Funds are limited. Grants will be issued on a first-come, first-served basis.

Once this allocation is spent, they will not be able to offer another round of grants until additional funding is released by the Government.

## REGISTER TO ORDER CORONAVIRUS TESTS FOR YOUR EMPLOYEES

Use this service to get the forms you need to order coronavirus (COVID-19) rapid lateral flow tests for your employees.

Do not use this service if you or your employees have symptoms. Anyone with symptoms should order an individual test and stay at home.

You can register to order tests if:

- your business is registered in England
- you employ 50 people or more
- your employees cannot work from home

Before you start

You'll need:

- the name of your company
- your company registration number
- an email address

**Order your tests here**

### 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](#)



# BUSINESSES—WHOSE OPEN AND WHOSE STILL CLOSED?

## Businesses already permitted to open through steps 1 and 2

The '[COVID-19 Response - Spring 2021](#)' describes the step-by-step plan for how restrictions in England have been eased cautiously so far.

## Businesses permitted to open through steps 1 and 2:

Businesses providing supervised activities for childcare and outdoor sports facilities were permitted to open from step 1.

In Step 2 non-essential retail (clothes shops or florists, for example) and close contact personal services (such as hairdressers) were permitted to open.

Indoor sports centres such as gyms, outdoor sections at attractions and self-contained holiday accommodation were also permitted to reopen when used by people alone or with their household (or support bubble). Outdoor hospitality settings such as restaurants and cafes were also permitted to open.

**At Step 3**, these businesses and venues must only be attended/used in line with the social contact limits, unless a legal exemption applies (such as for organised sport, childcare, or support groups). This means visitors and attendees must only gather in a group of up to 6 people or a larger group consisting of no more than 2 households indoors. They must only gather in a group of up to 30 people outdoors. Visitors should also follow [guidance on meeting friends and family](#).

## Businesses and venues reopening at Step 3, 17 May

### Indoor hospitality

Indoor areas of hospitality venues can reopen for groups of up to 6 people or larger groups consisting of no more than 2 households. This includes:

- restaurants
- pubs
- bars, including those in hotels or members' clubs
- social clubs
- cafes and canteens

Hospitality venues providing alcohol for consumption on the premises, such as pubs and restaurants, will be required to provide table service. Venues that do not provide alcohol for consumption on the premises, such as certain cafes, may permit customers to order from the counter, but any food/drink must be consumed whilst seated.

Venues are prohibited from providing smoking equipment such as shisha pipes, for use on the premises. [View further guidance for hospitality venues](#).

### Indoor sports and leisure

You can exercise outdoors in groups of up to 30, or indoors in a group of 6 or a larger group of any size from no more than 2 households (including their support bubbles, if eligible).

Indoor organised sport and group exercise

classes can resume for all, in any number. This must be organised by a business, charity or public body and the organiser must take the required precautions, including the completion of a risk assessment. [Access further guidance on grassroots sport.](#)

You should avoid contact in training and, for some sports, avoid contact in all activities. Read the [guidance on what avoiding contact means for your sport.](#)

Saunas and steam rooms may also reopen at sports and leisure facilities

### **Indoor entertainment and visitor attractions**

Indoor entertainment and visitor attractions can reopen. This includes:

- amusement arcades and adult gaming centres
- bingo halls
- casinos
- circuses
- bowling alleys
- snooker and pool halls

Indoor areas at the following attractions may also reopen:

- museums and galleries
- adventure playgrounds and activities
- skating rinks
- games and recreation venues, including laser quest, escape rooms, paintballing and recreational driving facilities

- play areas (including soft play centres and inflatable parks)
- model villages
- trampolining parks
- water and aqua parks
- theme parks and film studios
- zoos, safari parks, aquariums and other animal attractions
- botanical gardens, greenhouses and biomes
- sculpture parks
- landmarks including observation wheels or viewing platforms
- stately or historic homes, castles, or other heritage sites

These indoor venues and attractions must only be accessed in groups of up to 6 people or larger groups consisting of no more than 2 households unless an exemption applies. Events held at these venues should follow the specific guidance on events below.

### **Performance arts**

Performance arts venues such as cinemas, theatres, and concert halls may reopen. This also includes outdoor performance venues which have also been required to close until Step 3. [See further guidance on performance arts.](#)

### **Events**

Conference centres and exhibition halls will also be able to open for conferences, exhibitions, tradeshow, and private dining and banqueting events (subject to the



capacity limits set out later).

Indoor events and remaining outdoor events, such as elite sport events, business events, cinemas and live performance events are also permitted.

Attendance at these events is restricted to 50% of capacity up to 1,000 people for indoor events, and 50% of capacity up to 4,000 people for outdoor events.

For outdoor events taking place in venues with seated capacity of over 16,000, attendance of up to 25% of seated capacity, or 10,000 seated people, whichever is lowest, is permitted. [There is further guidance on organising events during COVID-19](#)

Both outdoor and indoor gatherings or events, organised by a business, charity, public body or similar organisation, can be organised, subject to specific conditions: that they comply with COVID-secure guidance including taking reasonable steps to limit the risk of transmission, complete a related risk assessment; and ensure that those attending do not mix beyond what is permitted by the social contact limits (unless another exemption exists, such as for organised sport or exercise, supervised activities for children or a significant life event).

### **Holiday accommodation**

Remaining holiday accommodation can reopen for groups of up to 6 or larger groups consisting of no more than 2 households. Saunas and steam rooms may reopen, however should follow COVID-secure guidance. See [guidance for people](#)

[who work in or run hotels and other guest accommodation.](#)

### **Business closures at Step 3**

The following businesses must remain closed:

- nightclubs, dance halls, and discotheques
- sexual entertainment venues and hostess bars

### **Step 4 - no earlier than 21 June**

At Step 4 the government hopes to reopen remaining settings such as nightclubs and adult entertainment venues, and to lift the restrictions on social contact and large events that continue to apply in Step 3. This is subject to the outcome of the Events Research Programme, and the reviews of social distancing measures and COVID-status certification.

They will also look to relax COVID-Secure requirements on businesses, subject to the outcome of the reviews.

### **What can be done in businesses that are closed**

Any closed premises can open for the purposes of:

- Enabling access by the site owners or managers, staff or people authorised by them (including volunteers) for maintenance where this is reasonably necessary. This may include exhibit maintenance, animal or plant feeding, or repairs. Other work to ensure readiness to open, such as receiving deliveries of supplies, may also go ahead.

- Providing essential voluntary or public services (including the provision of food banks or other support to the homeless or vulnerable, hosting blood donation sessions, or support in an emergency).
- Making a film, television programme, audio programme or audio-visual advertisement.
- Voting or related activities.

### **Operating in a COVID-secure manner**

All businesses should facilitate working from home as far as possible.

Businesses and venues are required under health and safety legislation to follow the appropriate [COVID-secure guidance for their sector](#).

Please see links to sector-specific guidance on ensuring businesses and venues permitted to open can operate safely, and so that businesses and venues that are closed can prepare to reopen safely when legally permitted to do so.

This guidance will help you operate a safe workplace for those who are not able to work from home, and help you plan for reopening in the future.

- [People who work in or run shops, branches, stores, or similar environments](#)
- [Restaurants, pubs, bars, and takeaway services](#)
- [Accommodation](#)
- [The visitor economy and heritage locations](#)

- [Exhibition halls and conference centres](#)
- [Casinos, bowling alleys, and indoor play](#)
- [Close contact services](#)
- [Performing arts](#)
- [Sports and leisure providers, playgrounds and outdoor gyms](#)
- [Places of worship](#)
- [Community centres, village halls, and other community facilities](#)

All businesses should demonstrate to their workers and attendees that they have properly assessed their risk and taken appropriate measures to mitigate it, for example by publishing their risk assessment online or making it available at the premises/event.

Businesses and venues must also take reasonable steps to [ensure that social contact rules are followed within their venues](#).

In particular, those operating venues or running events following COVID-secure guidelines should take additional steps to ensure the safety of the public. This includes taking reasonable steps to prevent large gatherings of people which risk a breakdown of social distancing rules.

There will be some situations where social distancing is not possible. This is likely to occur between very young children, who will find preserving consistent distance more challenging. Where it is not possible for young children to maintain social

distancing, it is even more important that businesses implement other protective measures, such as frequent cleaning and handwashing.

Individual businesses or venues should also consider the cumulative impact of many venues reopening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations.

These could include:

- Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
- Arranging one-way travel routes between transport hubs and venues.
- Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue

Businesses should consider arranging regular rapid lateral flow testing for staff who cannot work from home. You can register to order tests if your business is registered in England and if your employees cannot work from home. [Use this link to register and order COVID-19 tests for your employees](#). Your employees can also access regular rapid testing free of charge at home or at a test site. [See](#)

[further information on accessing regular testing](#).

Local authorities are responsible for permitting or prohibiting large organised outdoor events from taking place in their local area. [See further guidance on organised events](#).

### **Employer duties for self-isolation**

Employers must not knowingly require or encourage someone who is being required to self-isolate to leave their designated area of self-isolation. [See working safely guidance](#).

In the case of agency workers, agents must notify the employer, and the employer must notify an organisation to which the agency worker has been supplied.

In order to support businesses in meeting these obligations, a self-isolating worker or agency worker must notify their employer (or agency worker where applicable) as soon as is reasonably practical, as well as the start and end dates of their isolation period. Any failure by an employee to notify their employer is an offence.

### **Face coverings**

In England, customers and visitors must wear a face covering in a number of indoor settings, unless under the age of 11 or otherwise exempt. Face coverings must also be worn by retail, leisure and

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

hospitality staff working in any indoor area that is open to the public and where they're likely to come into contact with a member of the public.

Please see the latest [face covering guidance](#)

### **Business support**

The government has put in place a wide range of support for businesses affected by Coronavirus. For more information please visit the government's [business support page](#).

The second payment cycle of Local Restrictions Support Grant, covering the period between 16 February to 31 March 2021, is available through local authorities. Businesses required to close will receive up to £4,714 for this 44-day qualifying restrictions period. How much a business is eligible to receive depends on the rateable value of the property. Applications for payments for this period end on 31 May 2021.

For more information businesses can [check eligibility for a coronavirus grant because of national restrictions](#).

From 1 April, the Local Restrictions Support grants have been replaced with the Restart Grants. These grants will make available up to £6,000 per premises for non-essential retail businesses and up to £18,000 per premises for hospitality and other sectors that are opening later.

The Restart Grant scheme provides support to businesses to reopen safely as COVID-19 restrictions are lifted. Grants are available from 1 April 2021. These

grants will make available up to £6,000 per premises for non-essential retail businesses and up to £18,000 per premises for hospitality and other sectors that are opening later.

Local Authorities in England are also receiving a further £425 million of discretionary business grant funding, in addition to £1.6 billion already allocated, through the Additional Restrictions Grant. This funding is for additional business support to complement the Local Restrictions Support.

The Coronavirus Job Retention Scheme (CJRS) has been extended until the end of September 2021 and is available for all eligible firms across the UK.

[Access full guidance on claiming for wages through the Coronavirus Job Retention Scheme](#)

Self-Employment Income Support Scheme (SEISS) 4 and 5 were announced by the Chancellor in the March 2021 budget. SEISS 4 will provide support for the 3 months from February and SEISS 5 will provide support from May until the end of September 2021. This will provide support to self-employed individuals whose businesses have been adversely affected by COVID-19.

[Access full guidance on claiming income support for self-employment through SEISS 4.](#)

From 6 April, the government has introduced the new Recovery Loan Scheme to replace the existing loan



schemes: providing lenders with a guarantee of 80% on eligible loans between £25,000 and £10 million to give them confidence in continuing to provide finance to UK businesses.

[Access full guidance on applying for the loan here.](#)

The government also announced at Budget plans to extend the 5 per cent reduced rate of VAT for goods and services supplied by the tourism and hospitality sector for a further six months until the end of September 2021. The rate will then increase to 12.5 per cent from October until the end of March 2022, before returning to the normal 20 per cent rate from April 2022.

[For further information businesses can check eligibility here on VAT rate reductions.](#)

## Business Rates

In England, the government has provided a 100 per cent business rates holiday for businesses in the retail, hospitality and leisure sectors. This 100 per cent holiday has been extended to June 2021, after which businesses will receive 66% relief, up to a cap, for the following nine months. Nurseries in England will also receive this relief.

[For further information businesses can check eligibility here on business rate reliefs.](#)



## Compliance and enforcement

It is for each business to assess whether they are a business required to close having considered the guidance and regulations.

An owner, proprietor or manager carrying out a business (or a person responsible for other premises) who fails to fulfil the obligations placed on them in law, without reasonable excuse, commits an offence.

In England, Environmental Health and Trading Standards officers will monitor compliance with these regulations, with police support provided if appropriate.

Businesses and venues that breach restrictions will potentially be subject to a:

- Fixed Penalty Notice (fine) starting at £1,000 for the first offence and rising to £10,000 upon repeat offences.
- Coronavirus Improvement Notice (which will require a minimum of 48 hours for a business to introduce necessary measures).
- Coronavirus Immediate Restriction Notice (which will impose the immediate closure or restriction of an activity within premises for a 48 hour period where rapid action is needed).
- Coronavirus Restriction Notice and Prohibition Notice (which will require the closure or restriction of an activity for a 7 day period).

It is also an offence, without reasonable excuse to fail to comply with a notice, this may result in a fine, or where necessary court proceedings, with magistrates able to impose potentially unlimited fines.

Please see further guidance for more information on [Coronavirus Improvement and Restriction Notices](#).

Local authorities and the Secretary of State for Health and Social Care also have the power to place restrictions on or close premises where they assess that they pose a serious and imminent threat to public health where this is necessary and proportionate to manage the spread of COVID-19 in the local authority's area. See [more information on these powers](#).

Individuals can also be issued with a fixed penalty notice, starting at £200 for those who participate in illegal gatherings. The police also have the power to take action against those holding or being involved in the holding of an illegal gathering of more than 30 people indoors or 50 people outdoors. This includes issuing a fixed penalty notice of £10,000.

## 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 food.

Social isolation has not gone away either, that is why the befriending telephone service they initiated during the pandemic will continue to operate which has been a lifeline for many.

They are also still supporting the discharge of patients from the hospital and carrying out follow up welfare calls, as well as offering our Transport Service in Colchester and Maldon, which includes prescription delivery.

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.

## COMMUNITY TRANSPORT

### Need help to get to your vaccine appointment?

Will take members **and non-members** to medical appointments including vaccines. They charge £1 per trip to non-members if you are using them as a one off. If you need more regular help with transport then you will need to join as a member.

## 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



# THINGS TO CONSIDER WHEN VOLUNTEERING

## 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.

## 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.





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.



# URGENT CALL OUT FOR SPECIALIST VOLUNTEERS AND VACCINATION MARSHALS

## Specialist Volunteers

Community360 is calling for volunteers to help support all partners to care for our loved ones, as the NHS and other colleagues struggle with the discharge of patients from hospital to their homes and to help with their recovery process.

Volunteers are urgently needed to help with all areas of support from domiciliary care, specialist rehabilitation, to just providing a listening ear and supporting care homes who are in need of extra help.

They are urgently looking for occupational therapists, physiotherapists, personal trainers and sports exercise/injury personnel to help with motivation and rehabilitation. Carers, catering and chefs to administration and clerical professions. All who could play a part in helping the recovery of patients in their own homes and the day-to-day work of care homes, down to supporting people to stay safe and well within their own home settings that don't need to be in hospital. If you have been furloughed or retired recently and would like to use your free time to volunteer in Colchester, you could be just what they are looking for. They urgently need expert skills to support the local community, and your friends and family.

If you have specialist skills and would like to use them to support a good cause, C360 can match you to the right

volunteering opportunity and make it easy and rewarding for you to give back. You will be part of a team and could really make a difference to the local population.

The CCG are happy to provide training and PPE to keep everyone safe while helping others.

Anyone interested can apply directly 01206 505250 or go to Volunteer Essex <https://www.volunteersex.org/opportunities/covid-community-support-12421/>

## Vaccination Marshall Volunteers

With the NHS ready to deliver the COVID-19 vaccination programme, Community360 are looking for additional Vaccination Marshall Volunteers across Essex.

Community360 have already been supporting events as part of the Government COVID vaccination roll out in Colchester, Maldon and Braintree. Staff and volunteers have been on hand to assist the CCG and GP's with booking in patients, temperature checks, car park and queue management along with after care welfare for all patients.

For further information on how to enquire about becoming Vaccination Marshall Volunteer log onto: <https://www.volunteersex.org/opportunities/primary-care-centre-vaccination-support-12397/>

## UTILILTIES

### 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

#### Hollytrees Museum

Hollytrees Museum remains closed.

#### Natural History Museum

The Natural History Museum is closed. Check out our fun [#MuseumFromHome activities](#) for ideas and things to do.

### DISRUPTED

#### Animal services

Our Pest Control service is operating; however, bedbug treatments are currently unavailable. Advice can be given on the self-treatment if required.

#### Bereavement services

The crematorium and cemetery can hold funerals with up to 60 mourners in the chapel and any reasonable amount at a graveside, providing social distancing measures can be followed. A maximum of 6 people may attend an ashes burial or wake.

The cemetery and Garden of Remembrance will be closed to visitors, except for those who are attending a funeral, attending the scattering or burial of ashes, or visiting the grave or memorial of a loved one. The Book of Remembrance, Prayer Room and the crematorium office

remain closed to visitors. Visitors must follow current guidelines.

#### Events

Open air events, such as funfairs and markets, can take place and Colchester Amphora Trading Ltd (CATL) is working with operators to facilitate this at various venues. The Colchester Events team is working to enable events at indoor venues, including Charter Hall and Town Hall, to take place from 21 June in line with the Government's roadmap.

#### Environmental

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

#### Aqua Springs

Aqua Springs Spa and a selection of beauty therapy treatments have re-opened, but the saunas, steam room, aromatherapy room and salt inhalation room remain closed. Visitors must book before visiting the spa.

#### Weddings

Weddings can take place at the Town Hall with maximum attendance limited to 15 people. From 17 May, weddings will recommence at Colchester Castle with a maximum attendance of 30 people; the Town Hall will also be working to these numbers, subject to social distancing guidelines.

## NORMAL

### **Northern Gateway Sports Park**

The Northern Gateway Sports Park has opened, but group fitness classes will not be operating until further notice. All activities must be booked before visiting the Sports Park. Visitors can enjoy the open green spaces without booking. Find out more about the Northern Gateway Sports Park.

### **Benefits and local council tax support**

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 769779 or visit [helplineplus.co.uk](http://helplineplus.co.uk).

### **Colchester Castle**

To ensure all visits are safe, anyone wishing to visit will need to call ahead and book a timed entry slot. Simply pick a time between 10am to 4pm (Mon-Sat) and 11am to 4pm (Sun) and call 01206 282939 to secure your booking. If you hold a Castle Resident or Membership Pass you will still be required to book a timed slot to visit.

### **Community services**

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

### **Outdoor gyms, skateparks and sports courts**

All sites are open. We ask that you read our COVID-19 safety guidance before you visit.

### **Parking**

We ask that all visitors follow social distancing advice when shopping locally. Find more information at Colchester Market.

### **Business support**

The Council is asking all businesses to apply for a business support grant, even if they're not currently eligible, ahead of additional funding. The business support grant application form only needs to be completed once, and we will contact businesses if we need additional information or if they're eligible for grants at a later stage.

### **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.

### **Visitor Information Centre**

Colchester's Visitor Information Centre is open. A maximum of four people, who must be from the same household or bubble, will be admitted at a time.

### **Recycling and rubbish**

Recycling collections are operating as normal.

### **Leisure World**

All Leisure World Centres have reopened, but group fitness classes will not be

operating until further notice. All activities must be booked before visiting Leisure Word.

### Playgrounds

Playgrounds are open. We ask that you read our COVID-19 safety guidance before you visit your local play equipment. We ask that you read our COVID-19 safety guidance before you visit your local play equipment.

### Building Control

We continue to offer a near fully operational service. However, there are some current changes put in place around site visits and inspections. All staff are working remotely. Full guidance can be found at Building Control service changes.

## 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)



## 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?

**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.
- **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



**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](#)

**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.
- **Reduces 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.

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.

**TOP TIPS FOR DEALING WITH STRESS**

**TIP 01**  
Divide big tasks into small ones

**TIP 02**  
Create to-do lists

**TIP 03**  
Stay active

WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.  
Visit **Every Mind Matters** for more tips and advice.

## 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 [msh@community360.org.uk](mailto:msh@community360.org.uk)

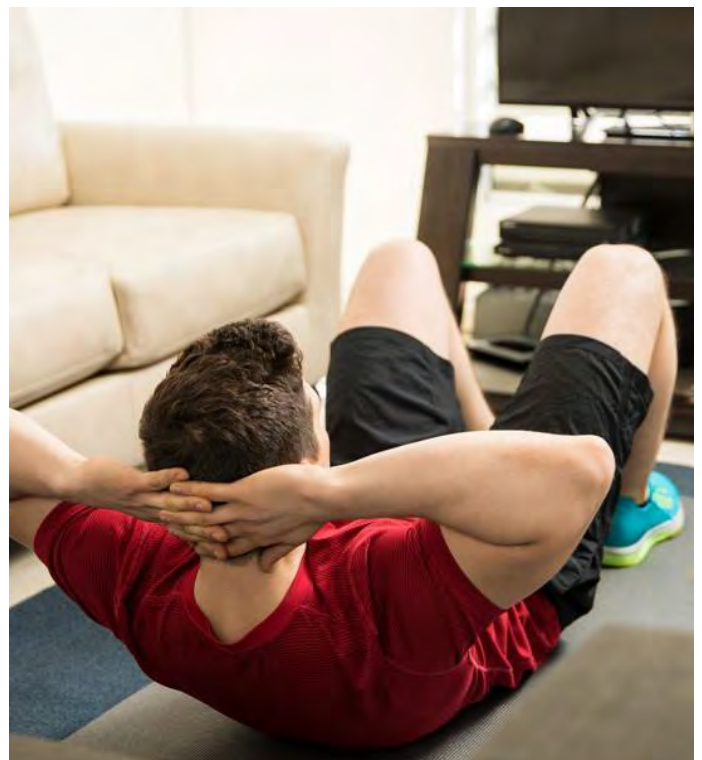
**The Sport for Confidence** team continue to support and deliver meaningful physical activity sessions to anyone that faces barriers to participation in North Essex. Whether you face barriers from a learning disability, the ageing process or mental health, the team will support you from the moment you 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.



 An infographic with a dark blue background and white text. At the top right is the NHS logo. The main title is 'SOME SIMPLE TIPS FOR IMPROVING YOUR SLEEP'. There are three tips listed:
 

- TIP 01** Keep regular sleep hours
- TIP 02** Attempt not to check your phone for an hour before bed
- TIP 03** Consider turning your clock away so you can't see it

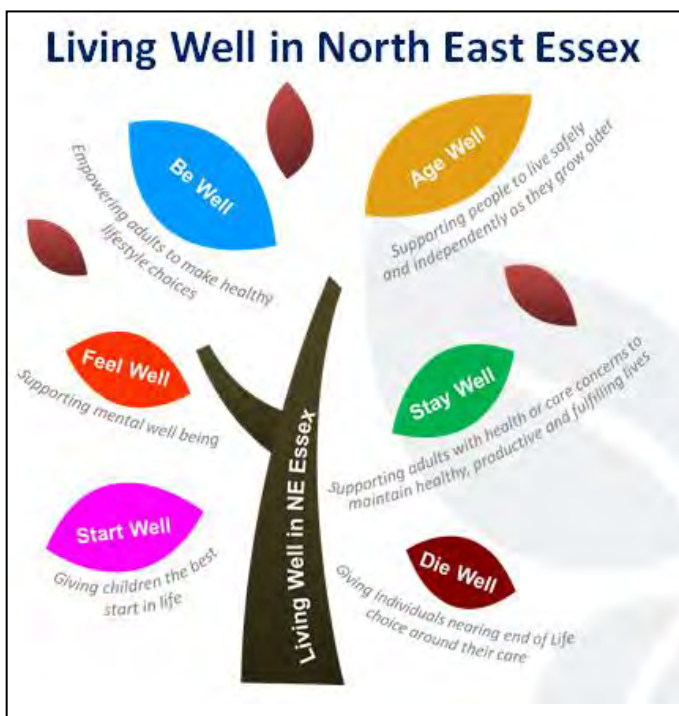
 The infographic includes icons of a crescent moon, clouds, a smartphone, eyes, and a clock. At the bottom, it says 'WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.' and 'Visit Every Mind Matters for more tips and advice'. The 'Better Health every mind matters' logo is in the bottom right corner.



## 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).

**NHS**

### TOP TIPS FOR DEALING WITH ANXIETY

**TIP 01**  
Try a short breathing exercise

**TIP 02**  
Learn how to manage anxious thoughts

**TIP 03**  
Keep a mood diary

WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.  
Visit **Every Mind Matters** for more tips and advice

**Better Health every mind matters**



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 Narcotics Anonymous 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.

# ANXIOUS OR WORRIED ABOUT LOCKDOWN EASING

Lockdown has been difficult for many of us, for lots of different reasons. In full lockdown things might have felt more certain or predictable, as the rules were clearer. But now that lockdown restrictions are easing things might feel less clear, and there may be new challenges. It can feel stressful when things are changing

## **What might I be feeling about lockdown easing?**

### **Anxious, afraid, or panicked**

You may worry about there being an increase in coronavirus infections, or about getting the coronavirus vaccine. The world may now seem unsafe, whether or not you felt like this before the pandemic.

### **Low, hopeless or tired**

You may struggle to see how things will improve, or return to how they used to be.

You might feel even more tired and hopeless if you previously had coronavirus symptoms and are still experiencing their effects. If these symptoms last for a long time, it is sometimes known as 'long Covid'.

Change and uncertainty can also be very tiring so you may be feeling exhausted from the stress of managing all the uncertainty.

### **Angry frustrated**

This may be because people aren't following social distancing rules, and you're not able to avoid them. Or because you think the changes are wrong.

Other people may seem to have more freedom than you, if you live somewhere with more restrictions. Or it may feel like the changes will make your work more difficult or higher risk.

### **Conflicted or confused**

Feeling conflicted or confused is natural when there is a lot of change. For example, you may want to socialise more if it's allowed, but feel like perhaps you should still stay at home. You may feel especially conflicted if the people around you seem to feel differently about the changes to the rules.

### **Stressed or unprepared**

You may feel stressed or nervous about more change and uncertainty, or protective of your lockdown routine, if you found that some aspects of lockdown have been positive for your wellbeing. This might make you feel conflicted about returning to how things were before.

### **A sense of grief or loss**

You may be grieving for people who have died, or from other types of loss, such as the loss of a job, opportunities or a sense of community.



## Reluctant or unmotivated

You may be struggling to feel motivated.

For example, you may feel reluctant to rearrange events that couldn't happen during full lockdown. This could be big birthday celebrations or weddings, or everyday things like barbecues, meet-ups, or dating.

## Lonely or isolated

You may be struggling with feelings of loneliness. If you don't have many people to connect with, you may also be finding it difficult to see lots of media stories about people socialising again.

## Uneasy about relationships

You may feel uneasy about relationships that have changed during lockdown.

## Distrustful

You might feel distrustful of the government's reasons for changing the rules, or how things are portrayed in the media.

## Powerless

you may feel like you don't have a say in anything that's happening.

## A sense of injustice

You may feel a sense of unfairness about how the pandemic or the lockdown restrictions have affected different people.

For example, if you've been asked to go back to work when others are still able to stay at home and you feel this isn't fair.

## Under pressure

You may be under pressure to return to work when you can't, or when you feel it's not safe to. Or pressure to continue working from home, even if you've found it a difficult experience.

## Unsupported or disregarded

You may feel unsupported. For example, if you're asked to go back to work without having access to things like childcare, personal protective equipment (PPE), or safe transport.

## Remember:

There's no 'normal' response to changes to lockdown. Your feelings may be affected by lots of things that are out of your control.

Your feelings might change. You might feel one way one day, and another way the next. It might not feel logical.



## **What could help manage these feelings**

### **Talk to someone you trust**

It might feel hard to start talking about how you are feeling. But many people find that sharing their experiences can help them feel better. It may be that just having someone listen to you and show they care can help in itself. .Talk to people you trust about how you are feeling. You may be surprised to find that many of your friends and family are experiencing the same worries. Find out what they're doing to help manage their concerns and see if there are things you can do together.

If you aren't able to open up to someone close to you, you can call [Samaritans](#) any time on 116 123.

### **Give yourself time**

Everyone has their own response to lockdown changes, and it's important to take things at your own pace. The first few times you go outside might make you feel anxious. You can help manage this by taking small steps at a time.

Work out what you're most worried about and make a plan for how to make it more manageable. There are lots of ways to do this. If you're meeting up with a friend but worried about going to a busy place, see if you could meet outside instead or in the morning, when there are likely to be fewer people about.

Let people know what you feel comfortable doing and don't feel pressured into doing more than you want to. Likewise, don't pressure other people into moving at your pace. Everyone will have their own thresholds of what they are happy doing which we'll need to respect, even if you disagree with them. If you're going to the shops for the first time, you might want to make a list before you go so that you can quickly complete your shopping. Think about what would work for you to make the transition easier. If you're finding it hard to manage your worries or feel like this is stopping you from doing the things you want to do, you might find talking therapies could help you to cope.

### **Make choices to control the things you can**

Although the coronavirus outbreak means that your choices are limited, try to focus on the things you can change, rather than the things that are outside your control. For example, limiting the amount of news you read when you are struggling may help.

### **Try self care**

There are lots of things you can try to take care of your own mental health and wellbeing. See MIND'S pages on [coronavirus and your wellbeing](#) and [coping with mental health problems during coronavirus](#) to find helpful tips for supporting yourself.

## Explore different techniques to help manage your anxiety.

You might find it calming to listen to music, podcasts, or audiobooks when you go outside for the first few times. You could also try doing some breathing exercises or meditation to help calm you before you leave the house or when you get back. Find out more about mindfulness.

## Try online peer support

MIND runs an [online peer support community](#) where you can share your experiences and hear from others. They welcome people from all backgrounds, whatever you're going through right now.

## If you're going back to your work, you may feel especially worried.

Talk to your manager or organisation about your concerns and see if any adjustments could be made to help you feel more comfortable. The government have provided guidance for workplaces to make them safer for people as well as guidance for those who are considered more vulnerable to COVID-19. You can find this guidance [here](#) and may wish to have a conversation with your employer about how they are making your workplace safe or supporting you to work from home if possible.

## Get practical support from organisations who can help

MIND's [coronavirus useful contacts](#) page lists lots of organisations who can help



with different aspects of the coronavirus pandemic. This includes support for bereavement, work and parenting.

## Seek help

If you are struggling with your mental health, it is ok to ask for help. A good place to start is by speaking to your GP, or your mental health team if you have one.

The NHS and other services have adapted to the coronavirus outbreak. There are video and telephone appointments available, if you need to speak to someone.

## COMMUNITY SAFETY

### STAY SAFE AT HOME

These are very challenging times for us all, and while the government's 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.

### CORONAVIRUS SCAMS

The Department for the Economy's Trading Standards Service (TSS) is warning people to remain vigilant following a rise in reports of coronavirus-related scams.

Action Fraud, the UK's national reporting centre for fraud and cybercrime has already reported total losses during lockdown amount to over £4.6 million.

With many people continuing to be isolated from family and friends and with their guard potentially lowered they are becoming vulnerable to fraudsters.

**Common Covid-19 related scams include:**

**Fake lockdown fines** - Bogus text message with scam message claiming to be from the Government, telling the recipient their movements have been monitored through their phone and they must pay a fine or face a more severe penalty.

**Anti-virus kits** claiming to cure or prevent Covid-19.

**Fake companies** offering to obtain refunds for individuals who have had their holidays cancelled.

**Online shopping scams** where people order protective face masks, hand sanitiser and other products that are never delivered. Fake products that are delivered can often be dangerous and unsafe and not gone through the proper



## Fake Products / Websites

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

testing.

**Criminals targeting older people** on their doorstep and offering to do their shopping. Thieves take the money and do not return.

**Coronavirus-themed phishing emails** which try to trick people into opening malicious attachments that allow fraudsters access information such as passwords, email logins and banking details.

**Doorstep cleansing services** that offer to clean drives, letterboxes and doorways to kill bacteria and help prevent the spread of the virus.

**Scammers targeting people on benefits** by offering to 'help' them apply for interest-free government loans - once the scammers have the victim's personal details they use them to apply for an advance loan of Universal Credit which the scammers take, causing the victim's normal benefit payments to stop and leaving them with large loans to repay.

**Donation scams** - There have been reports of thieves extorting money from consumers by claiming they are

collecting donations for a Covid-19 'vaccine'.

### Things to look out for.

- Fraudsters can fake telephone and text numbers so it might appear that the call or text is from your bank when it isn't.
- The caller will try to create a state of panic and fear, pushing you to act quickly. Please take a moment to think calmly about what you're being asked to do.
- The fraudster might know your personal details that you think only your bank will know – i.e. mother's maiden name and your address.
- Fraudsters can gather these details in the days and weeks running up to the fraud attempt from social media, and other sources
- The caller might take you through security questions, just like the bank would, to make it seem more real

### What to do

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

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

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

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

### 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



## COVID-19 vaccination scam alert

Some people are receiving fraudulent calls and text messages offering the COVID-19 vaccination. In some cases, people are asked to press a number on their keypad or to send a text message to confirm they wish to receive the vaccine. Doing so is likely to result in a charge being applied to their phone bill. In other cases, callers are offering the vaccine for a fee or asking for bank details.

People are warned to be alert to these scams. The vaccine is only available from the NHS and the NHS will contact you when it is your turn. At present, appointments are only being offered to the public over 80 years old.

The NHS will NEVER ask you to press a button on your keypad or send a text to confirm you want the vaccine, and NEVER ask for payment or for your bank details.

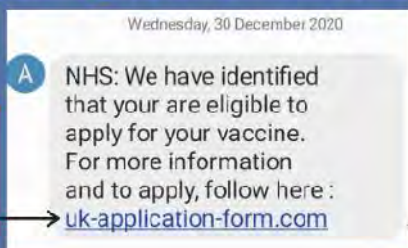
If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Essex Police online or by calling 101.

## Scam text about Covid-19 vaccine

A dangerous fake NHS text has been circulating, telling people they're eligible to apply for the COVID-19 vaccine. Here's what it looks like.

**Do NOT click on links in unknown texts - always check it first**

*This URL takes you through to an extremely convincing fake NHS website that asks for your personal details*



**NEVER give out your personal details.**

Protect others by reporting incidents like this. If you, or anyone you know, have been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk)



Neighbourhood Watch, a charity in the UK, is a  
Charitable Incorporated Organisation (CIO)  
registered in England and Wales, no. 1122492





Government  
Counter Fraud  
Function

GOV.UK/coronavirus



Counter Fraud Authority

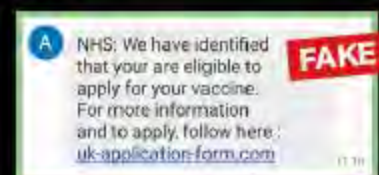
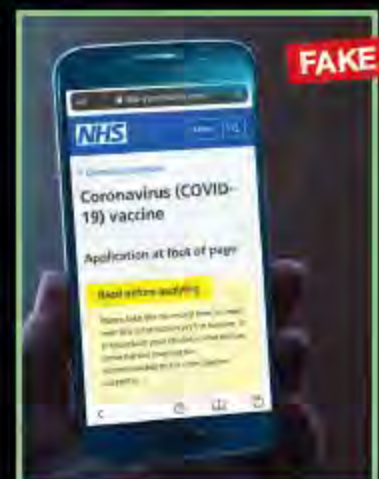
# BE ALERT TO VACCINE FRAUD

Criminals are using the COVID-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing-looking text messages letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS, or local pharmacy.

**PEOPLE ARE WARNED TO BE ALERT TO THESE SCAMS**

The **NHS** will:

- ⊗ NEVER ask for payment - the vaccine is free
- ⊗ NEVER ask for your bank details
- ⊗ NEVER arrive unannounced at your home to administer the vaccine
- ⊗ NEVER ask you to prove your identity by sending copies of personal documents such as your passport



## FURTHER GUIDANCE AND SUPPORT



National Cyber  
Security Centre

If you receive a call you believe to be fraudulent, hang up. If you are suspicious about an email you have received, forward it to [report@phishing.gov.uk](mailto:report@phishing.gov.uk). Suspicious text messages should be forwarded to the number 7726 which is free of charge.



If you believe you have been the victim of fraud or identity theft, you should report this directly to Action Fraud either online; [actionfraud.police.uk](http://actionfraud.police.uk) or via phone 0300 123 2040.



If you have any information relating to vaccine fraud you can stay 100% anonymous by contacting Crimestoppers COVID Fraud Hotline online; [covidfraudhotline.org](http://covidfraudhotline.org) or phone 0800 587 5030.



## FOR ADVICE ON SCAMS

Citizens Advice Consumer Helpline on  
**0800 2231133**

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

Contact your bank if you think you have  
been scammed

[Little Book of Scams](#)

[Victim Support Advice for Individuals  
Scammers and Fraudsters](#)

[Victim Support Advice for Groups  
Scammers and Fraudsters](#)

[Colchester Neighbourhood Watch](#)

[Friends against scams](#) aims to protect  
and prevent people from becoming  
victims of scams.

## SECURE/PROTECT/ PREVENT

As lockdown eases and more people  
leave their house to socialise, houses are  
more likely to be burgled in the 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

The government acknowledges that coronavirus household isolation instructions can cause anxiety for those who are experiencing or feel at risk of domestic abuse. There is never an excuse for domestic abuse, no matter what the circumstances are.

If you feel at risk of abuse, there is help and support available to you, including the police, online support, helplines and refuges. You can find more information about these and other services in this booklet.

### Codeword scheme

If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately but also phonetically sounds like the name Annie. If a pharmacy has the 'Ask for ANI' logo on display, it means they're ready to help. They will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services.

### Recognise domestic abuse

Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background.

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

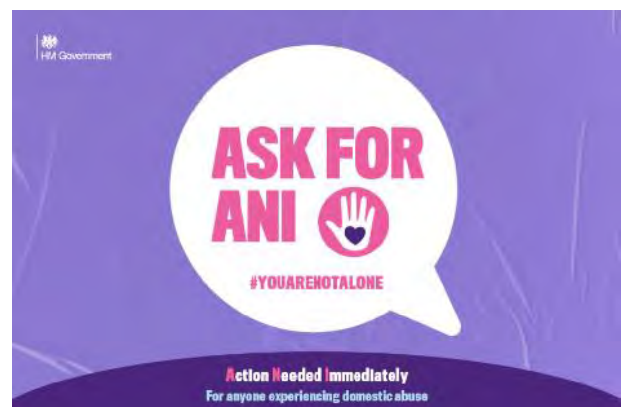
### What is domestic abuse?

Domestic abuse is not always physical violence. It can also include:

- coercive control and 'gaslighting'
- economic abuse
- online abuse
- threats and intimidation
- emotional abuse
- sexual abuse

### What signs to look for

If you believe that you or someone else could be a victim of domestic abuse, there are signs that you can look out for including:



**Household isolation instructions as a result of coronavirus do not apply if you need to leave your home to escape domestic abuse.**

- being withdrawn, or being isolated from family and friends
- having bruises, burns or bite marks
- having finances controlled, or not being given enough to buy food or pay bills
- not being allowed to leave the house, or stopped from going to college or work
- having your internet or social media use monitored, or someone else reading your texts, emails or letters
- being repeatedly belittled, put down or told you are worthless
- being pressured into sex
- being told that abuse is your fault, or that you're overreacting

See [more signs to look for](#).

### **Support a friend if they're being abused**

Let them know you've noticed something is wrong.

If someone confides in you, there is [more information on how to support a friend who is being abused](#).

If you are worried that someone you know

is a victim of domestic abuse, you can call Refuge's National Domestic Abuse Helpline for free, confidential support, 24 hours a day on 0808 2000 247. Visit the [helpline website](#) to access information on how to support a friend.

If you believe there is an immediate risk of harm to someone, or it is an emergency, always call 999.

### **Report it**

If you, or someone you know, is a victim of domestic abuse find out how to [report domestic abuse](#).

If you are in immediate danger, call 999 and ask for the police.

If you are in danger and unable to talk on the phone, call 999 and listen to the questions from the operator and, if you can, respond by coughing or tapping on the handset.

### **Call 999 from a mobile**

If prompted, press 55 to [Make Yourself Heard](#) and this will transfer your call to the police.

Pressing 55 only works on mobiles and does not allow police to track your location.





## **Call 999 from a landline**

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler.

If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

## **If you are deaf or can't verbally communicate**

You can register with the [emergencySMS](#) service. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

## **Economic abuse**

If you are concerned about how coronavirus may affect your finances and leave you vulnerable to economic abuse, see the [advice provided by HM Treasury](#) on what support is on offer.

The charity [Surviving Economic Abuse](#) has also provided additional coronavirus guidance and support.

## **Technological abuse**

If you are concerned about whether your phone or tablets are being compromised, visit [Refuge's Tech Safety Tool](#) and click on the three pink dots at the bottom of the homepage. The tool offers instructional videos as well as practical real-time tips on

how to secure devices such as mobile phones and ensuring your location-tracking or map applications aren't accessible to abusive partners.

## **Welfare benefits and housing advice**

The Department for Work and Pensions (DWP) has published up-to-date [coronavirus-related welfare benefits information](#).

If you are concerned about your financial situation, you can contact [Turn2us](#). They help people to access the money available to them through welfare benefits and grants. Their website has an income-related benefits checker enabling you to check that you are receiving all the benefits you are entitled to.

[Shelter](#) provide free confidential housing information, support and legal advice on all housing and homelessness issues. They also have an emergency helpline and a webchat service.

## **Support from your local jobcentre**

Even if a jobcentre is closed, staff will still meet their most vulnerable customers including those fleeing domestic abuse.

Jobcentres are a safe space and the [DWP supports victims of domestic abuse](#). This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.

Find out more about [help available from the DWP for people who are victims of domestic violence and abuse](#).

## **Get help if you think you may be an abuser**

If you are concerned that you or someone you know may be an abuser, there is support available.

The Respect Phonenumber is an anonymous and confidential helpline for men and women who are harming their partners and families. The helpline also takes calls from partners or ex-partners, friends and relatives who are concerned about perpetrators.

A webchat service is available Wednesdays, Thursdays and Fridays from 10am to 11am and from 3pm to 4pm.

Telephone: 0808 802 4040

## **Get legal help**

### **Apply for a disclosure of information**

Under the Domestic Violence Disclosure Scheme (also known as 'Clare's Law'), you can ask the police to check whether a new, former or existing partner has a violent past. This is called 'right to ask'. If records show that you may be at risk of domestic abuse from a partner, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

The 'right to ask' also allows a third party, such as a friend or family member, to apply for a disclosure on behalf of someone they know. Again, the police can release information if it is lawful, necessary and proportionate to do so.

- To make an application under the Domestic Violence Disclosure Scheme,

contact the police. You can do this by:

- visiting a police station (the household isolation instruction as a result of coronavirus does not apply if you need to leave your home to escape domestic abuse)
- phoning 101
- speaking to a member of the police on the street

If you believe there is an immediate risk of harm to someone, or it is an emergency, you should always call 999.

### **Get a court order to protect you or your child**

If you're a victim of domestic abuse you can apply for a court order or injunction to protect yourself or your child from:

- your current or previous partner
- a family member
- someone you currently or previously lived with

This is called a non-molestation or occupation order.

You can apply online, by email or by post.

Get a court order if you've been the victim of domestic abuse.

### **If you don't have settled status in the UK**

Apply for settlement in your own right

If your relationship with a British citizen or someone settled in the UK has broken down because of domestic abuse you may be able to apply for settlement as a victim of domestic violence.

The destitution domestic violence concession provides help if you are in the UK on a temporary visa as a partner, your relationship has broken down because of domestic violence and you have no money to support yourself.

### **Apply for access to benefits**

The destitution domestic violence concession offers domestic abuse victims 3 months' leave outside the immigration rules with the ability to apply for access to public funds. This provides the opportunity to gain a temporary immigration status independent of the abuser and to fund safe accommodation, where victims of domestic abuse may consider applying for indefinite leave to remain or deciding to return to their country of origin.

### **More support materials**

Read information and practice guidelines for professionals protecting, advising and supporting victims of forced marriage.

Read the leaflet the Home Office developed with Southall Black Sisters Three steps to escaping domestic violence, aimed at women in black and minority ethnic communities.

Refuge's website includes resources to help you identify the signs of domestic abuse, and a safety guide for women and children who are living with a perpetrator. It also has a tech abuse chat-bot with step-by-step instructional videos on how to secure devices such as phones and laptops. Look for the pink button in the bottom-right corner.

The NSPCC has issued guidance for spotting and reporting the signs of abuse.

The Survivor's Handbook, created by Women's Aid, provides information on housing, money, helping your children and your legal rights.

**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**.

#### **Below are the National Helplines:**

**National Domestic Violence Helpline-0808 2000 247**

**National LGBT+ Domestic Abuse Helpline - 0800 999 5428**

**Respect - 0808 802 4040**

**Men's Advice Line - 0808 801 0327**

**Shelter - 0800 800 4444**

**NSPCC Helpline - 0808 800 5000**

**ChildLine - 0800 1111**

**Samaritans - 116 123**

#### **Pharmacies launch codeword scheme to offer 'lifeline' to domestic abuse victims**

Victims of domestic abuse will be able to access much needed support from thousands of pharmacies across the UK, backed by the government.

The Ask for ANI scheme allows those at risk or suffering from abuse to discreetly signal that they need help and access support. By asking for ANI, a trained



pharmacy worker will offer a private space where they can understand if the victim needs to speak to the police or would like help to access support services such as a national or local domestic abuse helplines.

As an essential retailer based on high streets across the country, and with specifically trained staff, pharmacies can provide a safe space for victims to sound an alarm if they are isolated at home with their abuser and unable to get help in another way.

## **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.



## 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, 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 i.e. 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



## 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](#)

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, online, in school or in the workplace.

**Hate Crime Helpline** for anyone in the UK who has experienced anti-LGBT+ abuse, violence or harassment. <https://www.consortium.lgbt/2021/02/02/launch-of-lgbt-hate-crime-helpline/>

The LGBT+ Hate Crime Helpline, launched by Galop, is open Monday to Friday, 10am-4pm, and can be reached on 020 7704 2040 or by emailing [HateCrime@galop.org.uk](mailto:HateCrime@galop.org.uk).

Galop can provide independent advice, support, and signposting to local organisations. Their helpline is run by LGBT+ people for LGBT+ people, and it is completely confidential. Anyone affected by anti-LGBT+ abuse can talk to the helpline team about abuse, intimidation, threats, harassment, or violence they've experienced because of their orientation or gender identity. It is operated by Galop, the LGBT+ anti-violence charity supporting people facing hate crime, domestic abuse and sexual violence. Find out more at [www.galop.org.uk](http://www.galop.org.uk).



## 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.](#)

### Is it safe to go to grocery stores and other food markets during COVID-19?

Yes, it is generally safe to go grocery shopping and to markets by following the below prevention measures:

- Clean your hands with sanitizer before entering the store.
- Cover a cough or sneeze in your bent elbow or tissue.
- Maintain at least a 1-metre distance from others, and if you can't maintain this distance, wear a mask (many stores now require a mask)
- Once home, wash your hands thoroughly and also after handling and storing your purchased products.



## **Wear a mask**

Asda, Morrisons, Sainsbury's, Tesco and Waitrose have all announced that they will refuse entry to customers who don't wear face coverings, unless they are medically exempt. Security staff at Sainsbury's will also challenge shoppers who arrive in groups, and it has 'significantly reduced' the number of customers allowed in store at one time.

Asda and Morrison's have said staff will offer free face coverings to shoppers who don't bring their own. Meanwhile, Tesco and Waitrose are encouraging customers to shop in store if they can to free up online delivery slots for elderly, vulnerable and self-isolating shoppers who need them.

## **Priority shopping hours**

Many supermarkets set up exclusive priority hours for NHS staff or elderly and vulnerable customers during the first lockdown. Since then, some have kept them and others have changed or removed them. – check with your local store.

## **Online shopping**

Every supermarket with an online grocery operation is prioritising elderly and clinically vulnerable customers. The government is still sending out up-to-date information on people who are shielding

The online grocery market has grown throughout the pandemic, with supermarkets increasing their online delivery capacity to try and meet

increased demand.

**Aldi** doesn't offer full online grocery shopping, but does now offer a click-and-collect service at more than 200 stores. You may be able to order same-day deliveries of certain items via Deliveroo.

**Asda** has increased its weekly delivery capacity.

**Co-op** (coop.co.uk) is offering same-day online deliveries in some areas. You can order a maximum of 25 items from a curated selection of products. You may also be able to order via Deliveroo – more than 400 Co-op stores are on the service.

**Iceland** has it's grown its online delivery capacity and is confident it can meet demand.

**M&S** doesn't sell groceries via its own website, but you can buy much of its range from Ocado.

**Ocado** is currently accepting new customers.

**Sainsbury's** can now fulfil 800,000 online orders a week.

**Tesco** has more than doubled its online grocery capacity, although it's asking those who can shop in store safely to do so where possible in order to help free up slots for those who can't.

**Waitrose** has more than trebled its online capacity, and significantly increased click-and-collect slots. Like Tesco, it's advising customers to shop in store if they can safely do so.

# CORONAVIRUS AND FAITH

Places of worship play an important role in providing spiritual leadership for many individuals, and in bringing communities and generations together. However, their communal nature also makes them places that are particularly vulnerable to the spread of coronavirus.

The government continues to work with its Places of Worship Taskforce and faith leaders to review and amend this guidance, as necessary, in line with the changing situation and to enable the safe opening of places of worship for as broad a range of activities as possible when it is safe to do so.

This guidance applies in England alongside the relevant associated changes to the law. It applies to places of worship only. It does not apply to private dwellings.

## Step 3 from 17 May

For places of worship, the key changes are that:

- Most other significant life events can resume, limited to no more than 30 people. This will include events such as bar/bat mitzvahs and private baptisms, and naming ceremonies. Limits at weddings, wedding receptions, wakes and other commemorative events will be increased to 30 people.
- Funerals will have no legal cap on the number of people who can attend. The number of attendees will be determined by how many people the venue can safely accommodate with social distancing measures in place.

- Outdoors most legal restrictions on meeting others will be lifted - although gatherings of over 30 people will remain illegal unless otherwise exempt.
- Support groups and parent and child group gathering limits will increase to 30 people (not including under 5s).

COVID Secure rules, including social distancing requirements, continue to apply in the workplace, and in businesses and public venues.

At Step 4, which will take place no earlier than 21 June, the government aims to remove all limits on life cycle events and other gatherings. This will be subject to the outcome of the scientific Events Research Programme, which will include a series of pilots using enhanced testing approaches and other measures to run events of larger sizes. The pilots have been selected to examine a range of settings, venue types, and activity types (e.g. seated or not, indoor/outdoor etc) so that the data is generalisable and findings can inform thinking on the reopening of similar settings across multiple sectors.

This guidance will be updated in line with the changing situation ahead of that Step.

## Definitions

### “Place of worship”

A place of worship refers to a building used for regular religious ceremonies, communal worship or similar gatherings by religious organisations. It includes the use of surrounding grounds, for example, adjoining car parks, courtyards or gardens



## USEFUL LINKS

[Baptist Union of Great Britain](#)

[Catholic Church England and Wales](#)

[Methodist Church UK](#)

[Church of England's guidance for churches](#)

[C of E Diocese of Chelmsford for local guidance to parishes](#)

[Faith Action](#) is a national network of faith-based and community organisation

[Hindu Council UK](#)

[Humanists UK](#)

[Jewish Leadership Council, coronavirus portal](#)

[Muslim Council of Britain](#)

[Sikh Council UK](#)

[Network of Sikh Organisations](#)

[Network of Buddhist Organisations](#)

To contact Essex Resilience Forum's Faith & Communities Tactical Co-ordination Group, email [faith.communities@essex.gov.uk](mailto:faith.communities@essex.gov.uk).

for which the venue managers are also responsible.

The guidance also covers premises when being used for religious gatherings, even when their primary purpose is not for religious gatherings, such as a community centre. These premises will only be able to be used where they are permitted to be open and additional guidance may be applicable.

This guidance does not cover educational establishments, public parks, private

homes, cultural sites or other open spaces, such as woodlands which may be used for religious purposes. If people do want to engage in worship in these spaces, then the guidance relevant to that place should be adhered to.

### **“Significant life events”**

A ceremony, rite or ritual to mark or celebrate a significant milestone in a person's life, according to their religion or belief, such as events to celebrate a person's birth (other than a birthday) or coming of age. Examples would include a christening, or a naming ceremony. They do not include 'celebrations' or parties to mark these events.

### **“Worshippers” or “Visitors”**

Those entering the place of worship to engage in worship or other activity for which the place of worship may be used.

### **“Venue managers”**

The person or persons responsible for the management of an individual place of worship, including assessment of compliance with the following guidelines and relevant law. This may be a religious leader or volunteer.

### **“Household” and “Support bubble”**

A household is a person or a group of people who live together in the same accommodation.

A support bubble is a support network which links two households. You have to meet certain eligibility rules to form a support bubble.

The 2 households that form a support

bubble count as one household for the purposes of this guidance.

### **“Must”**

Where the guidance states that an activity must or must not take place this is because it is a requirement under the law.

### **“Should”**

Where the guidance that an activity should or should not take place this is not a legal requirement under law. However, it is strongly advised that consideration is given to following the advice being given to reduce the risk of transmission of COVID-19.

## **Capacity limits for different activities from 17 May**

Places of worship in England may open for the following purposes:

### **Private prayer**

In line with indoor social contact limits individuals, groups of six, or larger groups where everyone present is from the same two households may attend. A ‘household’ can include a linked support bubble, where eligible.

The number of individuals or groups permitted in a place of worship at any one time will be dependent on the size of the building and ability to socially distance therein.

Communal worship, including prayers, devotions or meditations led by a Minister of Religion or lay person.

Limits for communal worship should be decided on the basis of the capacity of the place of worship following an assessment

of risk. From 17 May, in line with indoor social contact limits, individuals may attend communal worship in groups of 6, or larger groups where everyone present is from the same 2 households.

### **Funerals**

There will be no set numerical limit on the number of people who can attend a funeral. Instead, the number of attendees at a funeral will be determined by how many people the venue can safely accommodate with social distancing measures in place.

Please refer to COVID-19: guidance for managing a funeral during the coronavirus pandemic.

### **Commemorative events to celebrate the life of a person who has died**

These are events which commemorate or mark the deceased’s passing. Examples include the scattering of ashes and stone setting ceremonies. Such events must have no more than 30 people in attendance. Anyone working is not included as part of the 30 person limit. These limits on attendance do not typically apply to communal worship services, where prayers for the deceased may be said.

Please refer to COVID-19: guidance for managing a funeral during the coronavirus pandemic.

### **Significant life events, outside of marriage ceremonies and funerals**

Where such events are an element of communal worship, they are subject to the

requirements for communal worship set out above. When not taking place as part of regular communal worship, from Step 3 standalone life events can take place with up to 30 people. Anyone working is not included as part of the 30 person limit.

### **Weddings and civil partnership ceremonies; wedding receptions and civil partnership ceremonies**

Weddings, civil partnerships, wedding receptions and civil partnership ceremonies must have no more than 30 people present. Anyone working is not included. Please refer to the guidance for weddings and civil partnerships.

### **Broadcasting or filming an act of worship**

Broadcasting or filming an act of worship should only involve those people essential for the content of the service, and for technical support to enable people to watch and worship online or via a television or radio.

If musicians or singers usually form part of the act of worship, they may participate.

### **Essential voluntary and public services**

These will include the provision of food banks or other support for the homeless or vulnerable people, blood donation sessions, or support in an emergency. See COVID-19 guidance for voluntary, community and social enterprise organisations.

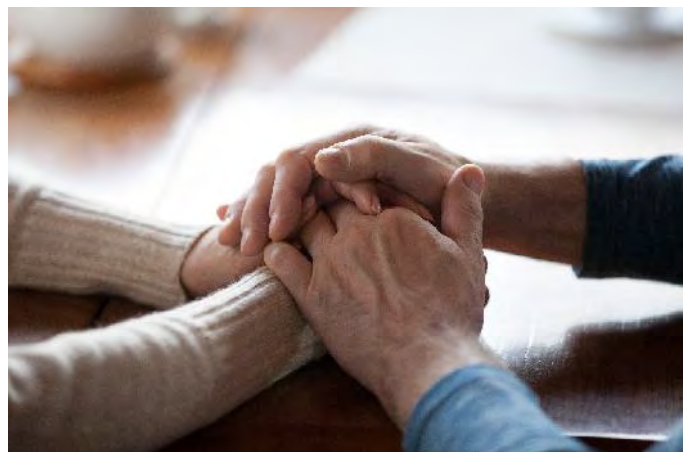
### **Support groups**

Support groups can take place in gatherings of up to 30 (subject to capacity)

in a COVID-19 secure community facility if organised by a business, a charitable, benevolent or philanthropic institution or a public body to provide mutual aid, therapy or any other form of support to its members or those who attend its meetings.

Examples include support to:

- Victims of crime (including domestic abuse).
- Those with, or recovering from, addictions (including alcohol, narcotics or other substance addictions) or addictive patterns of behaviour.
- Those with, or caring for persons with, any long-term illness or terminal condition or who are vulnerable (including those with a mental health condition).
- Those facing issues related to their sexuality or identity including those living as lesbian, gay, bisexual or transgender.
- Those who have suffered bereavement.



- Vulnerable young people, including to enable them to meet youth workers.

The limit of 30 does not include children under 5 who are accompanying a parent or guardian. Where a person has a clear and formal role (paid or voluntary) to run the group or help it operate, rather than only attending as a member of the group to obtain support, they do not have to be counted as part of the gatherings limit.

More information about how to run or attend a support group safely is available in the guidance for the safe use of multi-purpose community facilities.

### **Social distancing at weddings, funerals, significant life events and commemorative events**

The guidance on meeting family and friends has changed, with a greater emphasis on personal responsibility and close contact with friends and family will be a personal choice, but you are encouraged to exercise caution.

In some settings, such as a place of worship or funeral, there will be specific guidance that you will need to follow even when you are with friends and family. This is important to reduce the risk of spreading COVID-19 to other people. You should always follow guidance associated with the setting, for further information please see:

- Guidance for arranging or attending a funeral during the coronavirus pandemic
- Guidance for small marriages and civil partnerships

- Guidance for wedding and civil partnership receptions and celebrations

Social distancing (staying at least 2m away from others) helps to reduce the risk of spreading COVID-19. The further away you can keep from other people, and the less time you spend in close contact with them, the less likely you are to catch COVID-19 and pass it on to others. Close contact, including hugging, increases the risk of spreading COVID-19.

You should consider the guidance on risks associated with COVID-19 and actions you can take to help keep you and your loved ones safe. Please refer to the guidance on meeting friends and family for further information and the actions to take to reduce the chance of spreading COVID-19.

### **The use of shared items**

Individuals should be prevented from touching or kissing objects that are handled communally. Barriers and/or clear signage should be put in place where necessary to avoid this taking place.

Individuals should also avoid touching property belonging to others such as shoes which, if removed, should be placed and collected by their owner while adhering to social distancing principles.

Reusable and communal resources such as prayer mats, service sheets, religious texts or devotional material should be removed from use. Single use alternatives should be provided as long as they are removed and disposed of by the worshipper.



## **Singing, chanting and the use of musical instruments**

COVID-19 spreads from person to person through small droplets, aerosols and through direct contact. Singing, playing some musical instruments, shouting and physical activity increases the risk of transmission through small droplets and aerosols.

Where singing takes place, it should follow the principles of safer singing.

- Indoors: a group of up to 6 amateur singers can perform, or rehearse for performance with social distancing being maintained at all times. There is no limit on the number of professional singers but they should follow guidance on performing arts. Performances should take place at the front of the place of worship to a seated audience. Indoor communal singing should not take place.
- Outdoors: When worship takes place outdoors, the congregation may join in with singing in multiple groups of up to 30. Congregation members should continue to follow social distancing rules. For guidance on singing outdoors outside of acts of communal worship, please refer to the [performing arts guidance](#).

Singing should follow the [principles of safer singing](#) and the principles set out in the [performing arts guidance](#). In particular:

Where music plays a big part in worship, and recordings are available, the government suggests you consider using these as an alternative to live singing or

performing.

Any instrument played during worship should be cleaned thoroughly before and after use.

Any performers should be positioned in a way that avoids face-to-face performance, as far as possible.

Limit the duration of any singing, as far as possible.

Do what you can to improve ventilation to ensure plenty of fresh air whenever possible, including opening windows.

Always ensuring there is a gap of at least 2m between any performers and the first row of worshippers. Further mitigations like screens or other barriers between the performers and worshipper may also be considered.

If worship takes place inside, the congregation should not participate in any activity that can create aerosols, including communal singing, shouting and chanting.

### **Outdoor worship**

The law allows for multiple groups, each consisting of up to 30 people, to pray in a place of worship or its grounds. Participants should continue to follow wider social distancing guidance.

A risk assessment must be undertaken and COVID-19 Secure measures implemented. The number of people able to gather will therefore be dependent on the size of the space available.

A risk assessment should also consider the security of worshippers. This may require involving local partners such as the police.

# 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



## **BAMEStream Bereavement Support Service is now available**

BAMEStream is an alliance of practitioners, therapists, policy specialists, organisations, activists and academia who specialise in the areas of mental health and wellbeing and who's core purpose during this COVID-19 pandemic is to bring the mental health needs of the Black, Asian and Minority Ethnic community into the mainstream. Ubele has supported the launch of BAMEStream as one of the responses to the impacts of COVID-19.

COVID-19 is having a devastating impact and BAMEStream have come together to support the development and delivery of mental health and wellbeing services to ensure that the needs of our local communities are being met as a result of this pandemic and crisis.

## **A FREE Bereavement Support Service**

has now been launched. It is being provided by our BAMEStream alliance member Nafsiyat Intercultural Therapy Centre. Nafsiyat will provide FREE culturally competent brief emotional online support to anyone from a Black, Asian or other Minority Ethnic background experiencing bereavement and loss due to the COVID-19 pandemic. They offer therapeutic support in over 20 different languages. If you have been affected by the death of a loved one due to COVID-19 and need support, please visit [www.bamestream.org.uk](http://www.bamestream.org.uk)

Nafsiyat Intercultural Therapy – 020 7263 6947

**Hands/Face/Space/Ventilation**