

Prevent—Inform—Assist

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

VERSION 23

19 July 2021

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



**Fresh Air/Testing/Face Coverings/App/Handwashing**

## 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.

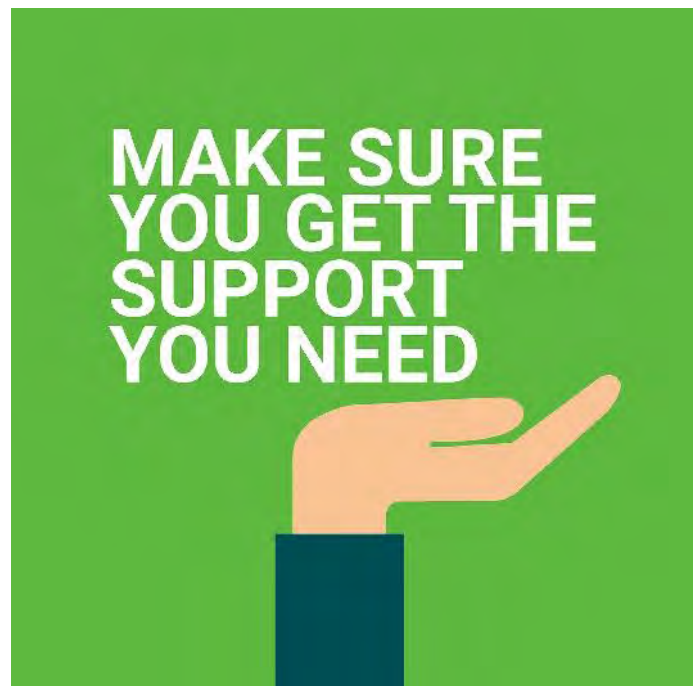
Our Business community, despite all their own challenges are stepping up and helping in so many ways and the Council is committed to supporting and keeping them up to date with advice

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: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)



# LIFTING RESTRICTIONS

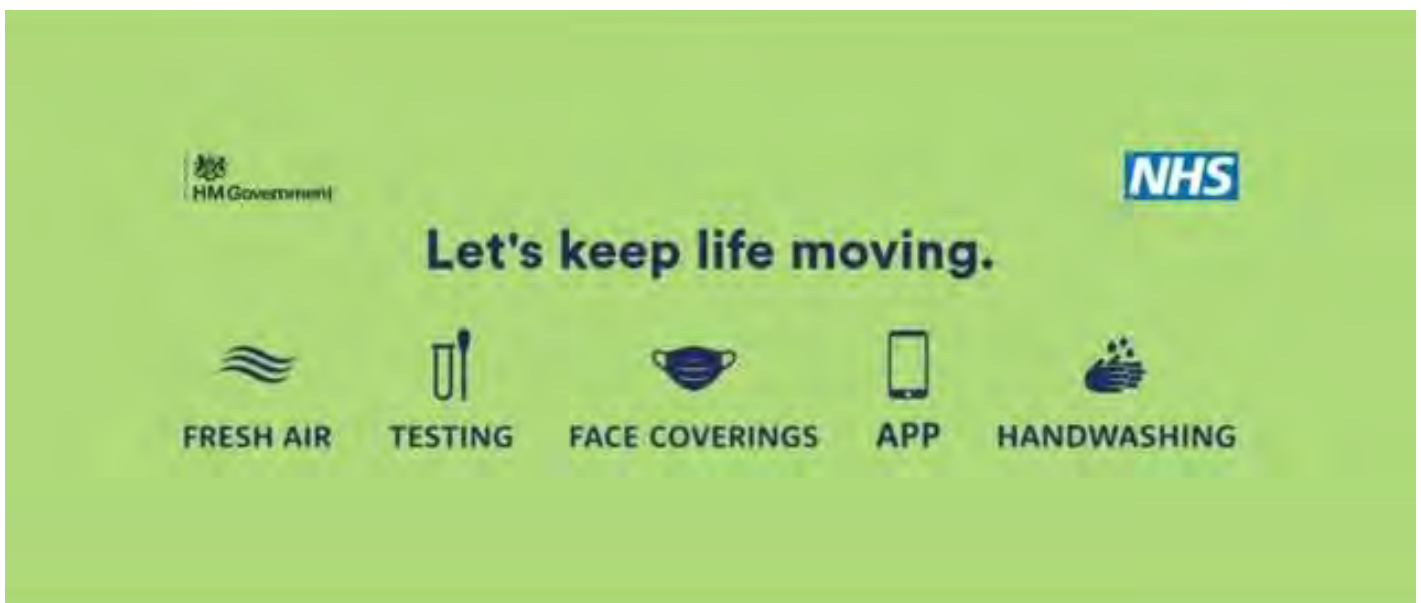
Most legal restrictions to control COVID-19 have been lifted at step 4. This means that:

- You do not need to stay 2 metres apart from people you do not live with. There are also no limits on the number of people you can meet.
- However, in order to minimise risk at a time of high prevalence, you should limit the close contact you have with those you do not usually live with, and increase close contact gradually. This includes minimising the number, proximity and duration of social contacts.
- You should meet outdoors where possible and let fresh air into homes or other enclosed spaces.
- The government is no longer instructing people to work from home if they can. However, they expect and recommend a gradual return over the summer.
- The requirement to wear face coverings in law has been lifted. However, the

government expects and recommends that people wear face coverings in crowded areas such as public transport.

- There are no longer limits on the number of people who can attend weddings, civil partnerships, funerals and other life events (including receptions and celebrations). There is no requirement for table service at life events, or restrictions on singing or dancing. You should follow guidance for weddings and funerals to reduce risk and protect yourself and others.
- There are no longer restrictions on group sizes for attending communal worship.

COVID-19 has not gone away, so it's important to remember the actions you can take to keep yourself and others safe. Everybody needs to continue to act carefully and remain cautious.



# COVID 19 PATHWAY THROUGH THE SUMMER

While cases are high and rising, everybody needs to continue to act carefully and remain cautious. This is why the government are keeping in place key protections:

- Testing when you have symptoms and targeted asymptomatic testing in education, high risk workplaces and to help people manage their personal risk.
- Isolating when positive or when contacted by NHS Test and Trace.
- Border quarantine: for all arriving from red list countries and for those people not fully vaccinated arriving from amber list countries.

Cautious guidance for individuals, businesses and the vulnerable whilst prevalence is high including.

- Whilst the government is no longer instructing people to work from home if they can, it is expected and recommend that there is a gradual return over the summer.
- The government also expects and recommends that people wear face coverings in crowded areas such as public transport.
- Being outside or letting fresh air in.
- Minimising the number, proximity and duration of social contacts.
- Encouraging and supporting businesses and large events to use the NHS COVID Pass in high risk settings. The government will work with organisations where people are likely to be in close proximity to others outside their household to encourage the use of this. If sufficient measures are not

taken to limit infection, the government will consider mandating certification in certain venues at a later date.



## On 19 July:

Most legal restrictions will end, and by then, all adults will have been offered a first dose of the vaccine.

## By the end of July:

We will publish an updated COVID-19 contain outbreak management framework for local areas.

## On 16 August:

The rules on self-isolating as a contact will change for people who are fully vaccinated and under 18s. Everyone will still have to isolate if they test positive.

## In September:

We will undertake a review to assess the country's preparedness for autumn and winter.



## USEFUL LINKS

### GOVERNMENT ADVICE

- [Coronavirus guidance and support](#)

### **Protect yourself and others**

- [Protect yourself and others](#)
- [How to protect yourself if you're clinically extremely vulnerable](#)

### **Testing and self-isolating**

- [Have coronavirus symptoms book a PCR test](#)
- [No symptoms—get regular rapid flow tests](#)
- [Going abroad—get a private test](#)
- [Self isolation—check if you can get £500 Test and Trace support payment](#)
- [Self isolation when someone in your household has Coronavirus](#)
- [NHS test and Trace—what to do if you are contacted](#)

### **International travel**

- [Travel abroad—what you need to do](#)
- [Check if a country is on the red, amber or green list](#)
- [Fill in your passenger locator form](#)
- [Demonstrating your COVID-19 vaccination status](#)
- [Find a coronavirus \(COVID-19\) travel test provider if you're arriving in England](#)
- [Coronavirus \(COVID-19\): Test to Release for international travel](#)

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

- [Step 4 update - what parents and carers need to know about early years providers, schools and colleges](#)
- [Order rapid lateral flow tests if you are a parent or a carer](#)
- [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](#)
- [Essex County Council; Caution as we enter step 4](#)





## 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@cabinet.org.uk](mailto:advice.colchester@cabinet.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 learning 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)



## KEEPING YOURSELF AND OTHERS SAFE

There are still cases of COVID-19 in England and there is a risk you could catch or pass on the virus, even if you are fully vaccinated. You are encouraged to exercise caution and consider the risks. While no situation is risk free, there are actions we can take to protect ourselves and others around us.

If you are worried about going back to a more 'normal' life, there is information from the NHS on [how to cope with anxiety about lockdown lifting](#). [See page 152](#)

### Get tested and self isolate

If you develop [COVID-19 symptoms](#), self-isolate immediately and [get a PCR test](#), even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results. You must self-isolate if you test positive. 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 is [the law](#).

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, even if your symptoms are mild, stay at home and [arrange to have a test](#).

You must also self-isolate if you are told to do so by NHS Test and Trace, for example if you have come into contact with someone who has tested positive. This remains [the law](#), regardless of your vaccination status.

From 16 August, if you have been fully vaccinated you will be exempt from the requirement to self-isolate if you are a contact of a positive case. You will instead be advised to take a PCR test as soon as possible.

You will also be exempt from self-isolation from 16 August if you are under 18 and a contact of a positive case. As with adults, you will be advised whether a PCR test needs to be taken. If you are 18 years old you will be treated in the same way as under 18 year olds until 4 months after your 18th birthday, to allow you the opportunity to get fully vaccinated.

If you test positive you will still need to self-isolate regardless of your vaccination



status or age. When self-isolating, [follow the stay-at-home guidance](#). This will help reduce the risk of spreading COVID-19 to other members of your household and community. You must [stay at home](#) at all times and not have contact with other people. There are only very limited circumstances when you do not have to do this, such as seeking medical assistance. If you do leave your home during your period of self-isolation for a permitted reason, you should maintain social distancing and keep 2 metres apart from other people.

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. You should visit [Colchester Borough Councils website](#) for details on Test & Trace Support Payments and practical support offered in your area.

You could be fined if you do not self-isolate following notification by NHS Test & Trace.

### **Get vaccinated**

All adults in England have now been offered at least one dose of a COVID-19 vaccine. The vaccines are safe and effective. They give you the best protection against COVID-19.

If you have not yet received the COVID-19 vaccine, you should [get vaccinated](#). It usually takes around two to three weeks for an antibody response to develop. You need two doses of vaccine for maximum protection against COVID-19.

However, even if you have been fully vaccinated, you could still get COVID-19 and get sick - a recent PHE report shows that around 1 in 5 people who are double-vaccinated are still vulnerable to getting infected with the Delta variant and showing symptoms. You can also still spread COVID-19 to others. We all need to do what we can to reduce the spread of COVID-19 to protect others and to reduce the risk of new variants developing and spreading.

This advice will help us protect our friends, families, and communities, including those who have been vaccinated.

### **Using the NHS COVID-19 app**

Using [the NHS COVID-19 app](#) helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for COVID-19, even if you don't know each other. The app is free and easy to use and



doing so can help you protect your loved ones and others.

The app also allows people to report symptoms, order a coronavirus test, and check in to venues using a QR code. To help protect yourself and others, [download and use the latest version of the NHS COVID-19 app.](#)

### **Wearing a face covering**

COVID-19 spreads through the air by droplets and aerosols that are exhaled from the nose and mouth of an infected person. The government expects and recommends that people wear face coverings in crowded areas such as public transport.

### **Fresh air**

When a person infected with COVID-19 coughs, talks or breathes, they release droplets and aerosols which can be breathed in by another person. Fresh air blows away these particles, reducing the chances of COVID-19 spreading. It's always worth considering if you can meet outdoors or, if you're indoors, thinking about how you can improve ventilation by letting fresh air in.

The more fresh air you let into your home or other enclosed spaces, the less likely a person is to inhale infectious particles.

You can let in fresh air by uncovering vents and opening doors and windows. Don't prop fire doors open. If you have an extractor fan at home, (for example in your bathroom or kitchen), think about leaving it running for longer than usual with the door

closed after someone has used the room. This is particularly important when meeting people you don't live with indoors.

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 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 draughts from open windows or doors. [See page 58 for more advice.](#)

### **Testing twice a week even if you don't have symptoms, and using the NHS COVID Pass**

Around 1 in 3 people with COVID-19 do not have any symptoms. This means they could be spreading the virus without knowing it. Testing twice a week increases the chances of detecting COVID-19 when a person is infectious, helping to make sure you don't spread COVID-19.



The graphic is a vertical rectangular poster with a red background. At the top left is the HM Government logo, and at the top right is the NHS logo. In the center is a white calendar icon with a blue header that says '19 JULY' and a martini glass icon. Below the calendar, the text reads: 'From 19 July, all remaining premises can reopen, including nightclubs.' At the bottom, it says: 'Continue using the NHS COVID-19 app to help contain the spread of the virus.'



Rapid lateral flow testing is available for free to anybody, but is particularly focused on those who are not fully vaccinated, those in education, and those in higher-risk settings such as the NHS, social care and prisons. People may also wish to use regular rapid testing to help manage periods of risk such as returning to the workplace, close contact in a higher risk environment or when spending prolonged time with a more vulnerable individual. You can get tests from pharmacies or online. [Find out more about how to get rapid lateral flow tests.](#)

The [NHS Covid Pass](#) allows you to check your Covid status and demonstrate that you are at lower risk of transmitting to others through full vaccination, a recent negative test, or proof of natural immunity.

If you develop [COVID-19 symptoms](#), self-isolate immediately and [get a PCR test](#).

## Personal hygiene

Wash your hands with soap and water or use hand sanitiser regularly throughout the day. Regular hand washing is an effective way to reduce your risk of catching illnesses, including COVID-19.

It is particularly important to wash your hands:

- after coughing, sneezing and blowing your nose
- before you eat or handle food
- after coming into contact with surfaces touched by many others, such as handles, handrails and light switches
- after coming into contact with shared areas such as kitchens and bathrooms
- when you return home

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



**From 19 July, limits on social contact will be lifted. Consider limiting close contact with people you do not live with and open windows to let fresh air in.**

hands before and after.

Hands touch many surfaces and can become contaminated with viruses, including COVID-19. You can transfer viruses to your eyes, nose or mouth from your hands if they are contaminated. Then viruses can enter your body and infect you. Washing or sanitising your hands removes viruses and other germs, so you're 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. Use hand sanitiser if there isn't soap and water available.

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.

These actions will reduce the spread of



droplets and aerosols carrying COVID-19 and other viruses, including those that cause coughs and colds:

- 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.

### Staying home when unwell

If you develop COVID-19 symptoms, self-isolate immediately and get a PCR test, even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results. You must self isolate if you test positive.

If you feel unwell but don't have COVID-19 symptoms, or your COVID-19 test is negative, you may still have an illness which could be passed on to other people.

Many common illnesses, like the flu or the common cold, are spread from one person to another. This can happen:

Through the air when someone infected with an illness breathes, speaks, coughs or sneezes, they release particles containing the viruses which can be breathed in by another person.

Through surfaces and belongings which can also be contaminated with when people who are infected with an illness cough or sneeze near them or if they touch them, the next person to touch that surface may then become infected.

Staying at home until you feel better reduces the risk that you will pass on an illness to your friends, colleagues, and others in your community. This will help reduce the burden on our health services.

### **Close contact**

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.

You may choose to limit the close contact you have with people you do not usually live with. You may also choose to take a free test before being in close contact to help manage periods of risk such as returning to the workplace, close contact in a higher risk environment or when spending prolonged time with a vulnerable individual.

These are personal choices which can help reduce your risk of catching or spreading COVID-19.

It is important to consider that others may wish to take a more cautious approach as we open up. We should all be considerate of this, and provide the opportunity and space for others to reduce close contacts if they wish.

### **Understanding the risks of COVID-19**

The risk of catching or passing on COVID-19 can be higher in certain places and when doing certain activities. 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. The particles can also land on surfaces and be passed from person to person via touch.

In general, the risk of catching or passing on COVID-19 is higher:

- in crowded spaces, where there are more people who might be infectious
- in enclosed indoor spaces where there is limited fresh air

Some activities can also increase the risk of catching or passing on COVID-19. This happens where people are doing activities which generate more particles as they breathe heavily, such as singing, dancing, exercising or raising their voices.

The risk is greatest where these factors overlap, for example in crowded indoor spaces where people are raising their voices.

In situations where there is a higher risk of catching or passing on COVID-19, you should be particularly careful to follow the guidance on keeping yourself and others safe as we return to normality. Every little action helps to keep us all safer.

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

Clinically extremely vulnerable people are advised to follow the same guidance as everyone else. However, as someone who is at a higher risk of becoming seriously ill if you were to catch COVID-19, you should



think particularly carefully about precautions you can continue to take. These precautions are included in the guidance for the clinically extremely vulnerable. [See page 48](#).

### International travel

The Government has introduced a traffic light system for international travel. You should not travel to countries or territories on the red or amber lists.

### Travelling to England from outside the UK

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

From 19 July, fully vaccinated people returning to England from amber list countries will not need to quarantine.

### Travelling in the UK, Ireland and Channel Islands

There are no restrictions on travel within England.

You should check the rules at your destination if you're planning to travel to Scotland, Wales or Northern Ireland, or to Ireland or the Channel Islands as there may be restrictions in place.

Do not travel if you have COVID-19 symptoms or are self-isolating. Get a test and follow the stay at home guidance.

HM Government

NHS

**Meeting up?  
It's safest to stay  
outdoors.**

Being out in the fresh air is safer, because it helps to blow COVID-19 particles away.

HANDS FACE SPACE  
FRESH AIR

The advertisement features a blue background with a white building on the left. A man in a red shirt is grilling, a woman in a yellow shirt is serving, and a group of people are sitting at a table under a red awning. The NHS logo is in the top right. The text 'Meeting up? It's safest to stay outdoors.' is in large, bold, dark blue letters. Below this, a green banner contains the text 'Being out in the fresh air is safer, because it helps to blow COVID-19 particles away.' and a white box with icons for 'HANDS', 'FACE', 'SPACE', and 'FRESH AIR'.



# WHAT PARENTS AND CARERS NEED TO KNOW ABOUT EARLY YEARS PROVIDERS, SCHOOLS AND COLLEGES

As the country moves to Step 4 of the Roadmap, the government will continue to manage the risk of serious illness from the spread of the virus. This marks a new phase in the government's response to the pandemic, moving away from stringent restrictions on everyone's day-to-day lives, towards advising people on how to protect themselves and others, alongside targeted interventions to reduce risk.

As COVID-19 becomes a virus that we learn to live with, there is now an imperative to reduce the disruption to children and young people's education - particularly given that the direct clinical risks to children are extremely low, and every adult has been offered a first vaccine and the opportunity for two doses by mid-September.

The key messages from this guidance are:

- Nationally, education and childcare settings are open, and attendance is mandatory (for schools) and strongly encouraged (at childminders, nurseries and colleges).
- The Royal College of Paediatrics and Child Health has made it clear that the overwhelming majority of children and young people still have no symptoms or very mild illness only.
- Over the summer, staff, secondary pupils and college students should continue to test regularly if they are

attending settings that remain open.

- There is no need for primary age pupils (those in year 6 and below) to test over the summer period.
- Secondary schools and colleges have been asked to prepare for on-site testing at the beginning of the autumn term.
- From Step 4 your nursery, school or college will no longer trace close contacts - close contacts will still be identified via NHS Test and Trace.
- From Step 4, your child does not need to remain in a consistent group ('bubble').
- From Step 4, the government is removing the requirement to wear face coverings in law but expects and recommends that they are worn in



enclosed and crowded spaces where you may come into contact with people you don't normally meet.

### **Attendance and remote education**

Attendance is mandatory for all pupils of compulsory school age. This means it's your legal duty as a parent to send your child to school regularly if they are registered at one.

If you have concerns about your child attending, you should discuss these with your school or college.

All clinically extremely vulnerable children and young people should attend their education setting unless they are one of the very small number of children and young people under paediatric or other specialist care who have been advised by their GP or clinician not to attend.

Further information is available in the guidance on [supporting pupils at school with medical conditions](#).

### **Remote education if your child cannot attend school or college**

#### **Schools**

From the end of the summer term, all state-funded schools should provide remote education for school-aged children who are unable to attend school due to following government guidance or law relating to COVID-19 (for example if they need to self-isolate, or if they have tested positive but are well enough to learn from home).

Independent schools with pupils whose education is provided wholly through public funds also need to provide remote

education in these circumstances.

Schools should provide remote education equivalent in length to the core teaching your child would usually get in school.

You can find out about your school's remote education offer on their website or by contacting your child's school directly.

Guidance is available to help you [support your child while they are learning from home](#).

You should talk to your child's teacher or headteacher if you have concerns about the amount or quality of the remote education they are receiving. If you have exhausted the school's complaints process and you still have concerns, you can raise them with Ofsted. Ofsted will consider the complaint and act where appropriate.

Schools should work collaboratively with you to put in place reasonable adjustments so that pupils with SEND can successfully access remote education.

#### **Colleges**

FE providers are expected to provide remote education for students aged 16 to 19 who cannot attend on-site for COVID-related reasons (for example - because they need to self-isolate).

Colleges will use their best endeavours to deliver as much of students' planned hours as possible, recognising this may not be possible if your child's course involves practical teaching and training which involves:

- specialist equipment and supervision
- work experience and placements

You can find out more about your college's remote education offer on their website.

### **Help to get online**

Contact your child's school or college if your child:

- does not have access to a device
- needs support with internet access for remote education

Schools and colleges have been allocated a number of devices and are distributing these to the children who need them most.

### **Online safety**

Talk to your child about staying safe online and encourage them to talk to you if they come across something worrying.

Our [guidance for parents and carers to keep children safe online](#) explains how to talk about online safety issues.

The guidance about [staying safe online](#) includes information on setting up age appropriate controls, on-line fraud, privacy settings, and screen time recommendations.

### **Helping make nurseries, childminders, schools and colleges as safe as possible**

Nurseries, childminders, schools and colleges have their own health and safety risk assessments and keep them under review.

As part of this, there are certain control measures that we have asked nurseries, childminders, schools and colleges to continue to maintain to reduce the risk of transmission of COVID-19 in their setting.

You can ask your nursery, childminder, school or college for more information.

### **Regional and local safety measures**

All nurseries, schools and colleges will have outbreak management plans in place outlining how they would operate if there was an outbreak in the setting or local area. Central government may also offer local areas of particular concern an enhanced response package to help limit increases in transmission.

The [contingency framework](#) provides more information on the principles of managing local outbreaks of COVID-19 in education and childcare settings. Local authorities, directors of public health and PHE health protection teams may recommend measures described in the contingency framework in individual education and childcare settings – or a small cluster of settings – as part of their outbreak management responsibilities.

### **Mixing and 'bubbles'**

From 19 July, the government will no longer recommend that it is necessary to keep children in consistent groups ('bubbles') or to keep groups apart as much as possible. This means that bubbles will not need to be used for any



summer provision (for example, summer schools) or in settings from the autumn term.

If your nursery, school, or college is still finishing their summer term from 19th July, they may wish to continue with these measures until the end of the term.

This means that assemblies and larger group activities can resume.

If there is an outbreak in your nursery, school, or college, or if your nursery, school, or college is in an enhanced response area, you might be advised that it is necessary to reintroduce bubbles or to keep groups apart for a temporary period to reduce mixing between groups.

You are encouraged to follow any requests from your individual nursery, school or college.

### **Face coverings**

From 19 July, the government is removing the requirement to wear face coverings in law but expects and recommends that they are worn in enclosed and crowded spaces where you may come into contact with people you don't normally meet. This includes public transport and dedicated transport to school or college.

If there is an outbreak in your nursery, school, or college, or if your nursery, school, or college is in an enhanced response area, you might be advised that face coverings should temporarily be worn in communal areas or classrooms (by pupils, staff and visitors, unless exempt).

Some FE courses, such as vocational training, healthcare-related courses and

the performing arts may pose particular risks of aerosol, droplet and surface transmission and may therefore warrant increased consideration, for example, face coverings, ventilation or cleaning in accordance with guidance issued for the relevant professional working arrangements.

Your child must comply with guidance on working safely if they work in commercial training environments such as:

- hairdressing, barbering and beauty salons
- sports and fitness facilities
- restaurants and external catering

### **Tracing and self-isolation**

From 19th July nurseries, schools and colleges will no longer be expected to trace close contacts. As with positive cases in any other setting, NHS Test and Trace will work with the positive case to identify close contacts. This is likely to be a small number of individuals who would be most at risk of contracting COVID-19 due to the nature of the close contact. As parents or carers, you may be contacted to help with identifying close contacts.

**From 16 August 2021**, children under the age of 18 years old will no longer be required to self-isolate if they are contacted by NHS Test and Trace as a close contact of a positive COVID-19 case. Instead, children will be contacted by NHS Test and Trace, informed they have been in close contact with a positive case and advised to take a PCR test. We would encourage all individuals to take a PCR



test if advised to do so.

18-year-olds will be treated in the same way as children until 4 months after their 18th birthday, to allow them the opportunity to get fully vaccinated. At which point, they will be subject to the same rules as adults and so if they choose not to get vaccinated, they will need to self-isolate if identified as a close contact.

If there is an outbreak in your nursery, school, or college, or if your nursery, school, or college is in an enhanced response area, you might be advised that some control measures need to be temporarily reintroduced.

### Symptoms and testing

Testing remains important in reducing the risk of transmission of infection within nurseries, schools and colleges.

Over the summer, staff, secondary pupils and college students should continue to test regularly if they are attending settings that remain open, such as summer schools and out of school activities based

in school settings. Schools and colleges will only provide tests for twice weekly asymptomatic testing for pupils and staff over the summer period if they are attending school or college.

However, testing will still be widely available over the summer and kits can be collected either from your local pharmacy or ordered online.

As your child will potentially mix with lots of other people during the summer holidays, all secondary school pupils and college students should receive 2 on-site lateral flow device tests, 3 to 5 days apart, on their return in the autumn term.

Your school or college may commence testing from 3 working days before the start of term and can stagger your child's return across the first week to manage this. Your child should then continue to test twice weekly at home until the end of September, when this will be reviewed.

Secondary schools and colleges should also retain a small on-site testing facility

HM Government

NHS  
Test and Trace

**Keep up regular testing this summer!**  
Encourage your children to keep testing and reporting twice a week over the summer holidays

GET FREE RAPID COVID-19 TESTS FROM MOST PHARMACIES OR ONLINE

NHS.UK /GET-TESTED

until further notice in case your child is unable to test themselves at home.

There is no need for primary age pupils (those in year 6 and below) to test over the summer period. They will be offered the 2 tests at the beginning of the autumn term when they start at their secondary school as a new year 7. Schools may choose, however, to start testing year 6 pupils earlier, including in summer schools, depending on their local circumstances.

It is recognised that there will be a wide range of challenges in delivering effective testing to children with SEND. We have developed specific [guidance for testing in specialist settings](#) to fully consider their needs and the flexibilities which may be required.

### **Positive rapid lateral flow test results**

Anyone with a positive test result will need to:

- Self-isolate in line with the [stay at home guidance](#) (if they test positive at school, you should arrange for them to be collected).
- [Book a further test](#) (a lab-based polymerase chain reaction (PCR) test) to confirm the result, whether the test was done at home, school or college.

Whilst awaiting the PCR result, the individual should continue to self-isolate.

If the PCR test is taken within the 2 days following the positive LFD result, and is negative, it overrides the self-test LFD test and your child can return to nursery, childminders, school or college, as long as

they don't have COVID-19 symptoms.

If you have any questions about the asymptomatic testing programme, please speak to your school or college.

From 9th July your nursery, school or college will no longer trace close contacts. Close contacts will still be identified via NHS Test and Trace. As with positive cases in any other setting, NHS Test and Trace will work with the positive case to identify close contacts. This is likely to be a small number of individuals who would be most at risk of contracting COVID-19 due to the nature of the close contact.

### **If you suspect your child has coronavirus or has a positive test**

Do not send your child to their nursery, childminder, school, college or to an entry test for a selective school if:

- They are showing one or more [coronavirus \(COVID-19\) symptoms](#).
- They have had a positive test result.
- There are other reasons requiring them to stay at home, for example, they are [required to quarantine](#).

You should follow public health advice on [when to self-isolate and what to do](#).

If you insist on your child attending nursery, school, or college when they have symptoms, they can take the decision to refuse your child if, in their reasonable judgement, it is necessary to protect other pupils and staff from possible infection with COVID-19. Their decision would need to be carefully considered in light of all the circumstances and current public health advice.

## Financial support to care for a child who is self-isolating

You may be eligible for a one-off Test and Trace Support Payment of £500 from your local authority if your child has been advised to self-isolate by their education or childcare setting (even where they have not been told to self-isolate by NHS Test and Trace).

To be eligible, you must be either:

- The parent or carer of a child that is aged 15 and under.
- The parent or carer of a young person aged 16 to 25 with an education health and care plan.

You also need to:

- be on a low income
- be unable to work from home
- be taking time off work to care for a child who is self-isolating
- be living in England
- meet the [eligibility criteria](#)

You do not require an NHS Test and Trace Account ID number in order to claim.

Further information on [claiming financial support under the Test and Trace Support Payment scheme](#) is available.

Ask your nursery, childminder or school to provide you with a letter, detailing your child's name and the dates of their isolation period. You will need to use this letter as supporting evidence as part of your application. You will not be able to apply for financial support without this letter.

When you apply to the Test and Trace Support Payment scheme your local authority will contact your child's nursery, childminder or school to verify the information you've supplied. This includes your child's:

- name
- age
- dates of self-isolation

This is a standard check against fraudulent claims, and may take place before or after

**NHS**  
Test and Trace

Test and Trace Support Payment

# Is it for me?

You could get £500 to support you and your family if you can answer 'yes' to three questions:

- Are you or your child self-isolating because of Covid-19? ✓
- Are you unable to work from home? ✓
- Are you receiving a benefit or on a low income? ✓

**Want to find out more?**  
Go to [www.gov.uk/test-and-trace-support-payment](http://www.gov.uk/test-and-trace-support-payment)  
Or to apply, contact your local authority.

The infographic features a central illustration of a living room with a blue sofa, a yellow lamp, a dog, and a child's bed.



a payment is made.

### **Assessments in primary schools**

The government is planning for a full programme of primary assessments to take place in the 2021 to 2022 academic year. This will include the introduction of the statutory Reception Baseline Assessment and Multiplication Tables Check.

They will confirm full details for 2021 to 2022 primary assessments in due course.

### **GCSEs and A levels**

Students will receive their AS and A level results on 10 August, and GCSE results on 12 August. Results for relevant VTQs that are linked to progression to Further or Higher Education will also be issued to students on or before these dates.

If a student believes there has been an error with their grade, an appeals system will be in place as a safety net for exceptional circumstances. Read the [appeals guidance for students](#) to find out more about the process for appealing a grade this summer, and to help decide whether appealing is the right approach for your child.

### **Vocational and technical qualifications (VTQs)**

From April onwards, different approaches have been taken for awarding VTQs in 2021.

VTQs most similar to GCSE, AS and A levels that are used for progression to further or higher education

Results will be awarded using similar

arrangements to GCSEs and AS or A levels. This will apply to many VTQs approved for performance tables including:

- many BTECs
- Cambridge Nationals and Technicals
- T Level core assessments
- VTQs used to enter directly into employment

Exams or assessments will continue where they are critical to demonstrate occupational or professional competence and can be delivered in line with public health measures.

### **Where the assessment cannot take place safely, it will be delayed.**

Other qualifications that are used to progress to FE or employment such as Functional Skills qualifications and English for speakers of other languages (ESOL)

Exams and assessment for these will continue in line with public health measures, alternative arrangements will be available for those who cannot access the assessments.

Ofqual published its [summer 2021 qualification explainer tool](#) on 24 March, which shows what approach will be taken for individual qualifications. Students can search for their specific qualification to see how it will be assessed.

### **Exams and assessments for the next academic year**

It is the government's intention that exams will go ahead in summer 2022. Exams and assessments for vocational and technical

qualifications will take place, in line with the latest PHE guidelines, throughout the next academic year.

### **Education Recovery**

We have announced a number of programmes and activities to support children and young people to make up their learning as a result of the pandemic.

Contact your child's school or college to find out more about the support that is available.

### **Elective home education**

If you are considering home education due to concerns around safety, you can discuss your concerns with your school, to see what safety measures have been put in place. If you would like to send your child back to school again, find out how to apply for a school place.

Schools are not required to provide any support to parents who have withdrawn their child for elective home education. Local authorities can provide support and guidance to families who elect to home educate but this is discretionary.

For further information please refer to the guidance on elective home education.

### **Holidays and travel abroad**

You should plan your holidays within school and college holidays as usual. Avoid seeking permission to take your children out of school or college during term time. You should make sure any travel is in line with national travel guidance.

Keep in mind that you and your children may need to self-isolate when you return from a trip overseas. Any self-isolation should also fall within the school or

**EXPLORE EDUCATION SUPPORT FOR YOUR CHILD.**

**VISIT [EDUCATIONCATCHUP.CAMPAIGN.GOV.UK](https://www.educationcatchup.campaign.gov.uk)**

Department for Education

college holidays.

Where your child is abroad and unable to return, local authorities and schools should continue to work with you to understand your circumstances and your plans to return. They should encourage you to return where you are able and it is safe. A pupil's name can only lawfully be deleted from the admission register on the grounds prescribed in [regulation 8 of the Education \(Pupil Registration\) \(England\) Regulations 2006 as amended](#).

Where able, schools should provide remote education for pupils unable to return from abroad due to COVID-19 travel restrictions, for the period they are abroad.

All pupils travelling to England should adhere to [government travel advice](#). You should plan for any required quarantine of self-isolation to avoid any impact on your child's education.

The red / amber / green classification of countries can be changed at any time and at short notice and you will need to respond to the latest rules on international travel, even if you have already left the UK, while also minimising the impact on your child's education.

### **Boarding and residential schools and colleges**

You will need to confirm if you or your child can travel to the UK under the current rules if they need to travel from abroad to return to boarding school. Your school or college will explain the rules to you.

Your child should not travel if the school has not confirmed that it has arrangements

in place that allow for transport, quarantine accommodation and testing that meet the requirements in the [guidance for boarding schools](#).

### **School and college food**

Schools and colleges, and some nurseries, will continue to provide free meals for eligible students, including those who are at home during term time due to COVID-19.

The guidance on [providing school meals during the coronavirus \(COVID-19\) outbreak](#) outlines how and when children eligible for benefits-related free school meals should be supported at home.

### **Mental health and wellbeing**

Some children and young people may be experiencing feelings of anxiety, stress or low mood as a result of the COVID-19 pandemic.

### **Support for children and parents**

Encourage your child to talk to you or their teacher if they are feeling anxious or stressed.

Online resources to help you support your child with mental health and wellbeing, include:

[MindEd](#) - a free educational resource on children and young people's mental health

[Every Mind Matters](#) - an online tool and email journey to support everyone in taking action to look after their mental health and wellbeing

[Bereavement UK](#) and the [Childhood Bereavement Network](#) - information and

resources to support bereaved pupils, schools and staff

The [DfE blog](#) - includes [mental health resources](#) for children, parents, carers and school staff

Public Health England's (PHE) [advice and guidance for parents and professionals on supporting children and young people's mental health and wellbeing](#) includes actions you can take to support your child and emphasises the importance of taking 60 minutes of daily physical activity. Youth Sport Trust and [Sport England](#) have advice and support on helping children and young people stay physically active.

NHS mental health services remain open and have digital tools to connect with people and provide ongoing support. Please use your local children and young people's mental health service when needed.

### **Support for children and young people**

Get free, confidential support at any time by:

- texting SHOUT to 85258
- calling Childline on 0800 1111
- calling the Mix on 0808 808 4994

### **Find help online through:**

[Young Minds](#) - information on coronavirus (COVID-19) and mental health

[Think Ninja](#) - a free app for 10 to 18 year

olds to help build resilience and stay well

[Every Mind Matters](#) - building resilience and supporting good mental health in young people aged 10 to 16

PHE has also launched new [e-learning](#) which can help parents and carers to support their children and young people in emergency or crisis situations.

Barnardo's [See, Hear, Respond service](#), provides support to children, young people and their families who are not currently seeing a social worker or other agency, and who are struggling to cope with the emotional impacts of COVID-19. Use the See, Hear, Respond self-referral webpage or Freephone 0800 151 7015.

Report any safeguarding concerns you have about any child. Contact the [NSPCC helpline](#).





# INTERNATIONAL TRAVEL ADVICE

## CHANGES TO INTERNATIONAL TRAVEL RULES FOR AMBER LIST COUNTRIES

From 4am Monday 19 July you do not need to quarantine on arrival in England or take a day 8 COVID-19 test, as long as you:

- Have been fully vaccinated under the UK vaccination programme.
- Have not been in a red list country in the 10 days before you arrive in England.

Fully vaccinated means that you have had your final dose of an approved vaccine at least 14 days before the date you arrive in England.

You will still need to book a day 2 test to take when you arrive in England.

You will need to:

- Declare that you have been fully vaccinated on your passenger locator form.
- Show proof of your vaccination status to your carrier (ferry, airline or train) when you travel.

Read about how you can use the NHS COVID Pass to show proof of your COVID-19 vaccination status.

Children under the age of 18, who are returning to the UK, and people taking part in formally approved COVID-19 vaccine clinical trials will also be exempt from requirements to quarantine and take the day 8 test.

If you are not fully vaccinated under the UK vaccination programme, you will have to quarantine on arrival and take both the day 2 and day 8 tests.

If you arrived in England before 4am, Monday 19 July you must follow the rules as set out below, even if you have been fully vaccinated.

This guide explains how people who live in England can travel abroad and return during the coronavirus (COVID-19) pandemic.

If you live in another country, you can find out the rules for travelling to England.

### Before you travel abroad

Follow these steps:

1. Check the rules for the country or territory you're going to.
2. Find out what you need to do when you return to England.
3. Book any tests or quarantine hotel packages you need.

### Check the rules for the country you're going to

Check foreign travel advice to find out whether:

- The country or territory you want to go to will allow people from England to enter.
- You need to show proof of vaccination or a negative COVID-19 test to enter, or quarantine when you arrive.

Foreign travel advice includes rules for travelling with children during the pandemic. It also includes rules or warnings that aren't related to COVID-19.

You should check the rules for any countries or territories you will visit or travel through.

### **Find out what you need to do when you return**

Countries and territories are listed as either red, amber or green. The rules for testing and quarantine when you return to England are different for each list.

[Check the red, amber and green list and the rules for the country or territory you're visiting.](#)

The rules you must follow depend on which countries or territories you've been in or travelled through in the 10 days before you arrive in England, as well as the one you're travelling from.

For example, if you travel from an amber list country but have been in a red list country in the 10 days before you arrive in England, you must follow the rules for red list countries.

Book any COVID-19 tests or quarantine hotel packages you need for your return

### **Returning from a green or amber list country or territory**

[Find a coronavirus \(COVID-19\) travel test provider](#) to book the tests you need if you've been in a country or territory on the green or amber list in the 10 days before you arrive in

England.

If you have been in an amber list country or territory, you may be able to end quarantine early if you arrange and pay for a private COVID-19 test as part of the Test to Release scheme.

[Find out how the Test to Release scheme works.](#) [See page 42.](#)

[Check the rules on testing and quarantine for amber countries if you have been fully UK vaccinated.](#)

### **Returning from a red list country or territory**

[Book a quarantine hotel package](#) if you've been in a country or territory on the red list in the 10 days before you arrive in England.

### **When to book**

You can book any COVID-19 tests or quarantine packages you need for your return to England before you go abroad or while you're abroad.

Make sure you leave enough time for any testing kits to be delivered to your address in England.

Countries and territories can move between



lists at any time if the COVID-19 situation changes. [Sign up for an email alert](#) to let you know if this happens.

### **Before you return**

Follow these steps:

- Take a COVID-19 test. Normally this will be in the country you're in. (To board your transport to England, you need proof of a negative result from a test taken in the 3 days before the service departs.)
- Complete a [passenger locator form](#). (You can do this any time in the 48 hours before you arrive in England.)

[Find out the COVID-19 test you must get and how to show proof of a negative result.](#)

You will need to find a test provider in the country you're in.

### **Amber list of countries and territories**

What you need to do before and after you travel depends on whether you have been fully vaccinated under the UK vaccination programme. Check the:

- [amber list rules if you are fully UK vaccinated](#)
- [amber list rules if you are not fully UK vaccinated](#)

### **Amber list rules if you are fully UK vaccinated**

These rules only apply if you are [fully vaccinated under the UK vaccination programme](#).

If you are not fully UK vaccinated, or you have been in France in the 10 days before you arrive in England, you must follow the [amber list rules](#)

[for people who are not fully UK vaccinated.](#)

### **Before travel to England**

Before you travel to England you must:

- [Take a COVID-19 test](#) – children aged 10 and under do not need to take this test.
- Book and pay for a [day 2 COVID-19 test](#) – to be taken after arrival in England.
- Complete a [passenger locator form](#).

You will need to:

- Declare that you have been fully UK vaccinated on your passenger locator form, or are taking part or have taken part in a formally approved UK COVID-19 vaccine clinical trial for COVID-19 vaccine, or you are under 18 and resident in the UK.
- Show proof of your vaccination status to your carrier (ferry, airline or train) when you travel.

Read about [how you can use the NHS COVID Pass to show proof of your COVID-19 vaccination status](#). [See page 44.](#)

If your personal details have changed, for example because you have changed your name, you should have evidence as to why your personal details are different.

### **On arrival in England**

You must [take a COVID-19 PCR test](#) on or before day 2 after you arrive. Children aged 4 and under do not need to take this test.

You do not need to quarantine unless the day 2 test result is positive.

You must quarantine at home or in the place you are staying if NHS Test & Trace informs you that you travelled to England or otherwise

**You should not travel to countries or territories on the red list.**



come into contact with someone who has tested positive for COVID-19.

### **Amber list rules if you are not fully UK vaccinated**

These rules apply if you are not fully vaccinated under the UK vaccination programme.

#### **Before travel to England**

Before you travel to England you must:

- Take a COVID-19 test – children aged 10 and under do not need to take this test.
- Book and pay for day 2 and day 8 COVID-19 tests – to be taken after arrival in

England.

- Complete a passenger locator form

#### **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.

Children aged 4 and under do not need to take the day 2 or day 8 test but must still

### **FULLY VACCINATED UNDER THE UK VACCINATION PROGRAMME**

These amber list rules only apply if you are either:

- Fully vaccinated in the UK or under the UK vaccine programme overseas.
- Participating or have participated in a formally approved clinical trial of a coronavirus vaccine in the UK.
- Ordinarily resident in the UK and under the age of 18 at the time you arrive.

You must have had your final dose of the vaccine at least 14 whole days before the date you arrive in England. The day you have your final dose of the vaccine does not count as one of the 14 days. You may have had one dose of the vaccine in the UK and one dose under the UK vaccine programme overseas.

The UK vaccine programme overseas applies to:

- Residents of the British overseas territories, the Channel Islands and the Isle of Man with the UK government, and their dependants under 18.
- Crown servants, UK government contractors or other personnel posted or based overseas under the FCDO staff COVID-19 vaccination programme and their dependants.
- Military or civilian personnel, UK government contractors and their dependants at a military posting overseas, including the British overseas territories, the Channel Islands and the Isle of Man, under the vaccination scheme provided or approved by the UK Defence Medical Services.

If you are not fully vaccinated under the UK vaccination programme, you must follow the amber list rules for people who are not fully UK vaccinated.














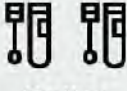


# International Travel: Traffic Light System

MEASURES

GREEN COUNTRY

AMBER COUNTRY

RED COUNTRY

 <b>Passenger Locator Form</b>			
 <b>Pre-departure test (only for ages 11+)</b>			
 <b>Quarantine</b>		10 days	10 days in a managed quarantine hotel
 <b>Test to release</b>	N/A	On day 5	
 <b>PCR testing</b>	On or before day 2 after return	On or before day 2 after return	On or before day 2 after return
 <b>Further PCR testing</b>		Day 8	Day 8
 <b>Fully UK vaccinated (From 19 July, 2021)</b>	Continue to follow testing requirements (Pre-departure test + Day 2)	You will no longer need to quarantine or take a day 8 PCR test	Continue to follow managed quarantine and testing requirements

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

quarantine at their home or in the place that they are staying.

You may be able to end quarantine early if you pay for a private COVID-19 test through the [Test to Release scheme](#).

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

### **Countries on the green watchlist or moving to amber**

If conditions change in a country or territory, it can be moved from the green list to the amber or red list.

If a country or territory on the green list is at risk of moving to amber it will also be listed on the green watchlist.

If there is a sudden change in conditions, a country or territory may be moved between lists without warning.

### **Green list rules**

What you have to do if you travel to England from a country or territory on the green list. You must only have been in or travelled through a green list country or the UK, Ireland, the Channel Islands or the Isle of Man in the prBefore travel to England

### **Before you travel to England you must:**

- [Take a COVID-19 test](#) – children aged 10 and under do not need to take this test.
- Book and pay for a [day 2 COVID-19 test](#) – to be taken after arrival in England.
- Complete a [passenger locator form](#).

### **On arrival in England**

- You must [take a COVID-19 test](#) on or before day 2 after you arrive.
- Children aged 4 and under do not need to take this test.

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

You must [quarantine](#) 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 about [making a transit stop in an amber or red list country or territory](#).

### **Ireland, the UK, 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.

### **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](#).

### **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](#)

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

An NHS COVID Pass shows your coronavirus (COVID-19) vaccination details or test results. This is your COVID-19 vaccination status.

You can use the NHS COVID Pass to prove your vaccination status when you:

- Enter another country while travelling abroad.
- Return to England if you have been in an [amber list](#) country or territory

Find out:

- About [using the NHS COVID Pass to demonstrate your vaccination status](#)
- If the [countries or territories](#) you are travelling to accept proof of COVID-19 vaccination status as part of their entry requirements.

### **Foreign, Commonwealth & Development Office travel advice**

Foreign, Commonwealth & Development Office (FCDO) travel advice continues to advise against all non-essential travel to some countries and territories. Many other countries have rules in place about who can enter and what you can do when you are there. These rules are not related to which colour list that country is on. Before you travel, you should read [FCDO travel advice for the countries you](#)

will visit. previous 10 days.

### Travelling with children

The quarantine requirements for children arriving in England are mostly the same as for adults.

See the different quarantine rules for people who are under 18 and UK resident or residents of British overseas territories.

There are different age limits for children for the different COVID-19 travel tests:

- Test to enter another country – check foreign travel advice for the country.
- Test before travel back to England – children aged 10 and under do not need to take a test.
- Day 2 and day 8 tests after arrival in England – children aged 4 and under do not need to take a test.
- Test to Release test – children of all ages must take the test if adults in household want to take part in the scheme.

**Check the rules on travel from England if you are:**

- travelling to Ireland
- travelling to Northern Ireland
- travelling to Scotland
- travelling to Wales
- travelling to the Isle of man
- travelling to Jersey
- travelling to Guernsey

### Exemptions for work, medical or compassionate reasons

You may be exempt from some or all of the travel and entry rules:

- because of your job – check a list of jobs that qualify for travel exemptions
- for medical or compassionate reasons



The poster is blue with white and yellow text. At the top left is the UK Government logo and at the top right is the NHS logo. The main heading reads 'CORONAVIRUS ALL TRAVELLERS MUST COMPLETE THE PASSENGER LOCATOR FORM BEFORE TRAVELLING TO THE UK'. Below this, it says 'Scan the QR code with your device or visit gov.uk/passenger-locator-form to complete the form now.' There are two icons: a QR code and a smartphone with a checkmark. At the bottom, it states 'It is a legal requirement to complete this form. Fines of up to £10,000 apply to travellers who cannot show a completed form when spot-checked.' and 'The information you provide will be used to contact you, if someone you have travelled with develops coronavirus symptoms.' At the very bottom, it says 'STAY HEALTHY. CONTROL THE VIRUS. SAVE LIVES.'



# 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 PASS

An NHS COVID Pass shows your coronavirus (COVID-19) vaccination details or test results. This is your COVID-19 status.

You may be asked to show your pass to get into some events, where the COVID Pass is being trialled, or to travel abroad.

Always check the entry requirements for the venue or the country you're visiting.

If you're planning to travel abroad or want to know more about your COVID-19 status:

[get step by step travel advice on GOV.UK](#)

[find out how to demonstrate your COVID-19 status on GOV.UK](#)

## Who can get an NHS COVID Pass in England

If you're aged 16 or over, you can get an NHS COVID Pass depending on your vaccination status or COVID-19 test results. If you were vaccinated as part of a trial, you'll receive a letter confirming your status as "fully vaccinated".

## Children under the age of 16

The NHS COVID Pass is not available for children aged 15 or younger.

If you're travelling abroad, your child may still need to show a negative test result. Check the entry requirements for the country you're visiting.

Children do not need to show a COVID Pass to get into UK venues.

## How to get your NHS COVID Pass

There are different ways to get a COVID Pass.

### Get a digital version

You can get a digital version using the NHS App or NHS website. You can download it as a PDF or get it sent to you in an email.

You can get a digital version by:

- [downloading the NHS App](#) – you must be registered with a GP surgery in England to use the app
- [using the online NHS COVID Pass service](#)

You will need an NHS login to use these services. You'll be asked to create one if you do not have an NHS login already.

What you need to get a pass	When you can get a pass
2 doses of a COVID-19 vaccine in England	2 weeks after your 2nd dose
Negative PCR test or rapid lateral flow test within the past 48 hours	As soon as you get your result If you did a rapid lateral flow test at home, <a href="#"><u>report your rapid lateral flow test result on GOV.UK</u></a> first
Positive PCR test within the past 6 months	After you've finished self-isolating and up to 180 days after taking the test

## How long digital versions are valid for

If you have:

- 2 doses of a COVID-19 vaccine – your pass lasts for 28 days and then automatically renews (check the expiry date before you travel).
- A negative PCR test or rapid lateral flow – it's valid for 48 hours after a negative result.
- A positive PCR test – it's valid for 180 days after a positive result.

## Get a paper version (vaccination status only)

You can get an NHS COVID Pass letter sent to you in the post.

This shows you've been vaccinated against COVID-19. It does not show COVID-19 test results.

You can ask for a letter 2 weeks after having your 2nd dose of the vaccine. You should get it within 5 working days.

You do not need to be registered with a GP surgery or have an NHS login for this.

You can get a letter by:

- [Requesting a COVID Pass letter online.](#)
- Calling 119 – do not call 119 if you're travelling in more than 4 weeks' time.

The paper version does not have an expiry date.

## Protecting your data

When you access your NHS COVID Pass via the NHS App, or directly via the NHS website, you will use NHS login. NHS login has advanced security features to protect

you and minimise any risk of fraud.

Your COVID Pass only shows your vaccination record or test results, and no other personal health records.

[NHS login](#) makes it easier and quicker for you to securely access digital health and care services with 1 username and password.

NHS login registrations may take longer than usual when there are high numbers of requests. You will need to register at least 2 weeks before you want to use your pass.



## 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 PEOPLE

## Who this guidance is for

This guidance is for everyone in England who has been identified as clinically extremely vulnerable from coronavirus (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 below. 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.

## What has changed

Shielding advice was paused on 1 April 2021.

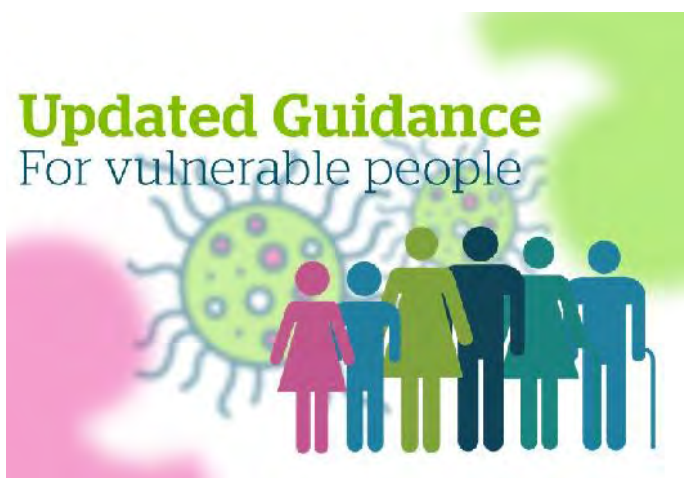
As restrictions will be eased following the move to Step 4 of the roadmap, clinically

extremely vulnerable people are advised as a minimum, to follow the same guidance as everyone else. It is important that everyone adheres to this guidance.

However, as someone who is at a higher risk of becoming seriously ill if you were to catch COVID-19, you may wish to think particularly carefully about additional precautions you might wish to continue to take. Individuals may choose to limit the close contact they have with those they do not usually meet with in order to reduce the risk of catching or spreading COVID-19, particularly if they are clinically extremely vulnerable and when COVID-19 disease levels in the general community are high. It is important to respect and be considerate of those who may wish to take a more cautious approach as restrictions are lifted.

We understand you may have concerns and wish to know how you can continue to take precautions to keep yourself safe. There are things that you can continue to do to lower your risk of infection and prevent the spread of COVID-19, and some examples are outlined here.

Although the vast majority of the population, including the clinically extremely vulnerable, will be well protected by the vaccine, no vaccine is 100% effective and there is emerging evidence that suggests that some immunocompromised and immunosuppressed individuals may not respond as well to COVID-19 vaccines as others. However, all COVID-19 vaccines should offer some degree 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 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](#).

various studies underway that are looking at this

If you have any questions or concerns about what it means to be clinically extremely vulnerable and about how COVID-19 may impact your health condition, have a look at the [NHS website](#).

If you are concerned about your general physical and mental wellbeing or if you are immunocompromised or immunosuppressed and have any concerns about what this means for you, then please contact your GP practice or specialist who can provide you with support and guidance on any further measures you can take to further reduce your risk of infection.

## 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, [book your vaccination appointment online](#) or call 119. If you have received your first dose, you should still ensure you take up your second dose of the vaccine. Having 2 doses should further increase your level of protection. For some with immunosuppression it may only be with your second dose that a significant immune response is triggered.

[The JCVI's interim advice](#), based on existing evidence, is to offer COVID-19 booster vaccines to the most vulnerable, starting from September 2021. The booster programme will aim to provide additional resilience against variants, and maximise protection in those who are the most

Therefore, it is really important that you have both your first and second dose of the coronavirus vaccine.

A recent study from Public Health England (PHE), which looked at more than 1 million people in at-risk groups, found that people who are immunosuppressed are significantly better protected from symptomatic infection following the second dose of a COVID-19 vaccine.

We are continuing to work to better understand who is less well protected by the COVID-19 vaccines, and there are

vulnerable to serious disease from COVID-19 ahead of the winter months, when there is increased pressure on the NHS as non-COVID-19 emergency demand is at its highest.

A booster dose would be offered to groups in 2 stages and, if possible, delivered alongside the annual influenza vaccination. In the first stage, a booster would be offered to:

- Adults aged 16 years and over who are immunosuppressed.
- Those living in residential care homes for older adults.
- All adults aged 70 years or over.
- Adults aged 16 years and over who are considered clinically extremely vulnerable.
- Frontline health and social care workers.

As soon as practicable after the first stage, the second stage would see a booster offered to:

- All adults aged 50 years and over.
- Adults aged 16 to 49 years who are in an influenza or COVID-19 at-risk group.
- Adult household contacts of immunosuppressed individuals.

Children under 16 years of age, even if they are clinically extremely vulnerable, are at low risk of serious illness and death from COVID-19 and are not currently recommended for vaccination. However, as set out in chapter 14a of PHE's Green Book, vaccination may be appropriate for

those 12 to 15 years of age with severe neuro-disabilities who tend to get recurrent respiratory tract infections. This would particularly apply to those who spend time in specialised residential care settings for children with complex needs.

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 completed, 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 should continue to follow the guidance that is in place for everyone.

### **Socialising inside and outside the home**

It is recognised that restrictions on socialising with friends and family have been difficult for everyone, especially for





clinically extremely vulnerable people during periods of shielding. Guidance on socialising inside and outside of the home with your friends and family has been updated for everyone. From 19 July, there is no longer any limits on the number of people or households that you can meet with. In addition, the requirement to socially distance from others has ended, other than in a few exceptions. Social distancing rules (2 metres or 1 metre with additional mitigations) have been lifted. You should continue to consider the risks of close contact with others, particularly if you are clinically extremely vulnerable or not yet fully vaccinated, as the risk of catching or passing on COVID-19 is generally higher:

- In crowded spaces, where there are more people who might be infectious.
- In enclosed indoor spaces where there is limited fresh air.
- When COVID-19 disease levels are high in the general community.

Everyone will only be required to socially distance in limited circumstances, such as maintaining infection control in health and care settings.

As someone identified as clinically

### **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.](#)

extremely vulnerable, it has been acknowledge that social distancing has been particularly difficult for you, especially during periods of shielding. Because clinically extremely vulnerable people are at higher risk of severe illness from COVID-19, you may wish to think particularly carefully about taking precautions when meeting others you do not usually meet with in order to reduce the risk of catching or spreading COVID-19. For example, you could:

- Meet outside if possible – 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.
- Make 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 of indoor spaces guidance for more information.](#) See [page 58 for more advice.](#)
- Consider whether you and those you are meeting have been vaccinated – you might want to wait until 14 days after your second dose of a COVID-19 vaccine before being in close contact with others.
- Wash your hands regularly and avoid touching your face.
- Consider continuing to practice social distancing if that feels right for you and your friends.
- Asking friends and family to take a lateral flow test before visiting you

You are encouraged to go outside for exercise and can do so freely now. You can find tips and advice on staying active and eating healthily at [NHS Better Health](#). You can find more information online about [how to stop the spread of coronavirus](#).

## Work

From 19 July, social distancing measures ended in the workplace and it is no longer necessary for the government to instruct people to work from home.

However, employers still have a legal responsibility to protect their employees and others from risks to their health and safety. Your employer should be able to explain to you the measures they have in place to keep you safe at work. Some employers may request employees to undertake regular testing for COVID-19 to identify people who are asymptomatic.

The Health and Safety Executive (HSE) has 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. Access to Work will prioritise Access to Work applications from disabled people who are in the clinically extremely vulnerable group.

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

You may be eligible for Statutory Sick Pay (SSP) or Employment and Support Allowance (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 \(COVID-19\)](#).

[Citizens Advice](#) 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.

Where parents are concerned about their child's attendance, they should speak to their child's setting about their concerns and discuss the 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.

The use of rapid lateral flow tests helps us to identify individuals with 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 can help us 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, we have made [rapid lateral flow tests available](#) to schools and colleges. Lateral flow tests can also be accessed directly for households of primary and secondary school pupils and for households 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 [measures](#) to help minimise the risk of spreading COVID-19. These include handwashing, use of face coverings in specific situations, enhancing cleaning, ventilation and managing suspected and confirmed cases.

### **Travel**

Whilst the legal requirement to wear a face covering was lifted from 19 July, the government expects and recommends that people wear face coverings in crowded areas, such as public transport.

Wearing a face covering, especially when there is close contact between people in enclosed and crowded spaces will still help to reduce the risk of spreading COVID-19, especially. It may also ensure those who are clinically extremely vulnerable feel more relaxed. It is important that face coverings fit securely around the face so as to safely cover the mouth and the nose.

### **Going to shops and pharmacies**

Clinically extremely vulnerable people are now advised to follow the guidance that applies to the rest of the population. You may still wish to consider going to the shops and pharmacy at quieter times of the day.

Priority access to supermarket delivery slots using the Shielding Support website ended on 21 June. You can continue to book delivery slots in the usual manner from a supermarket.

The NHS Volunteer Responders programme is still available to help support those who need it. 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.

The measures you may have taken to respond to COVID-19 may have triggered feelings of worry, distress or loneliness. These feelings are a completely normal response to an unprecedented period of disruption. As restrictions ease and the economy is gradually and safely reopened, you may find that your wellbeing improves as you reconnect with family and friends, and return to routines and activities that help to keep you well.





You can visit the [Every Mind Matters website](#) for advice and practical steps that you can take to support your wellbeing and manage your mental health. If you are feeling lonely, the Let's Talk Loneliness website also has a variety of tips, advice and further resources that you may find helpful. The NHS Volunteer Responders also offer regular telephone support through the Check In and Chat Plus service which can provide a regular check-in by telephone to you for up to 10 weeks, with typically 3 calls taking place each week.

If you are struggling with your mental health, you can reach out for support. Visit the [Hub of Hope](#) to find local sources of mental health support and services, both from the NHS and from other organisations close to you. Your GP will be able to refer you to NHS talking therapies, which can provide treatment for depression, anxiety or post-traumatic stress disorder, or you can self-refer online.

If you or a loved one are experiencing a mental health crisis, you can call a local NHS mental health helpline for 24-hour advice and support, or contact the Samaritans on 116 123 or through emailing [jo@samaritans.org](mailto:jo@samaritans.org).

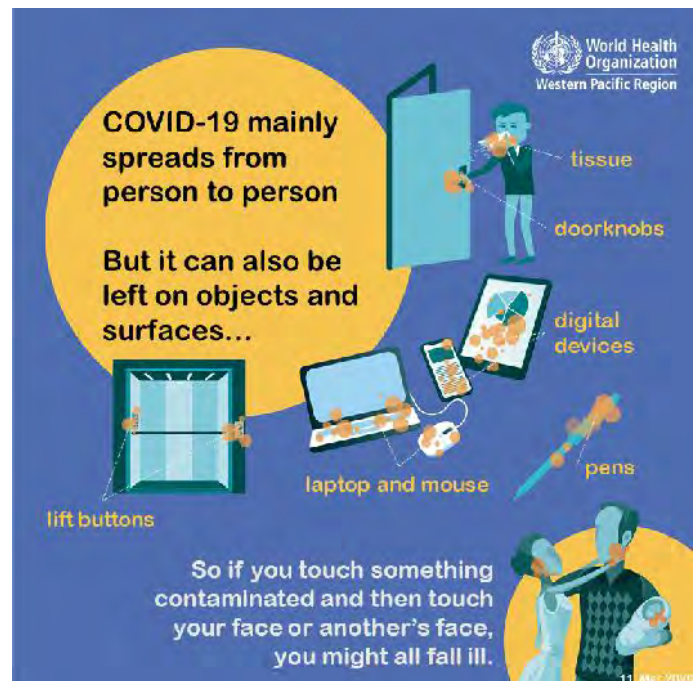
Any carers or visitors who support you with your everyday needs can continue to visit. They should continue to follow the [guidance on how to stop the spread of COVID-19](#) at all times.

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, [find out how to get coronavirus support](#) or contact your local council to find out what support is available.



## WEARING A FACE COVERING OR MASK

In **England**, the legal requirement to wear a face covering in enclosed public spaces has ended. But government guidance says it "expects and recommends" the continued wearing of masks in crowded areas such as public transport

Face coverings must still be worn in other parts of the UK, so you could be fined if you break the rules:

In **Scotland**, masks must still be worn in shops and on public transport - as well as pubs and restaurants when not seated. .

In **Wales**, masks are still legally required in all public indoor areas, apart from when seated to eat or drink. If there is a move to alert level zero on 7 August, masks will still be required in most public places and on public transport

In **Northern Ireland** from 26 July (if plans are approved on 22 July) face coverings will no longer be compulsory in places of worship, or for students in school classrooms. They must still be worn on public transport and in shops and hospitality venues

Businesses and travel operators can set their own rules for customers and passengers.

### Colchester Borough Council buildings

Public will be encouraged to wear face coverings in crowded indoor spaces and social distance as per wider Government guidelines.

- Train operator Greater Anglia will ask passengers to wear face coverings during busy times
- Brittany Ferries will continue to require face coverings
- British Airways, EasyJet, Virgin and Ryanair, have said masks will be required

Many shops in England are still deciding whether to enforce their own rules.

But some have announced they still want shoppers to wear masks.

The NHS have announced that people will still be expected to wear face masks in healthcare settings.



## 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.

### 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.

# 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

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.

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



**'Face coverings and social distancing measures will remain in place across healthcare settings so that the most vulnerable people can continue to safely attend hospital, their GP surgery, pharmacy or any other healthcare settings for advice, care and treatment.'**

**Ruth May**  
Chief Nursing Officer for England

## 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.

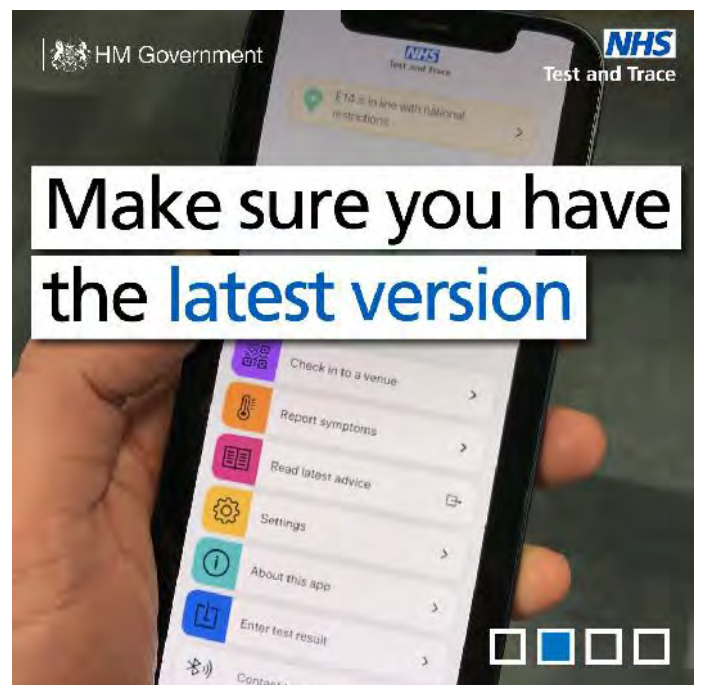
## App Data

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.

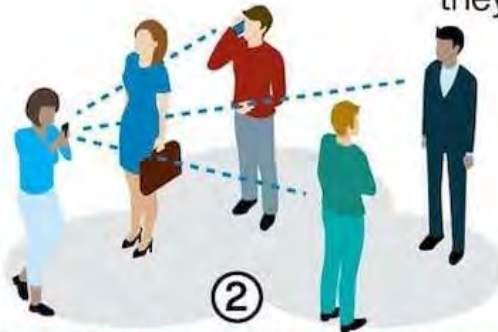
By all using this app we can help keep ourselves and the public that much safer from the risks of Covid-19. But remember, just because you have the app doesn't mean the end of **Hands – Face – Space** so please frequently wash your hands and avoid common touchpoints, wear a mask when needed, and stay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



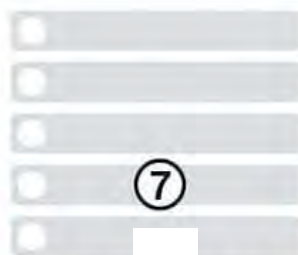
④ They can also scan a QR code at any venue they attend



⑤ 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

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 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 test 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

**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**



(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.

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.

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 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.







**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**

- 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 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 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.

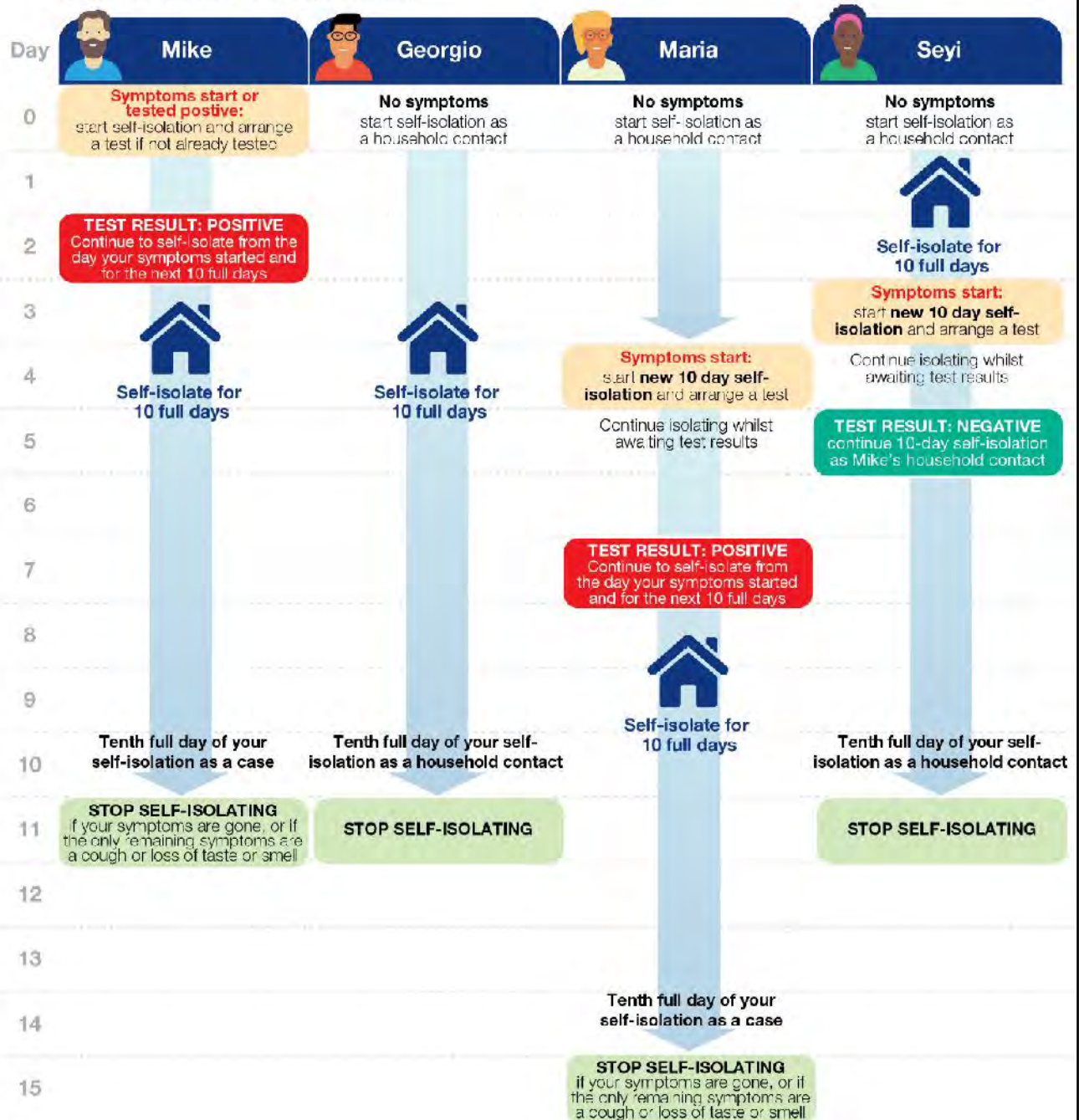
Your isolation period includes the day the first person in your household's [symptoms](#) started (or the day their test was taken if they did not have symptoms) and the next 10 full days.



# 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

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 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.

### **PCR tests while you are self-isolating as a contact**

You can arrange to have a single PCR test whether or not you have symptoms. This is because you are at a higher risk of being

infected. The results of the PCR test will help NHS Test and Trace contact people who may have caught the virus from you. They can then self-isolate and avoid passing it on to others.

You should arrange to have this PCR test as soon as possible within your 10 day isolation period, so that NHS Test and Trace can identify the people that you have been in contact with. You can order a home test kit or book an appointment at a test site. To reduce the risk to others you should only use a test site if you are unable to use the home PCR testing service. If you go to a test site, strictly observe social distancing advice and return home immediately afterwards. If you order a home test kit you should use and return it within 48 hours of receiving it.

**If your PCR test result is negative**, you should still stay at home and self-isolate to avoid putting others at risk. This is because you could still become infectious during the 10 day isolation period.

**If your PCR 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, 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.

You should not arrange to have a PCR test if you have previously received a positive PCR test result in the last 90 days, unless you develop any new symptoms of COVID-19. It is possible for PCR tests to remain positive for some time after COVID-19 infection.

### **LFD tests while you are self-isolating as a contact**

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 your LFD test result is negative, you should still stay at home and self-isolate to avoid putting others at risk. This is because you could still become infectious during the 10 day isolation period.

If your LFD test result is positive, you should arrange to have a follow-up PCR test as soon as possible.

### **If you develop symptoms while you are self-isolating as a contact**

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.

### **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.

### **How COVID-19 is spread**

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

**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
- DON'T 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
- DON'T 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 ✓ HSC Health and Social Care

also be contaminated with COVID-19 when people with the infection cough or sneeze or touch them. The risk of spread is greatest when people are close to each other, especially in poorly ventilated indoor spaces and when people spend a lot of time together in the same room.

Social distancing, washing your hands and good respiratory hygiene (using and disposing of tissues), cleaning surfaces and keeping indoor spaces well ventilated are the most important ways to reduce the spread of COVID-19.

People who have COVID-19 can infect others from around 2 days before symptoms start, and for up to 10 days after. They can pass the infection to others, even if they have mild symptoms or no symptoms at all, which is why they must stay at home.

People who live in the same household as someone with COVID-19 are at higher risk of developing COVID-19. They could spread the disease to others even when feeling well, which is why they must stay at home.

### **How to limit close contact with others in the household if you have COVID-19**

Spend as little time as possible in shared spaces such as kitchens, bathrooms and sitting areas. 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. Observe strict social distancing.

Ask the people you live with to help by bringing your meals to your door, helping with cleaning and by giving you space.

Use a separate bathroom from the rest of the household where possible. If a separate bathroom is not available, try and use the facilities last, before cleaning the bathroom using your usual cleaning products. The

bathroom should be cleaned regularly.

You should use separate towels from other household members, both for drying yourself after bathing or showering and for drying your hands. Keep your room well-ventilated by opening a window to the outside.

Use a face covering or a surgical mask when spending time in shared areas inside your home to minimise the risk of spread to others. Used correctly, they may help to protect others by reducing the transmission of COVID-19 but they do not replace the need to limit your contact with other household members.

You can find more advice on reducing the risks from COVID-19 in your home at GermDefence.

Those who are clinically extremely vulnerable should be supported to minimise their contact with other people in the household during this period, regardless of whether others have symptoms or not.

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

Everyone should take the following steps to reduce the spread of infection within their household.

#### **Wash your hands**

This is an important way to reduce the risk of catching COVID-19 or passing it on to others. Wash your hands with soap and water for 20 seconds or use hand sanitiser, particularly after coughing, sneezing and blowing your nose and before you eat or handle food. Clean your hands frequently and avoid touching your face.

#### **Cover coughs and sneezes**

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. If you have a carer, they should use disposable tissues to wipe away any mucus or phlegm after you have sneezed or coughed and then wash or sanitise their hands.

### **Clean your home to reduce spread of infection**

Regularly clean frequently touched surfaces, such as door handles and remote controls, and shared areas such as kitchens and bathrooms. This is particularly important if you have a clinically extremely vulnerable person in the house.

Use standard household cleaning products like detergents and bleach to clean your home as these are very effective at getting rid of the virus on surfaces. Clean shared bathrooms each time they are used, especially the surfaces you have touched, using your usual bathroom cleaning products.

Cleaning cloths and personal waste such as used tissues and disposable face coverings should be stored in disposable rubbish bags. These bags should be placed into another bag, tied securely and put aside for at least 72 hours before being put in your usual external household waste bin. Other household waste can be disposed of as normal.

Use a dishwasher to clean and dry your crockery and cutlery. If this is not possible, wash them by hand using washing up liquid and warm water and dry thoroughly using a separate tea towel.

### **Laundry**

To reduce the possibility of spreading the virus through the air, do not shake dirty laundry. Wash items in accordance with the manufacturer's instructions. All dirty laundry can be washed in the same load. If you do not have a washing machine, wait a further 72 hours after your self-isolation has ended when you can then take the laundry to a public launderette.



**It is still a legal requirement to self-isolate if you are told to do so by NHS Test & Trace.**



Do not share towels, including hand towels and tea towels.

### **Ventilate indoor areas**

Keep indoor areas well-ventilated with fresh air, especially shared living areas. To increase the flow of air you can:

- Open windows as much as possible.
- Open doors.
- Make sure that any vents are open and airflow is not blocked.
- Leave extractor fans (for example in bathrooms) running for longer than usual with the door closed after use.

### **Caring for pets**

COVID-19 in the UK is spread between humans. There is limited evidence that some animals, including pets, can become infected with SARS-CoV-2 (the virus that causes COVID-19) following close contact with infected humans.

Pet owners who have COVID-19 or who are self-isolating with symptoms should restrict contact with pets and wash their hands thoroughly before and after interacting with their pet.

### **Looking after your mental and physical wellbeing while staying at home**

Staying at home and self-isolating for a prolonged period can be difficult, frustrating and lonely for some people and you or other household members may feel low. It can be particularly challenging if you do not have much space or access to a garden.

Remember to take care of your mind as well as your body and get support if you need it. There are many sources of support and information, such as guidance on looking

after your mental health and wellbeing and on supporting children and young people.

Every Mind Matters provides simple tips and advice to take better care of your mental health, including a COVID-19 hub with advice for those staying at home.

Many people find it helpful to remind themselves why what they are doing is so important. By staying at home, you are helping to protect your friends and family, other people in your community and the NHS.

Things that you can do to help make staying at home easier:

- Keep in touch with friends and family over the phone or through social media.
- Remember that physical exercise can be good for your wellbeing. Look for online classes or courses that can help you take light exercise in your home.
- Plan ahead and think about what you will need to be able to stay at home for the full duration.
- Ask your employer, friends and family for help to access the things you will need while staying at home.
- Think about and plan how you can get food and other supplies, such as medication, that you will need during this period.
- Check if your neighbourhood or local community has a volunteer system that could help bring you supplies or provide other support.
- Ask friends or family to drop off anything you need or order supplies online or by phone, making sure these are left outside your home for you to collect.
- Think about things you can do during your

time at home such as cooking, reading, online learning and watching films.

- Many people find it helpful to plan out the full 10 days. You may also find it helpful to plan in advance what you will do if, for example, someone in your household were to feel much worse.

If you need help for a mental health crisis, emergency or breakdown, seek immediate advice and assessment. Even during the COVID-19 pandemic, urgent mental health support is available to adults and children around the clock. Find your [local NHS helpline](#) by searching for your postcode or home town in a new service finder.

### **If you need medical advice**

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

All routine medical and dental appointments should be cancelled while you are staying at home. If you are concerned or have been asked to attend in person during this time, discuss this with your medical contact first (for example, your GP or dentist, local hospital or outpatient service).

Seek prompt medical attention if your illness or the illness of someone in your household is worsening. If it is not an emergency, contact the [NHS 111 online](#) COVID-19 service or NHS 111 for other health conditions. If you have no internet access, call NHS 111.

If it is a medical emergency and you need to call an ambulance, dial 999. Inform the call handler or operator that you or someone in your household has COVID-19 or symptoms if

that is the case.

### **Financial support**

Self-isolation is one of the most important things we can do to help stop the spread of the virus and protect our friends and family, our community and the NHS. If you have symptoms of COVID-19, have received a positive test result, or have been told you are a contact with someone who has, self-isolation is the only way to guarantee you won't pass COVID-19 to others. If you are told to isolate, you should do so straight away. [Find out what support you can get if you're affected by coronavirus](#) is available.

Ask your employer, friends and family for help to access the things you will need while staying at home. More information on [accessing food and essential supplies](#) is available.

Check if your neighbourhood or local community has a volunteer system that could help bring you supplies or provide other support. Ask friends or family to drop off anything you need or order supplies online or by phone, making sure these are left outside your home for you to collect.

If you are unable to work due to COVID-19, see guidance from the [Department for Work and Pensions](#) to find out about support available to you. 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. If you are the parent or guardian of a child who has been told to self-isolate, you may also be entitled to this support payment. You can apply for the NHS Test and Trace Support Payment online or through the [NHS COVID-19 app](#).

You will be eligible if you live in England and meet all the following criteria:

you have been asked to self-isolate by NHS

Test and Trace, including by the NHS COVID-19 app

- you are employed or self-employed
- you cannot work from home and will lose income as a result
- you are claiming at least one of the following benefits:
- Universal Credit
- Working Tax Credits
- income-related Employment and Support Allowance
- income-based Jobseeker's Allowance
- Income Support
- Pension Credit or Housing Benefit

Visit your local authority's website for more information on the help and support that is available to you.

### 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

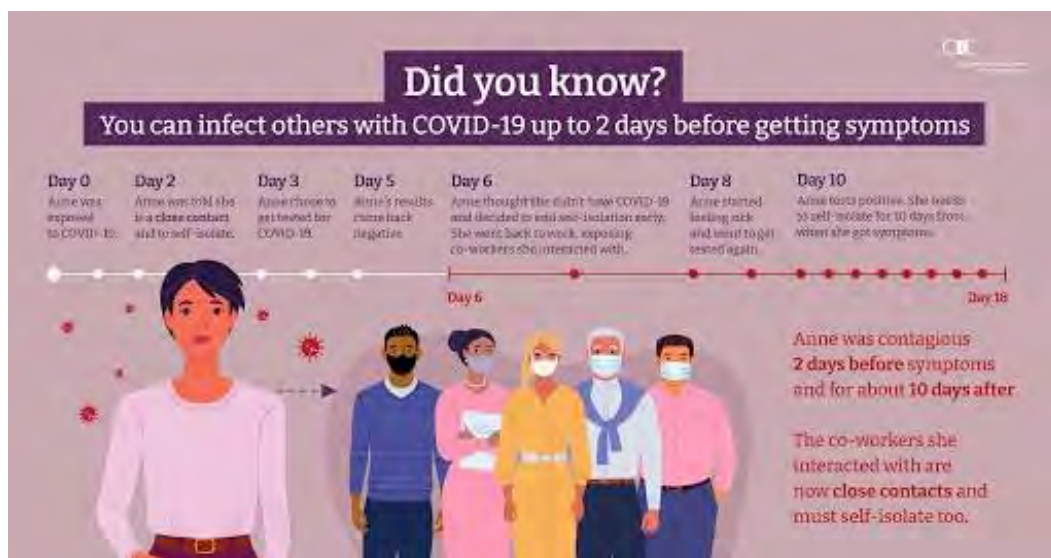
potential risks of transmission of the virus through breast milk or by being in close contact, however, this will be an individual decision. Talk to your midwife, health visitor or GP by telephone.

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.





# HOW FAMILIES CAN SUPPORT EACH OTHER'S MENTAL HEALTH DURING SELF ISOLATION



**01**

Check in with each other on a regular basis. How are you feeling today? Is there anything I can do to help?



**02**

Engage in some physical activity together. Doing this in a group can increase connectedness and is great for reducing stress



**03**

Get some really simple healthy rules in place that you can all follow (E.g. We will make sure to sit down and eat dinner with each other every night)



**04**

Set a challenge to learn a new coping skill each week. Spend 5-10 minutes each day to practise using it



**05**

Organise and plan your week together. Make sure everyone understands what work or school related activities are coming up over the next 7 days



**07**

Schedule in time during your week where you can all engage in some activities that provide you with a sense of pleasure and achievement



**08**

Work together as a team. Be a strong unit that supports, cares and encourages



**06**

Spend 5 minutes each morning when you wake up to engage in some breathing exercises as a family



**10**

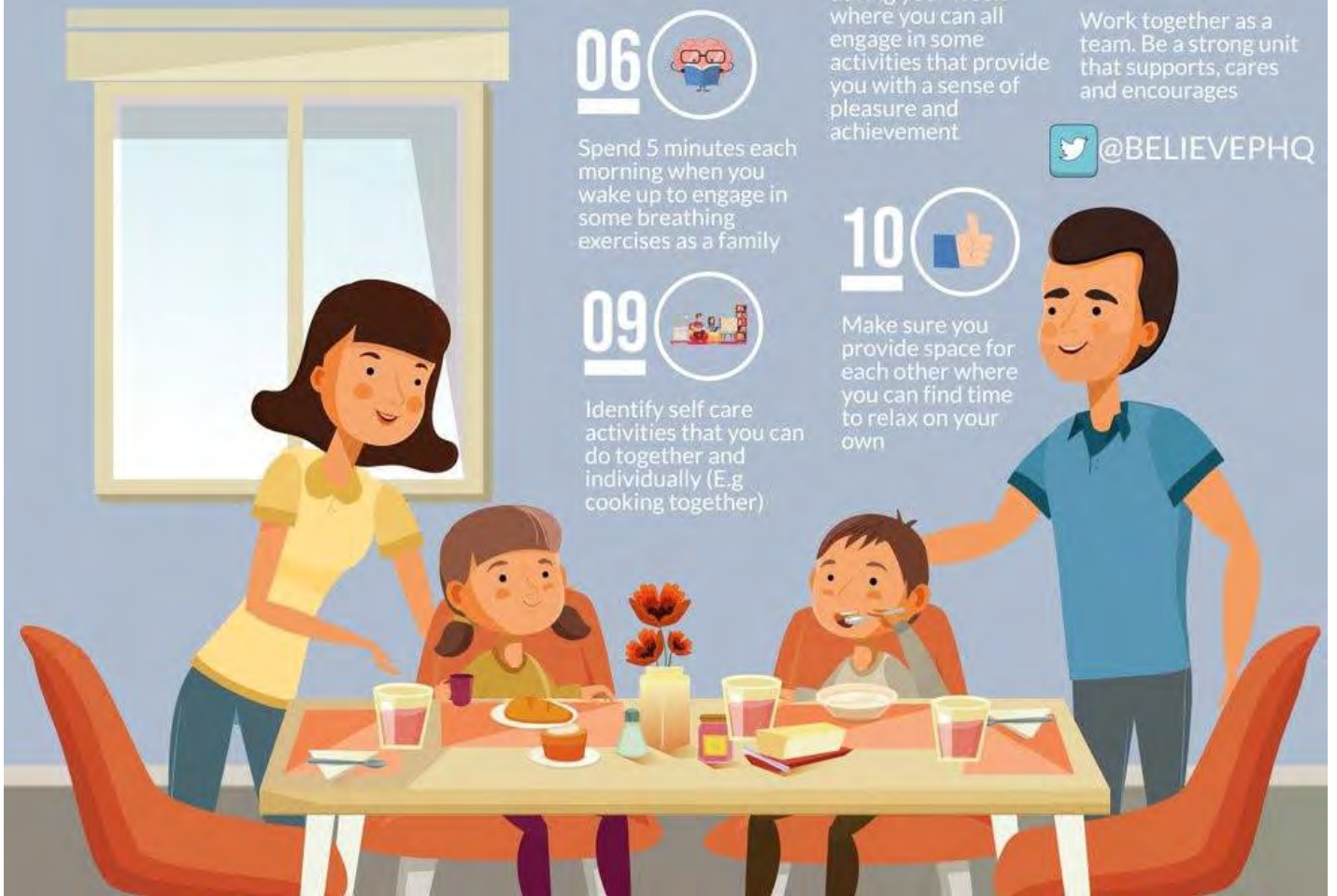
Make sure you provide space for each other where you can find time to relax on your own



**09**

Identify self care activities that you can do together and individually (E.g. cooking together)

 @BELIEVEPHQ





# 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](#)



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**

Four circles at the bottom: white, orange, white, white.

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 presented in a blue and white color scheme. It compares two types of tests: PCR tests for those with symptoms and rapid lateral flow tests for those without symptoms. The PCR section includes details on when to take the test, how long it takes, and where to get one. The lateral flow section includes similar details. A central image shows a PCR test tube and a lateral flow test strip. The NHS logo and 'Test and Trace' are in the top right. The HM Government logo is in the top left. A call to action at the bottom says 'Find out more at GOV.UK or call 119'.

**HM Government**

**NHS Test and Trace**

# Covid-19 Testing

### With symptoms

'PCR' tests

**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

'rapid lateral flow' tests

**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

**Find out more at GOV.UK or call 119**



## Test and Trace Support Payment

# What will I need if I apply?

If you're self-isolating due to Covid-19, you could get £500 to support you and your family if you can provide the following items:



**An NHS Test and Trace Account ID**



You'll have been given this if you've been told to self-isolate by NHS Test and Trace. It's sometimes called a 'CTAS number.'

If you're a parent or guardian, you'll need a communication from a school or childcare setting instead.

**Confirmation that you receive a benefit**



You'll be claiming Universal Credit, Working Tax Credit, income-based Employment and Support Allowance or Jobseeker's Allowance, Income Support, Housing Benefit or Pension Credit.

If not, you'll need to show your local authority that you're on a low income (they'll tell you what this is).

**Proof of work and a bank statement**



Along with a recent bank statement, you must provide your last payslip if you're employed, or proof that you're self-employed.

**Want to find out more?**

**Go to [www.gov.uk/test-and-trace-support-payment](https://www.gov.uk/test-and-trace-support-payment)  
Or to apply, contact your local authority.**



# 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



# 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) vaccines are safe and effective. They give you the best protection against COVID-19.

## Who can get a COVID-19 vaccine

All adults aged 18 or over can now get vaccinated against COVID-19.

You do not need to wait to be contacted by the NHS.

If you were contacted but have not booked your appointments, you're still eligible and can book your appointments anytime.

## How to get your COVID-19 vaccine

The COVID-19 vaccines currently available are given in 2 doses. You usually have the 2nd dose 8 to 12 weeks after the 1st dose.

## To get your vaccine you can:

- Book your COVID-19 vaccination appointments online for an appointment at a vaccination centre or pharmacy.
- Wait to be contacted by your GP surgery and book your appointments with them.



## Suffolk and North East Essex COVID-19 Vaccination Service

Has information on:

- Where you can get the vaccine
- Vaccine eligibility
- Making an appointment
- Locations walk-in vaccination sites
- Attending the appointment

- Go to a walk-in vaccination site. See the Suffolk and North East Essex COVID-19 Vaccination Service.

If you cannot book appointments online, you can call 119 free of charge. You can speak to a translator if you need to.

## Booking your 2nd dose

You'll need to book a 2nd dose for 8 to 12 weeks after your 1st dose.

- If you book online, you'll be asked to book appointments for both doses. You can manage your COVID-19 vaccination appointments to view your appointments and rebook if you need to.
- If you have your 1st dose at a walk-in vaccination site, you can book your 2nd COVID-19 vaccination appointment online. You'll need to wait 24 hours after your 1st dose before you can book.
- If you have your 1st dose through your GP surgery, you'll be contacted when it's time to book your 2nd dose.

Some people at high risk from COVID-19 can get earlier appointments for their 2nd dose (at 8 weeks instead of 12 weeks). Wait to be contacted if you think you're in this group and you've already booked your 2nd dose at 12 weeks.

### Types of COVID-19 vaccine

The COVID-19 vaccines currently approved for use in the UK are:

- Moderna vaccine
- Oxford/AstraZeneca vaccine
- Pfizer/BioNTech vaccine
- Janssen vaccine (available later this year)

### Which vaccine will I get?

You cannot usually choose which vaccine you have. When you book, you'll only be offered appointments for vaccines that are

suitable for you.

Most people can have any of the COVID-19 vaccines, but some people are only offered certain vaccines.

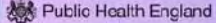
For example, if you're pregnant or under 40 you'll usually only be offered appointments for the Pfizer/BioNTech or Moderna vaccines.

You should have the same vaccine for both doses, unless you had serious side effects (such as a serious allergic reaction) after your 1st dose.

### How well do the COVID-19 vaccines work?




Anyone who gets COVID-19 can become seriously ill or have long-term effects (long COVID). The COVID-19 vaccines are the best way to protect yourself and others.

Research has shown the vaccines help:



**JCVI advises the following groups should be offered COVID-19 vaccination:**

- **Children aged 12 to 15** with severe neurodisabilities, Down's syndrome, immunosuppression and multiple or severe learning disabilities
- **Children and young people aged 12 to 17** who live with an immunosuppressed person
- Under existing advice, **young people aged 16 to 17 with underlying health conditions** should have already been offered vaccination



- Reduce your risk of getting seriously ill or dying from COVID-19.
- Reduce your risk of catching or spreading COVID-19.
- Protect against COVID-19 variants.

The 1st dose should give you some protection from 3 or 4 weeks after you've had it. But you need 2 doses for stronger and longer-lasting protection.

There is a chance you might still get or spread COVID-19 even if you have a vaccine, so it's important to continue to follow all [social distancing guidance](#).

### Side effects and safety

The COVID-19 vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness.

They can cause some side effects, but not everyone gets them.

Any side effects are usually mild and should not last longer than a week, such

as:

- a sore arm from the injection
- feeling tired
- a headache
- feeling achy
- feeling or being sick

More serious side effects, such as allergic reactions or blood clotting, are very rare.

[Find out more about COVID-19 vaccines side effects and safety](#) See page 103.

### Pregnancy, breastfeeding and fertility

You can get vaccinated against COVID-19 if you're aged 18 or over and:

- you're pregnant or think you might be
- you're breastfeeding
- you're trying for a baby or might get pregnant in the future

The vaccines you'll be offered depends if you're pregnant and how old you are. The vaccines cannot give you or your baby COVID-19.

### COVID-19 vaccination in pregnancy

The Joint Committee on Vaccination and Immunisation (JCVI) has advised that pregnant women should be offered COVID-19 vaccines at the same time as people of the same age or risk group. In the USA, around 90,000 pregnant women have been vaccinated mainly with Pfizer and Moderna vaccines and no safety concerns have been identified.

Evidence on COVID-19 vaccines is being continuously reviewed by the World Health





Organization and the regulatory bodies in the UK, USA, Canada and Europe.

Pfizer and Moderna vaccines are the preferred vaccines for pregnant women of any age who are coming for their first dose.

Anyone who has already started vaccination and is offered a second dose whilst pregnant, should have a second dose with the same vaccine unless they had a serious side effect after the first dose.

### Is COVID-19 disease serious in pregnancy?

Although the overall risk from COVID-19 disease in pregnant women and their new babies is low, in later pregnancy some women may become seriously unwell and need hospital treatment.

Pregnant women with COVID-19 have a higher risk of intensive care admission than women of the same age who are not pregnant. Women with COVID-19 disease are also 2 to 3 times more likely to have



their babies early than women without COVID-19.

Pregnant women with underlying clinical conditions are at even higher risk of suffering serious complications from COVID-19.

### Risk factors for pregnant women

If you have underlying medical conditions such as:

Public Health England

**Vaccines highly effective against hospitalisation from Delta variant**

**The analysis suggests:**

- The Pfizer-BioNTech vaccine is 96% effective against hospitalisation after 2 doses.
- The Oxford-AstraZeneca vaccine is 92% effective against hospitalisation after 2 doses.

**These are comparable with vaccine effectiveness against hospitalisation from the Alpha variant.**

- immune problems
- diabetes
- high blood pressure
- heart disease
- asthma

Or if you are:

- overweight
- over the age 35
- in your third trimester of pregnancy (over 28 weeks)
- of black and Asian minority ethnic background

You are at more risk from COVID-19 than women of the same age who are not pregnant.

### Getting pregnant

There is no need to avoid pregnancy after COVID-19 vaccination. There is no evidence that COVID-19 vaccines have any effect on fertility or your chances of becoming pregnant.

### If you are pregnant

COVID-19 vaccines offer pregnant women the best protection against COVID-19 disease which can be serious in later pregnancy for some women.

The first dose of COVID-19 vaccine will give you good protection. You need the second dose to get longer lasting protection. You do not need to delay this second dose.

If you have already had a first dose of COVID-19 vaccine without suffering any



serious side effects, you can have your second dose with the same vaccine when this is offered.

If your first dose was the AstraZeneca (AZ) vaccine you should also consider the information in the [COVID-19 vaccination and blood clotting leaflet](#).

### **If you're breastfeeding**

You cannot catch COVID-19 from the vaccines and cannot pass it to your baby through your breast milk.

If you're breastfeeding, the vaccines you can have depends on your age:

- If you're 40 or over, you can have any of the COVID-19 vaccines.
- If you're under 40 and do not have a health condition that increases your risk of getting seriously ill from COVID-19, it's preferable for you to have the Pfizer/BioNTech or Moderna vaccine.

The Pfizer/BioNTech or Moderna vaccines are preferable in people under 40 because of an extremely rare blood clotting problem linked to the Oxford/AstraZeneca vaccine.

### **The benefits of breastfeeding are well-known.**

The JCVI has recommended that the vaccines can be received whilst breastfeeding. This is in line with recommendations from the USA and the World Health Organization.

### **Side effects**

Like all medicines, vaccines can cause common side effects. It may be helpful to

make sure you know what to expect after you have the vaccine, especially if you have had your baby or have other children to look after.

Please read the [What to expect after your COVID vaccination leaflet](#).

### **Booking your vaccination appointments**

You can book your COVID-19 vaccination appointments online.

If you're under 40, you'll only be shown appointments for the Pfizer/BioNTech or Moderna vaccines.

If you're 40 or over, you'll be asked if you're pregnant to make sure you're only shown appointments for these vaccines.

[Find out more about COVID-19 vaccine side effects](#)

### **Fertility and COVID-19 vaccination**

There's no evidence the COVID-19 vaccines have any effect on your chances of becoming pregnant.

There's no need to avoid getting pregnant after being vaccinated.

[Find out more about COVID-19 vaccines and fertility from the Royal College of Obstetricians and Gynaecologists and Royal College of Midwives](#)

[Find out more about pregnancy, breastfeeding, fertility and COVID-19 vaccination](#)

### **COVID-19 vaccine ingredients**

The COVID-19 vaccines do not contain egg or animal products.

The Oxford/AstraZeneca vaccine contains

a tiny amount of alcohol, but this is less than in some everyday foods like bread.

The vaccines are suitable for people of all faiths.

You can find out about the ingredients in the vaccines currently available in the UK:

[Moderna COVID-19 vaccine patient leaflet on GOV.UK](#)

[Oxford/AstraZeneca COVID-19 vaccine patient leaflet on GOV.UK](#)

[Pfizer/BioNTech COVID-19 vaccine patient leaflet on GOV.UK](#)

### **What happens on the day**

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

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 COVID-19 vaccination on GOV.UK](#)

Further details of any booster campaign, including when, for whom and which vaccine(s) would be used, will become available once the JCVI has considered further evidence and made its final recommendations.



# CORONAVIRUS VACCINES SAFETY AND SIDE EFFECTS

Millions of people have had a coronavirus (COVID-19) vaccine and the safety of the vaccines continues to be monitored. Reports of serious side effects are very rare.

### How COVID-19 vaccines are developed and tested

COVID-19 vaccines have to go through several stages of clinical trials before they can be approved for use.

Clinical trials are where a vaccine or medicine is tested on volunteers to make sure it works and is safe.

The approved COVID-19 vaccines have been tested on thousands of people in the UK and around the world, including:

- people from different ethnic backgrounds
- people aged between 18 and 84
- people with different health conditions



## How COVID-19 vaccines are approved and monitored

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 COVID-19 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.

Once the MHRA has approved a vaccine for use, it is closely monitored to continue to make sure it is safe and effective.

## Side effects of the COVID-19 vaccine

Like all medicines, the COVID-19 vaccine can cause side effects, but not everyone gets them. Any side effects are usually mild and go away within a few days.

## Common 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 from the injection
- feeling tired
- a headache
- feeling achy
- feeling or being sick

You may also get a high temperature or feel hot or shivery 1 or 2 days after your vaccination. You can take painkillers such as paracetamol if you need to. If your symptoms get worse or you're worried, call

111.

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 COVID-19. Stay at home and get a test.

You cannot catch COVID-19 from the vaccine, but you may have caught it just before or after your vaccination.

### **Very rare side effects**

Serious side effects from the COVID-19 vaccine are very rare.

### **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.

### **Blood clotting**

The MHRA is carrying out a detailed review of reports of an extremely rare blood clotting problem affecting a small number of people who had the Oxford/AstraZeneca vaccine.

It's not yet clear why it affects some people.

The COVID-19 vaccine can help stop you

getting seriously ill or dying from COVID-19. For people aged 40 or over and those with other health conditions, the benefits of being vaccinated with the Oxford/AstraZeneca vaccine outweigh any risk of clotting problems.

For people under 40 without other health conditions, it's preferable for you to have the Pfizer/BioNTech or Moderna vaccine instead of the Oxford/AstraZeneca vaccine.

[Find out more about COVID-19 vaccination and blood clotting on GOV.UK](#)

[GOV.UK: patient information leaflet for the Pfizer/BioNTech COVID-19 vaccine](#)

[GOV.UK: patient information leaflet for the Oxford/AstraZeneca COVID-19 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 along 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.

Like all medicines, vaccines can cause side effects. Most of these are mild and short-term, and not everyone gets them.

It is important that you get your 2 doses of the COVID-19 vaccines to give you the best protection. Not all COVID-19 vaccines are the same.

### **Side effects**

Very common side effects in the first day or two include:

- having a painful, heavy feeling and tenderness in the arm where you had your injection
- feeling tired
- headache, aches and chills

The AstraZeneca (AZ) vaccine causes far fewer side effects after the second dose.

Pfizer and Moderna tend to cause more side effects after the second dose. Studies have shown that if you have 1 of these vaccines after a first dose of AZ, your risk of common side effects is higher. Most of these side effects only last a day or two and you still make a good immune response.

### **Current advice**

The current advice from the Joint Committee on Vaccination and Immunisation (JCVI) is:

Those who have received their first dose of AZ vaccine without suffering any

## **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**

serious side effects should continue to be offered the second dose to complete the course. This includes individuals who are aged 39 years or younger.

### Rare side effects

Since March 2021 there have been reports from the UK and internationally of a very rare condition of thrombosis (blood clots) and thrombocytopenia (low platelets). In under 50s, around 1 case has been reported for every 50,000 first doses of the AZ vaccine. For the second dose of vaccine, less than 1 case has been reported for every million vaccines given to people under 50 years of age; none of these second-dose cases were confirmed.

The underlying risk factors have not yet been fully established for this condition and a detailed review of suspected cases is ongoing by the Medicines and Healthcare products Regulatory Agency (MHRA), supported by Public Health England (PHE) and other professional groups. This will help us to understand the risk factors for

developing this condition. So even if you felt unwell after your dose of AZ vaccine, unless you had this rare clotting event, you are best to complete with this vaccine for your second dose.

It is recommended that you have both doses of the same vaccine. In exceptional circumstances where this is not possible it is better to have a second dose of another vaccine than not at all.

### Reporting suspected cases

It is very important that all suspected cases are reported to both the MHRA on the [COVID-19 Yellow Card scheme](#) and to [PHE's clinical reporting scheme](#).





## 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 Towgate 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 163.](#)

- 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?**

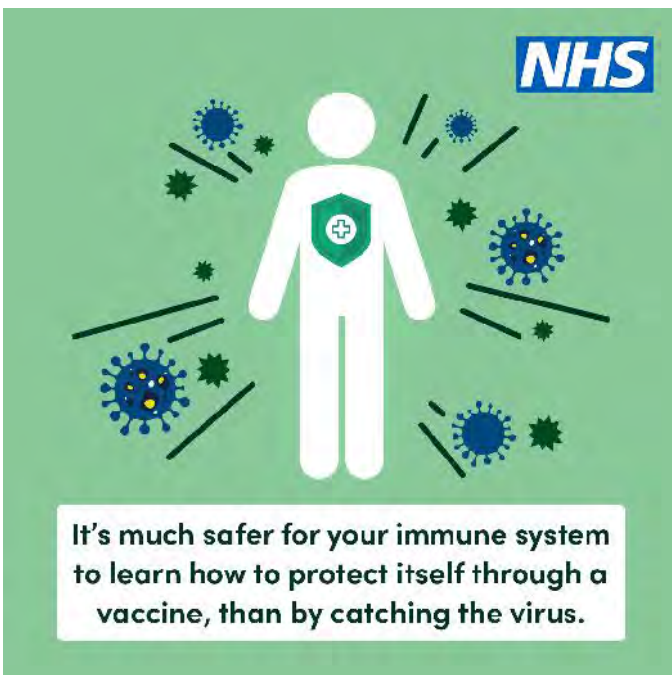
**Answer:** GPs are paid £12.50 per injection. Most won't make a profit. Some may make a loss. This includes paying for, GP work, venues, admin and nursing staff, training staff and educating

## 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 has 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**

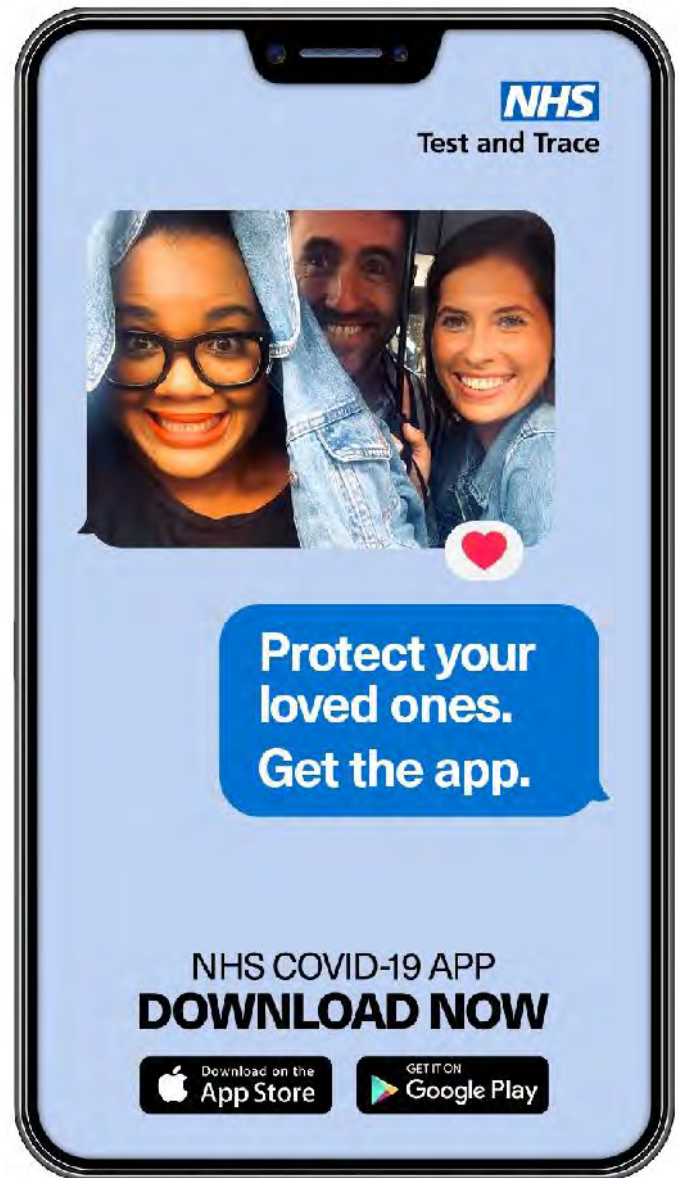
**GOV.UK Coronavirus Social distancing.** Welsh, Urdu, Turkish, Somali, Romanian, Punjabi, Polish, Gujarati, Chinese, Bengali, Arabic.

**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 text 'SUPPORT THROUGH SELF-ISOLATION' is in large, bold, green letters. Below this, three lines of text are separated by horizontal lines: 'Those on lower incomes', 'Who cannot work from home', and 'And stand to lose income as a result of self-isolation'. At the bottom, a green box contains the text 'MAY BE ELIGIBLE FOR A £500 SUPPORT PAYMENT' in bold black 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.](#)




## Test and Trace Support Payment

# What will I need if I apply?

If you're self-isolating due to Covid-19, you could get £500 to support you and your family if you can provide the following items:

- An NHS Test and Trace Account ID ✓
- Confirmation that you receive a benefit ✓
- Proof of work and a bank statement ✓



### Want to find out more?

Go to [www.gov.uk/test-and-trace-support-payment](https://www.gov.uk/test-and-trace-support-payment)  
Or to apply, contact your local authority.



## **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](#)

**NHS**  
Test and Trace

### Test and Trace Support Payment

## Is it for me?

You could get £500 to support you and your family if you can answer 'yes' to these questions:

- Are you or your child self-isolating because of Covid-19?**  
If you or your child have been told to self-isolate after testing positive for Covid-19, or being in contact with someone else who has, your earnings could be affected.
- Are you unable to work from home?**  
The nature of your job may mean you cannot work from home when you self-isolate. If you lose income, you may be eligible.
- Are you receiving a benefit or on a low income?**  
You, or a partner who's living in the same household, must be receiving at least one means-tested benefit from the government or be on a low income. Your local authority will tell you what counts as low income.

Want to find out more? Go to [www.gov.uk/test-and-trace-support-payment](http://www.gov.uk/test-and-trace-support-payment) Or to apply, contact your local authority.

**HM Government** **NHS**

**From 19 July**, limits on social contact will be lifted. Consider limiting close contact with people you do not live with.

# 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

3 Tollgate Retail Park, Tollgate W,  
Colchester CO3 8RG

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 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 <a href="mailto:amlrenshaw@btinternet.com">amlrenshaw@btinternet.com</a>
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or <a href="mailto:maureenpowell1952@yahoo.co.uk">maureenpowell1952@yahoo.co.uk</a>
GO4 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or <a href="mailto:pepidepiter@gmail.com">pepidepiter@gmail.com</a>
West Mersea Porch Pantry	N/A not needed	Supporting West Mersea residents	Tel: 07593 429114 or email <a href="mailto:admin@freshsalt.uk">admin@freshsalt.uk</a>
The Boaz Project	N/A not needed	Colchester	07940441756 or <a href="mailto:Cdemliftingland@gmail.com">Cdemliftingland@gmail.com</a> FB: @boazproject

# SUPPORT FOR FAMILIES WITH CHILDREN

## Essex Child and Family Wellbeing Service

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

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

Click here to enter [the hub](#)

## The Parenting Together Support Programme

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

## GOV.UK - What parents and carers need to know about early years providers, schools and colleges in the autumn term.

## Colchester Gateway Club Update

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

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

## Digital Safety and Wellbeing Kit

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

## StarLine YouTube channel

As well as supporting parents and carers via the telephone helpline, StarLine will also be broadcasting a weekly discussion programme to explore aspects of parenting, education and home learning. Each episode will provide simple and engaging ideas for home learning. StarLive will be broadcast live on YouTube every Wednesday morning at 08.30 and will finish at 9.30am.

## Family Innovation Fund-Xtra Services

Provided by the voluntary sector and community partners to provide early support across key areas including understanding coronavirus; managing

and coping with change; separation and loss; managing and coping with anxiety; healthy family relationships and staying active and curious.

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

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

### **ECC Every Family Matters**

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

To support all parents at this difficult time, the government launched a series of measures for families to assist with remote education, wellbeing and general support. The guidance can be found in the links opposite alongside a whole list

of on- line resources for you to use. If your child/children has SEND need, support can also be found in these resources.

### **USEFUL LINKS**

[Young Minds: Supporting your child through the coronavirus pandemic](#)

[Supporting your children’s education during coronavirus](#)

[What parents and carers need to know about schools and education during the coronavirus outbreak](#)

[Coronavirus-covid-19 online education resources](#)

[GOV.Uk - Online educational resources](#)

[TES - 139 free resources for home learning](#)

[BBC Bitesize](#)

[Explaining coronavirus to children -in a variety of languages](#)

[Coping skills for kids](#)

[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](#)



# 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)

## HOME-START COLCHESTER

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

Services include:

- One-to-one support with parenting. This can be in your own home, at a group or at an organised drop-in session.
- Behaviour support advice and strategies for children 0-19 years.
- Information and advice.
- Support with housing concerns.

**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.



- 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.

# 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>

## 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)

### 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.



## BUSINESSES AND BUSINESS SUPPORT

All remaining closed businesses and venues such as nightclubs and adult entertainment venues are able to reopen. All capacity limits at sporting, entertainment, or business events have been lifted.

Hospitality venues such as pubs, restaurants and bars are no longer required to provide table service or follow other social distancing rules.

All businesses should follow the principles set out in the [working safely guidance](#). Whilst the government is no longer instructing people to work from home if they can, the government expects and recommends a gradual return over the summer.

Employers still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of COVID-19, and to take reasonable steps to mitigate the risks you identify. Working Safely guidance sets out a range of mitigations employers should consider including:

- Cleaning surfaces that people touch regularly.
- Identifying poorly-ventilated areas in the venue and taking steps to improve air flow.
- Ensuring that staff and customers who are unwell do not attend the workplace or venue.
- Communicating to staff and customers

the measures you have put in place.

Organisations in certain settings are encouraged to use the NHS COVID Pass as a condition of entry, in order to reduce the risk of COVID-19. This will especially be the case in large, crowded settings (such as nightclubs) where people are likely to be in close proximity to others outside their household.

To support organisations and individuals in these settings, the NHS COVID Pass will be made available through the NHS App, NHS.UK, or as a letter that can be requested by ringing NHS 119. Visitors will also be able to show text or email confirmation of test results. Organisations should ensure they are in compliance with all legal obligations, including on equalities.

There are some settings where the NHS COVID Pass should not be used as a condition of entry, in order to ensure access for all. This includes essential services and essential retailers which have been able to stay open throughout the pandemic.

Businesses are also encouraged to continue displaying QR codes for customers wishing to check in using the NHS COVID-19 app, or to continue collecting customer contact details to support NHS Test and Trace, however this will no longer be a legal requirement.

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 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 associated with the COVID-19 pandemic.



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.

## REGISTER TO ORDER CORONAVIRUS TESTS FOR YOUR EMPLOYEES

### 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

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:

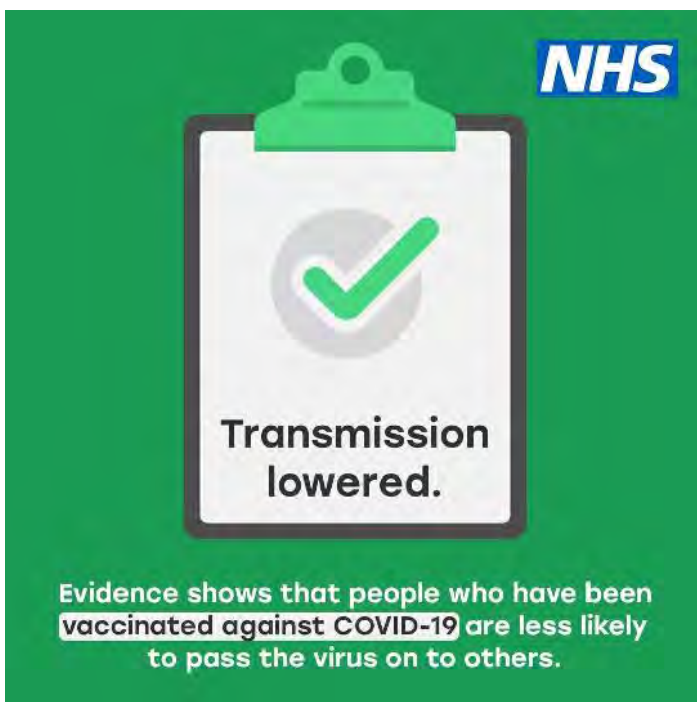
- your business is registered in England
- you employ 50 people or more
- your employees cannot work from home

Before you start

You'll need:

- the name of your company
- your company registration number
- an email address

[Order your tests here](#)





## 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 and transport to vaccination centres.

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.



# 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](#)

## Rapid Covid-19 testing twice a week will help us stay ahead of the virus

Report your test result each time, whether it's positive, negative or void.

Test at home, report online and keep life moving.

[www.gov.uk/report-covid19-result](http://www.gov.uk/report-covid19-result)



# CBC SERVICE UPDATES

**NORMAL**

## Hollytrees Museum

Hollytrees Museum is now open to the public. Find out more information about [visiting the museum](#).

## 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](#).

## 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.

## Natural History Museum

The Natural History Museum is now open as usual. Visit [colchester.cimuseums.org.uk/visit/natural-history-museum](http://colchester.cimuseums.org.uk/visit/natural-history-museum) for further information.

## 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

Our car parks are open and we encourage contactless payments using MiPermit.

## Colchester Market

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

## Colchester Borough Council buildings

Public will be encouraged to wear face coverings in crowded indoor spaces and social distance as per wider Government guidelines.

## 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.

## 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](#).

**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.

From 21st June any reasonable number of people may attend an ashes burial or scattering.

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 room is now open weekdays from 9.30am to 4.15pm, but is currently closed at weekends.

However, from 24th July the Book Room will also be open at weekends and Bank Holidays from 10.00am to 1.00pm.

The Prayer Room and the crematorium office remain closed to visitors.

Visitors must follow [current guidelines](#).

## Events

Colchester Amphora Trading Ltd is working with event organisers and promoters to



The advertisement features a woman kneeling to help a young child with their shoes. Text overlays include: 'HM Government' and 'NHS Test and Trace' in the top left; 'Free rapid Covid-19 tests are available to all adults. Test yourself twice a week to help stop the virus spreading.' in a yellow box; and 'FREE, RAPID COVID-19 TESTS' and 'NHS.UK /GET-TESTED' in the bottom right.



deliver events across indoor and outdoor venues in line with government guidance

### **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**

Colchester Wedding venues at the Town Hall and Colchester Castle are open for business and events, operating to government guidance

**CLOSED**

**None of our services are closed.**

### **AVOID LIGHTING BONFIRES DURING CORONAVIRUS CRISIS**

CBC know that it is hard right now for residents to manage their rubbish and recycling because of our reduced service, but we would please ask you not to burn it. There are serious health implications linked to bonfires. Smoke from bonfires can aggravate pre-existing conditions, like asthma and COPD. That is why we are asking residents to think about their

neighbours and not to dispose of waste (garden or any other) by burning it. For advice on how to reduce, reuse and store your recycling click [here](#).

### **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.



## WORRIED ABOUT LOCKDOWN LIFTING

Easing of lockdown will allow us to get back to the people and things we love, but it's OK if you feel worried about going back to something more "normal" as lockdown restrictions loosen.

The coronavirus (COVID-19) outbreak has been hard for us all and we have all experienced the effects differently, including those of us who have been shielding.

Even positive change can lead to anxiety, and it can take time to readjust to things we have not done for a while.

Feelings of post-lockdown anxiety are likely to pass with time as we get used to the "new normal" but it's important to do what we can to take care of our mental health.

There are lots of things that can help you to manage these feelings and make it easier to adjust.

Here are some top tips for taking care of your mental health as things change.

### **Go at your own pace**

It might be tempting to make lots of plans and say yes to everything as things start to open up, but there's no need to rush.

Take it step by step, and only do what is comfortable and safe for you to ease back into socialising – then you can build your time back up as your confidence returns.

### **Do not avoid things entirely**

Avoiding the things that make us anxious can sometimes feel like the easier option in the short term, but this can make it harder to start facing our fears in the longer term.

Instead, try to set yourself small but manageable targets – like meeting 1 person for a coffee or snack outside, or getting a haircut – and gradually build up from there.

It can help to confide in a friend or family member so they can support you to overcome your anxieties.

### **Get your information from the right sources**

Lots of conflicting and confusing information about COVID-19 and the easing of restrictions, makes it hard to know what you can and cannot do or who to trust.

If you are not sure what is or is not allowed, stick to trusted sources like GOV.UK and the [NHS COVID-19 pages](#) for the most up-to-date information.

### **Discuss any changes with others**

Before socialising with others, talk about the situation with them to make sure everybody is on the same page about what feels comfortable.

If you live with other people, it's a good idea to talk to them about changes to restrictions as well. Being aware of everybody's fears and expectations can help to avoid conflict.

If you are worried that changes to restrictions may put pressure on your family, help for parents is available.

### **Make time to relax**

Being able to see more of our friends and family, and visit places that might have been closed until now, is exciting. But it can also be a lot to take in all at once, so it's important to find regular time for yourself to relax too.

### **Challenge unhelpful thoughts**

It's natural to feel worried every now and again, but our anxious thoughts can sometimes be unhelpful.

If you can learn to identify and separate unhelpful thoughts from helpful ones, you can find a different way to look at the situation. .

### **Tell someone how you feel**

It's easy to feel isolated or lonely when we're struggling. However, chances are that someone we know feels exactly how we do too.

Opening up to a person we trust can be really helpful, whether it's a friend or family member, a GP or an organisation's helpline or online forum.

If you are not ready to start socialising but are feeling lonely, there's plenty of support out there, like the [Let's Talk Loneliness Campaign](#), and people you can speak to

### **Plan social occasions**

Uncertainty can be hard to manage but making plans can help you avoid this. Preparing for any challenges ahead of time

can help us to feel more comfortable and confident in what we're doing.

That "plan" can be as simple as knowing what time an event will start and finish, and how many people are likely to be there.

### **Find routine where you can**

During lockdown, life changed for us all and we developed new routines. Even if your normal weekday or weekend habits begin to change again now, some things can stay the same.

Are there areas in your life where it's easier to stick to a routine? Something as simple as going to bed and waking up at the same time each day or making sure to stick to your set lunch break can make a big difference.

### **Write down your thoughts**

If you're feeling worried or upset it can be helpful to explore your feelings by keeping a diary or journal.

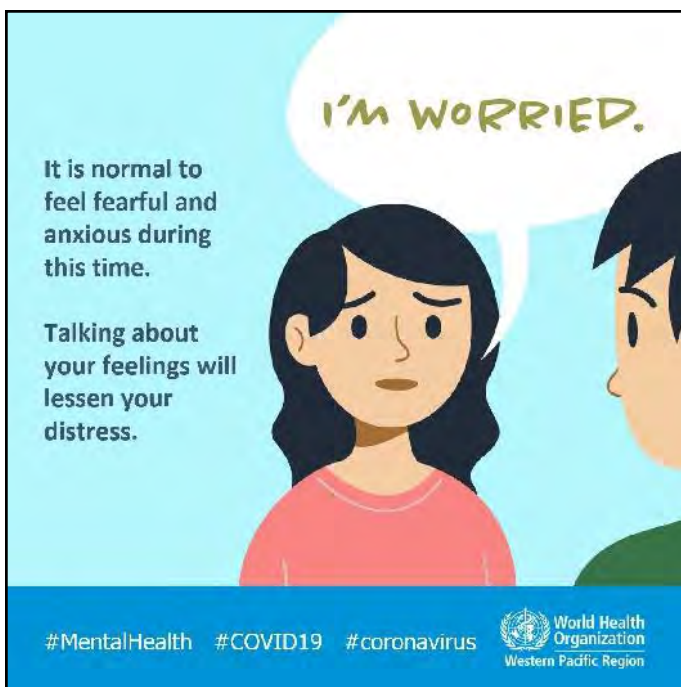


This can also be a great way to track your mood over time and remind yourself of the progress you have made. As your confidence begins to grow, you can look back over your entries to see how far you have come.

### Focus on the present

When there is lots of change happening, we can get caught up in worrying about the future and the past.

Instead, try to shift your focus to the present – make plans but try not to dwell on "what ifs" or what was "supposed" to happen. Relaxation, mindfulness or getting outside and enjoying nature are all good ways to help you focus on the present.



### Further support

NHS pages on [common mental health issues](#) and [COVID-19](#) have lots more tips and advice, as well as [support if you're a parent or caregiver for a child or young person](#) or [helping others with mental health problems](#).

If you or one of your loved ones needs more support, the NHS is here to help. You can [access NHS talking therapies](#) for common mental health problems, delivered by IAPT services, by self-referring online or through your GP. Services have and will continue to be open throughout the COVID-19 outbreak.

Talking therapies are also available to older people, and translation or multi-lingual services might be available for those whose first language is not English.

If you or a loved one are experiencing a mental health crisis, you can [find an urgent local NHS mental health helpline](#) to call for 24-hour advice and support, or visit our [urgent support](#) page.

The following resources may be helpful for those with disabilities or autism:

[Learning Disability England](#)

The National Autistic Society has [coronavirus support for autistic people and their families](#) and an [autism helpline](#)

Autistica has a [guide for coping with the uncertainty of coronavirus](#), which includes an easy-read version



# 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 stress hormone, in our bodies.



**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](#)

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

**Mental health benefits of exercise include:**

- **Reducing stress:** Many people say

that exercise is one of the main ways they reduce stress so with more of us working from home than ever before, we'll need to keep stress levels low.

- **Creating resilience:** Due to the physical challenges of exercise, it helps us create positive coping strategies and helps to develop mental resilience.
- **Releases endorphins:** The famous 'feel-good' hormones make us feel great, a key feature in improving our mental health through lockdown.
- **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.

### 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)

**NHS**

### SOME SIMPLE TIPS FOR IMPROVING YOUR SLEEP

**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

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



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

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

They have classes for

- Families and early years: Active

Monday's and Welcome to the World.

- Young adults: Dance Club and Contemporary for a Curious Mind
- Working adults: Contemporary for a Curious Mind, Dance and Stretch your Mind Down, Take a Seat and Postivi-TEA
- Older adults: Take a Seat, Dancing with Parkinson's, Dance and Stretch your Mind Down.

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





## ANXIOUS OR WORRIED

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

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

### North Essex Crisis Café

The Crisis Café provides a safe, welcoming space where people experiencing emotional distress or mental health crisis can receive support outside normal working hours and is a community based alternative to crisis mental health services

The Crisis café is open 7 days a week, excluding bank holidays from 5pm to 10pm and you can self refer by contacting 0300 330 9492

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).

**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.





# 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:**

**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 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.

**Scammers targeting people on benefits** by offering to 'help' them apply for interest-

## 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

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.

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.

**NHS**

# NHS COVID PASS FACT CHECK

 The NHS COVID Pass will always be available free of charge through the NHS App, by visiting [nhs.uk](https://www.nhs.uk) or by calling 119.





Government  
Counter Fraud  
Function

GOV.UK/coronavirus



Counter Fraud Authority

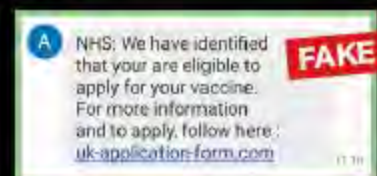
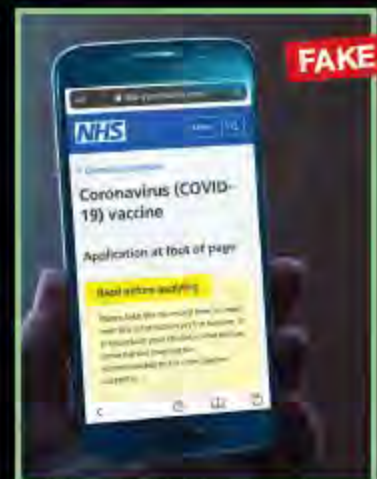
# BE ALERT TO VACCINE FRAUD

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



## SUMMERTIME SECURITY ADVICE

With the removal of most Covid19 restrictions and as we start to spread our wings a little don't get complacent with your home security, unfortunately there are those that will take advantage of this newfound freedom to seek opportunities to commit crime.

Even if you are at home, home working or enjoying a 'staycation' still consider your home security for as it gets warmer, we get to see a rise in the number of "Creper Burglaries" where burglars take advantage of open gates, windows and doors. An open or insecure garden gate will provide the thief with access to the back of your home.

Before going out or turning in for the night don't forget to check all doors and

windows, someone may have closed it, but did they lock it?

A few tips for keeping your home secure:

- Don't attract a thief with insecure pedal cycles or cars or gates on display.
- Keep side or rear gates, sheds and garages shut and securely locked.
- Doors - Leave any accessible external door open or insecure and an opportunist thief could pop in and anything lying around would be gone. You may have only popped out, or down the end of the garden or having a quick shower; it only takes a second for a thief to steal. Don't forget that with a PVCu multi-locking door you may have lifted the handle but until you turn the

key (or on some doors a thumb turn on the inside) you have not locked all of the locking bolts in place.

- Windows - If you have unoccupied rooms that are accessible to others from outside or off flat roofs make sure the windows are closed, if you need ventilation in these rooms whilst at home at least lock the larger window and only have the small window open even during the daytime. If you only have bigger opening windows, consider a lockable window restrictor and a small alarm sensor on the window to detect entry. Before going out or 'turning in for the night' lift the blinds or open the curtains and check windows and patio doors are closed, the sun may have been on the TV when it was hot, and so the curtains were drawn whilst the window was open.
- If you have an intruder alarm activate it when going out and activate the zone for any unoccupied areas whilst in.
- Car keys - **don't** take them to bed with you, where possible leave them in noisy drawer/location. Keep the keyless car fobs in a "Faraday" bag.
- If you do hear a suspicious noise in the house that you are not happy with dial 999 and make a noise, shout out, it could cause any intruder to flee, they may not have known you were home, remember your life is more important than your property. If safe to do so, get a good description of the person/s and if possible the car index number and direction of travel.

**Make sure in case of fire that keys to windows and doors are readily accessible to occupants at all times but not in view of possible burglars.**

For further crime prevention advice see: [www.essex.police.uk/cp/crime-prevention/](http://www.essex.police.uk/cp/crime-prevention/) or [www.securedbydesign.com/guidance/crime-prevention-advice/ensure-your-home-is-secure](http://www.securedbydesign.com/guidance/crime-prevention-advice/ensure-your-home-is-secure)



**Jabs done.  
Let's roll.**

LET'S KEEP  
COVID  
IN CHECK ✓

All together safer.  
Hands, face, space.  
Test twice a week.  
Keep Covid in check.  
[www.essex.gov.uk/covid-vaccine](http://www.essex.gov.uk/covid-vaccine)



### 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**

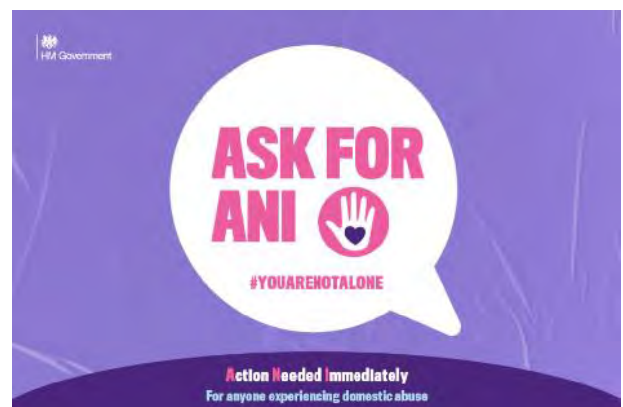
### What is domestic abuse?

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 groups or individuals.

Verbal abuse or insults, abusive gestures.

Other abuse – offensive leaflets and



## 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](#)

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).

Victims of anti-LGBT+ abuse can also contact Victim Support's confidential 24/7 Supportline on 0808 168 9111, particularly if a victim requires support outside of Galop's operating hours - [www.victimsupport.org.uk](http://www.victimsupport.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

# 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](mailto:vouchers@eastofengland.coop)

## Post Office makes access to cash available faster for self-isolating customers

The Post Office have launched a service for people who are isolating and have a Post Office account without a debit card and who have no means in getting their money, it's called the Pay Out Now Scheme and involves sending a one off [code to a nominated person to allow them to withdraw money.](#)

## 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**

Although it is no longer a legal requirement to wear a mask while in shops many are asking that you continue to wear them in store. Many will also be keeping hand sanitiser stations for customers.

## **Online shopping**

Supermarkets with an online grocery operation are no longer required to prioritise elderly and clinically vulnerable customers.

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](http://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.





# WEDDING AND CIVIL PARTNERSHIP CEREMONIES, RECEPTIONS AND CELEBRATIONS

## Summary of changes from 19 July

From 19 July, the rules for wedding and civil partnership ceremonies; and wedding receptions and civil partnership celebrations changed. At Step 4:

- There are no legal restrictions on the number of people that can attend a wedding, civil partnership, reception or celebration.
- Legal requirements for social distancing no longer apply and you do not need to stay 2 metres apart from people you do not live with.
- Face coverings are no longer required by law in any setting. However, the government expects and recommends that people wear face coverings in crowded areas such as public transport.

COVID-secure rules, including table service requirements and restrictions on singing and dancing, no longer apply. However, there are steps everyone should continue to consider to reduce the risk of transmission, which are explained in this guidance. All businesses should follow the principles set out in the [working safely guidance](#).

If someone has been instructed by [NHS Test and Trace](#) to self-isolate because they have tested positive for COVID-19, or they're the close contact of someone who has tested positive for COVID-19, they must still self-isolate and not attend.

## Introduction

This guidance is designed to assist people planning to get married or form a civil partnership in England, and venues that host ceremonies and receptions, to enable them to

conduct them in a manner that reduces the risk of transmission of COVID-19.

This guidance applies to all weddings and civil partnership ceremonies and formations taking place in England as well as wedding and civil partnership receptions and celebrations.

Alternative wedding ceremonies that are not binding under the law, whether religious, belief based, blessings, or other forms of non-statutory ceremony, are also covered by this guidance.

Those wishing to conduct a religious ceremony should refer to the [places of worship guidance](#).

## Keeping yourself and others safe

As COVID-19 restrictions are lifted, it's important that we all use personal judgement to manage our own risk. All of us can play our part by exercising common sense and considering the risks. There are steps everyone can take to reduce the risk of transmission:

- Anyone with symptoms of COVID-19, even if they're mild, should not attend. This includes the couple, attendees, anyone working or involved in the ceremony or reception. They should self-isolate immediately and [get a PCR test](#).
- If someone has been instructed by NHS Test and Trace to self-isolate because they have tested positive for COVID-19, or they're the close contact of someone who has tested positive for COVID-19, they must self-isolate and not attend. Please refer to [guidance for households with possible or confirmed COVID-19 infection](#).
- Social distancing and wearing a face covering are now a personal choice.

People are encouraged to respect other attendees and those working at events who may wish to adopt a more cautious approach. The government expects and recommends that people wear face coverings in crowded areas such as public transport. Please refer to the guidance on [how to stay safe and stop the spread of coronavirus](#) for further information and the actions to take to reduce the chance of spreading COVID-19.

- The NHS COVID-19 app is a vital part of NHS Test and Trace in England and Wales. Using the app helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for coronavirus, even if you don't know each other.

### **Social distancing and capacity**

From 19 July social distancing restrictions no longer apply. This means that you do not need to implement social distancing (2 metres or 1 metre plus with mitigations) at a wedding, civil partnership ceremony, reception or celebration, and attendees do not need to socially distance.

You may choose to limit the close contact you have with people you do not usually live with. You may also choose to take a free test before being in close contact to help manage periods of risk. These are personal choices which can help reduce your risk of catching or spreading COVID-19.

It's important to consider that others may wish to take a more cautious approach as we open up. We should all be considerate of this, and provide the opportunity and space for others to reduce close contacts if they wish.

Please refer to the guidance on [how to stay](#)

[safe and prevent the spread of COVID-19](#) for further information and the actions to take to reduce the chance of spreading COVID-19.

### **Let fresh air in**

When events take place inside or in other enclosed spaces, consider how the space can be continually well ventilated, before, during and after the event.

Letting fresh air into indoor spaces is important because when a person infected with COVID-19 coughs, talks or breathes, they release droplets and aerosols which can be inhaled by other people. The more fresh air there is to breathe, the less likely other people are to inhale infectious particles. [Read the guidance on ventilation of indoor spaces to stop the spread of COVID-19.](#)

### **Testing**

Around 1 in 3 people with COVID-19 do not have any symptoms. This means they could be spreading the virus without knowing it. Testing twice a week increases the chances of detecting COVID-19 when a person is infectious - helping to make sure you don't spread COVID-19.

Rapid lateral flow testing is available for free to anybody, but is particularly focused on those who are not fully vaccinated, those in education, and those in higher-risk settings such as the NHS, social care and prisons. People may also wish to use regular rapid testing to help manage periods of risk such as returning to the workplace, close contact in a higher risk environment or when spending prolonged time with a more vulnerable individual. You can get tests from pharmacies or online. [Find out more about how to get rapid lateral flow tests.](#)

The NHS COVID Pass allows you to check

your COVID status and demonstrate that you're at lower risk of transmitting to others, through full vaccination, a recent negative test, or proof of natural immunity. The government will publish more guidance on using the NHS COVID Pass shortly.

If you develop COVID-19 symptoms, self-isolate immediately and [get a PCR test](#).

### **Protecting the vulnerable**

Clinically extremely vulnerable people are advised to follow the same guidance as everyone else.

However, as someone who is at a higher risk of becoming seriously ill if you were to catch COVID-19, you should think particularly carefully about precautions you can continue to take. These precautions are included in the [guidance for the clinically extremely vulnerable](#).

### **Handling objects and communal resources**

Surfaces can become contaminated with viruses like COVID-19. Once contaminated, touching them can transfer viruses to people's eyes, nose or mouth. From there, viruses can enter someone's body and infect them. This means that, touching or kissing objects that are handled communally including consumables, carries a risk of catching or spreading a virus.

The use of shared communal objects, including consumables, is now a personal choice. However, you're advised to follow the [advice on personal hygiene](#).

### **Singing, music, and performances**

There are no limits on the number of people who can sing or perform indoors or outdoors. However, some activities can also increase the risk of catching or passing on COVID-19. This happens where people are doing activities which generate more particles as they breathe

heavily, such as singing, dancing, exercising or raising their voices.

The risk is greatest where these activities take place when people are in close contact with others, for example in crowded indoor spaces where people are raising their voices.

In situations where there is a higher risk of catching or passing on COVID-19, you should be particularly careful to follow the [guidance on keeping yourself and others safe](#) as we return to normality.

### **Businesses and venues**

All businesses should follow the principles set out in the [working safely guidance](#).

Employers still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of COVID-19, and to take reasonable steps to mitigate the risks you identify. Working Safely guidance sets out a range of mitigations employers should consider including:

- cleaning surfaces that people touch regularly
- identifying poorly-ventilated areas in the venue and taking steps to improve air flow
- ensuring that staff and customers who are unwell do not attend the workplace or venue
- communicating to staff and customers the measures you have put in place

### **Food and drink**

Where food and drinks are consumed, staff and attendees should follow the [guidance for restaurants, pubs, bars, nightclubs and takeaway services](#).

There is no requirement for guests to be placed on socially distanced tables though they

should consider the risks of not maintaining social distancing, as set out in the [guidance on how to stay safe and prevent the spread](#).

### **Using the NHS COVID-19 app**

Using the NHS COVID-19 app helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for coronavirus, even if you don't know each other. The app is free and easy to use.

The app also allows people to report symptoms, order a coronavirus test and check in to venues using a QR code. To help protect yourself and others, [download and use the latest version of the NHS COVID-19 app](#).

### **Collection of contact details**

You're no longer required by law to collect customer contact details, or keep a record of your staff and visitors.

However, you're encouraged to continue to display an [NHS QR code](#) for customers wishing to check in using the app, as this will help to reduce the spread of the virus and protect your customers, visitors and staff. You do not have to ask customers to check in, or turn them away if they refuse.

If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details for those who ask to check-in but do not have access to a smartphone or prefer not to use the app.

[See the guidance on maintaining records of staff, customers and visitors to support NHS Test and Trace](#).

### **Travel**

People are permitted to travel to attend a marriage or civil partnership ceremony or reception in England. They're also able to leave England and travel to other parts of the

UK (or abroad), to attend a marriage or civil partnership ceremony. If someone travels outside England to attend a wedding or civil partnership, they must follow the rules on weddings in place at the destination as well as any relevant restrictions on international travel.

For further information, refer to guidance from the relevant national governments, and [guidance on international travel](#).

### **Other guidance**

This guidance has been published alongside other specific guidance provided by the government (all of which is subject to review and update), which should be used together to ensure public safety. These include:

- [guidance for the safe use of places of worship](#)
- [guidance for restaurants, pubs, bars, nightclubs and takeaway services](#)
- [guidance for hotels and guest accommodation](#)
- [guidance for events and attractions](#)
- [guidance on face coverings](#)
- [guidance on maintaining records to support NHS Test and Trace](#)
- [guidance on protecting vulnerable people](#)



# FUNERALS AND COMMEMORATIVE EVENTS

This guidance is for:

- Members of the public who may be attending a funeral or commemorative event.
- Members of the public who may be involved in arranging a funeral or commemorative event
- Professionals who may be involved in arranging or managing a funeral or commemorative event.

For the purposes of this guidance, the phrase 'commemorative event' includes events and rituals such as stone setting ceremonies, the scattering of ashes, and wakes. Such events may take place before or following the funeral.

There are no legal limits on the number of people who can attend funerals or commemorative events. Those attending, arranging or managing such events should consider that it may be harder to manage the risk of spreading COVID-19 if spaces are crowded, and venue operators may set their own limits. Those involved in arranging or managing such events should see the working safely guidance.

Although most restrictions have been removed at Step 4, it is still possible to catch and spread COVID-19 even if you are fully vaccinated. It is therefore important to take steps to protect yourselves and others from COVID-19. This is particularly true for funerals, where the risk of COVID-19 may be higher due to the attendance of people who are legally exempted from self-isolation or quarantine, who either have or are at higher risk of having COVID-19. For further information on this exemption, see the section on [attending a funeral if you are exempt from self isolation, or quarantine following](#)

[international travel](#).

Anyone who has symptoms of COVID-19 (a new continuous cough, a high temperature or a loss of, or change in, your normal sense of taste or smell), must not attend a funeral (unless an exemption applies). You must immediately self-isolate, follow the [stay at home guidance](#), and [request a test online](#), or by contacting NHS 119 via telephone if you do not have internet access.

For further information and the actions to take to reduce the chance of spreading COVID-19, refer to the guidance on [How to stay safe and help prevent the spread](#).

## Key actions for those attending, arranging or managing a funeral or commemorative event

While cases are high and rising, everybody needs to continue to act carefully and remain cautious. There is [government guidance on how to stay safe and help prevent the spread of COVID-19](#) that advises:



- Washing your hands with soap and water or using hand sanitiser throughout the day
- Where possible, avoid touching your eyes, nose or 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
- Covering 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.
- Getting tested twice a week even if you don't have symptoms and using the NHS Covid Pass.
- Letting fresh air in. You may want to consider if you can have the funeral or commemorative event outdoors. Follow the [guidance on ventilation of indoor spaces to stop the spread of COVID-19](#).
- Using the NHS COVID-19 App.
- Wearing a face coverings in crowded areas. The government expects and recommends that people do this.

There may be additional risks to consider when attending a funeral. The guidance below outlines actions to take when attending, arranging or managing a funeral, or commemorative event.

**Stay at home if you have COVID-19 symptoms, are self-isolating, or are in quarantine**

While there are some exemptions, due to the risk you may pose to others, you should not

attend if any of the below apply:

- You have COVID-19 symptoms.
- You are self-isolating due to a positive test result.
- You have been instructed to self-isolate by NHS Test and Trace.
- You are in quarantine after recently arriving into England from [an amber list country](#). This does not apply if you have been fully vaccinated with an NHS administered vaccine in the UK more than 14 days ago.
- You are in a managed quarantine hotel after arriving into England from a [red list country](#).

Anyone who develops symptoms of COVID-19 should self-isolate immediately, follow the [stay at home guidance](#), and [get a PCR test](#), even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results. You are legally required to self-isolate if you test positive.

Some individuals may have [a legal exemption to leave self-isolation, or quarantine following recent international travel, in order to attend a funeral](#). These do not apply to attending a commemorative event.

**Consider limiting close contact**

From 19 July, social distancing measures will no longer apply and you do not need to stay 2 metres apart (or 1 metre plus mitigations) at a funeral or commemorative event. However, limiting close contact reduces the risk of catching or passing on COVID-19.

Given the exemption for some people to leave self-isolation or quarantine to attend funerals, you may choose to limit the close contact you have with people you do not live with. You may also choose to take a free lateral flow test to

help manage the risk of close contact.

It is important to consider that others may wish to take a more cautious approach as we open up. We should all be considerate of this, and provide the opportunity and space for others to reduce close contacts if they wish.

Although not required to do so by law, the government expects and recommends that face coverings are worn in crowded areas. You should respect other attendees and those working at events who may wish to adopt a more cautious approach.

### **People who are clinically extremely vulnerable**

Clinically extremely vulnerable people are advised to follow the same guidance as everyone else. However, if you're clinically extremely vulnerable, you may wish to think carefully about the particular risks associated with attending a funeral, and consider taking the precautions described in the [guidance on protecting people who are clinically extremely vulnerable from COVID-19](#).

For those arranging or managing a funeral or commemorative event, if you become aware that someone who is clinically extremely vulnerable will be attending, you should:

- Follow the guidance on protecting people who are clinically extremely vulnerable.
- Try and enable them to participate remotely where this is possible (for example by live-streaming), and should they wish to do so.
- Consider reminding other attendees that there are individuals who may choose or need to maintain distancing. It is important that you don't identify anyone, single anyone out, or release personal or confidential information.

### **Religious or other belief-based practices that may involve close contact with the deceased**

Where it is not possible to determine if COVID-19 was suspected or confirmed at the time of death, you are not advised to take part in rituals or practices that bring you in close contact with the deceased. There is likely to be a continuing risk of infection from body fluids and tissues where COVID-19 infection is suspected or confirmed.

If aspects of faith or beliefs include close contact with the deceased, you should wear personal protective equipment (PPE) under the supervision of someone who is trained in the appropriate use of PPE and follow the [guidance on care of the deceased](#).

Because of the increased risk of severe COVID-19 illness, it is not advisable for people who may be clinically extremely vulnerable to have any contact at all with the body of the deceased, regardless of whether PPE is worn.

### **Venue considerations if you are arranging or managing a funeral or commemorative event**

From 19 July, social distancing measures will no longer apply. This means that you do not need to implement social distancing (2 metres or 1 metre plus with mitigations) at a funeral or a commemorative event. You may wish to consider how to facilitate attendees who wish to keep a safe distance, with particular consideration of people attending from self-isolation or quarantine.

### **Attending a funeral if you are exempt from self-isolation, or from quarantine following international travel**

While there are some exemptions, if you develop symptoms of COVID-19, you should

self isolate immediately, follow the [stay at home guidance](#), and [get a PCR test](#), even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results.

You are legally required to self-isolate if you test positive, and must not attend any commemorative events.

You are also required to self-isolate if you have been notified by NHS Test and Trace that you are a contact of someone who has tested positive for COVID-19.

You are required to quarantine for 10 full days after recently arriving into England from [an amber list country](#). This does not apply if you have been fully vaccinated with an NHS administered vaccine in the UK more than 14 days ago, or if you are participating in the test to release scheme. You are also required to quarantine in a managed quarantine hotel for 10 full days if you have been in [a red list country](#).

This is because there is a higher risk that you may 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.

Some people have a limited legal exemption to leave self-isolation or quarantine following international travel to England, in order to attend a funeral. This exemption does not apply to attending a commemorative event.

These legal exemptions allow you to:

- Leave self-isolation for the purpose of attending the funeral of a close family member (for example a partner, parent, sibling, child or grandparent).
- Leave home quarantine after international arrival from [an amber list country](#) for the

purpose of attending the funeral of a close family member (as defined above) or a household member, or a friend (if neither a close family member nor household member can attend). [See information for people arriving from red, amber or green list countries](#).

- Request permission to leave managed quarantine after international arrival from [a red list country](#) for the purpose of attending the funeral of a close family member (as defined above) or a household member only. This will include agreeing a specific time with the hotel for returning to your room. There is more information about this exemption in the [managed quarantine hotels guidance](#).

The legal exemptions only apply for the purpose of attending a funeral. You must not break your isolation or quarantine to attend a commemorative events under any circumstances. This would be a legal offence and you may be fined. You must otherwise continue to self-isolate unless there are other circumstances present that legally allow you not to.

Even if a legal exemption from self-isolation or quarantine applies to you for the purpose of attending a funeral, you are strongly advised to consider arrangements to participate remotely, for example through video link, in order to avoid attending in person. This will help reduce the risk to others present at the funeral and will play a direct role in stopping the spread of the virus.

If after very careful consideration of the risk, you choose to attend a funeral in person, it is essential that you take all of the following precautions, and that those involved in arranging or managing the funeral facilitate people to take these precautions as far as



possible.

- Advise the funeral venue manager, organisers and other attendees in advance that you are in your self-isolation or quarantine period. Other people need to be aware of this prior to attending. Informing the venue manager will help ensure they have factored this into their risk assessment. Event organisers must factor this into their risk assessment.
- Maintain a distance of at least 2 metres at all times between yourself and other people, including when travelling to and from the funeral. Some people attending the funeral may be clinically extremely vulnerable. Event organisers must factor this into their risk assessment.
- Wear a properly fitting surgical-grade fluid repellent (Type IIR) face mask, If a respirator mask is used (for example N95), this should be non-valved. These masks are widely available from pharmacies, supermarkets and online retailers. You are advised to bring your own face mask. Event organisers and those organising the funeral may also want to ensure they have some in stock.
- Avoid singing or raising your voice, as this generates more particles containing COVID-19. The risk is greatest where these activities take place indoors.
- Wash your hands more often than usual with soap and water for at least 20 seconds, or use hand sanitiser. Avoid touching your eyes, nose and mouth, and cover your mouth and nose with a tissue that is thrown away after coughing or sneezing, or use the crook of your elbow (not hands) to cough or sneeze into.

- Avoid using public transport and avoid sharing transport, if possible.

Taking all of these actions will help you to protect others from COVID-19.

Event organisers should support those attending a funeral from self-isolation or quarantine to follow the steps outlined above.

### **Experiencing grief or bereavement**

The loss of a friend or loved one can be an extremely difficult and challenging time. This may be even more difficult if you have experienced bereavement and grief during the COVID-19 pandemic. Grief affects everyone in different ways, the important thing is to allow yourself to grieve, and to have the right support to help with this.

There is a range of support available, including through the NHS, [Cruse Bereavement Care](#), and [AtaLoss](#), which provides signposting and services across the UK.

If you are supporting a bereaved child or young person, the [Childhood Bereavement Network](#) has information and links to national and local organisations.



# CORONAVIRUS AND FAITH

From 19 July, the rules for places of worship changed. At Step 4:

- There are no longer limits on the number of people you can meet. This means there are no restrictions on group sizes for attending communal worship.
- Legal requirements for social distancing will no longer apply and you will not need to stay 2 metres apart from people you do not live with.
- There are no legal restrictions on the number of people that can attend a place of worship, including at significant life events, such as bar/bat mitzvahs, private baptisms, and naming ceremonies.
- Face coverings are no longer required by law in any setting. However, the Government expects and recommends that people wear face coverings in crowded areas such as public transport.

COVID-secure rules, including table service requirements and restrictions on singing and dancing, will no longer apply. However, there are steps everyone should continue to consider to reduce the risk of transmission, which are explained in this guidance. Places of worship should follow the principles set out in the [working safely guidance](#).

There will no longer be limits on the number of people who can sing indoors or outdoors. This includes indoor congregational and communal singing.

This guidance is for:

- Members of the public who may be attending a place of worship.
- Members of the public or professionals who may be responsible for places of

worship.

- Professionals who work at places of worship.

COVID-19 will be a feature of our lives for the foreseeable future, so we need to learn to live with it and manage the risk to ourselves and others. Venue managers should follow this guidance issued by the government and when applied appropriately it will help us all to stay safe and protect others by controlling the spread.

## Keeping yourself and others safe

As COVID-19 restrictions are lifted, it is important that we all use personal judgement to manage our own risk. All of us can play our part by exercising common sense and considering the risks. While no situation is risk free, there are steps everyone can take to reduce the risk of transmission:

Anyone with symptoms of COVID-19, even if they are mild, should not attend. They should self-isolate immediately and [get a PCR test](#).

If someone has been instructed by [NHS Test and Trace](#) to self-isolate because they have tested positive for COVID-19, or they are the close contact of someone who has tested positive for COVID-19, they must self-isolate and not attend. Please refer to guidance for [households with possible or confirmed COVID-19 infection](#).

Social distancing and wearing a face covering are now a personal choice. People are encouraged to respect other attendees and those working who may wish to adopt a more cautious approach. Government expects and recommends that people wear face coverings in crowded areas such as public transport. Please refer to the guidance on [how to stay safe and stop the spread of coronavirus](#) for

## 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).

further information and the actions to take to reduce the chance of spreading COVID-19.

- The NHS COVID-19 app is a vital part of NHS Test and Trace in England and Wales. Using the app helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for coronavirus, even if you don't know each other.
- Several simple and effective personal hygiene behaviours can also continue to reduce the risk of catching or spreading COVID-19. These include:

- Washing your hands with soap and water or using hand sanitiser regularly throughout the day.
- Avoiding touching your eyes, nose and mouth, and washing your hands before and after if you do need to touch your face (for example to put on or take off your face covering)
- Covering your mouth and nose with disposable tissues when you cough or sneeze, or sneezing into the crook of your elbow (not your hands) if you do not have a tissue.

### **Social distancing and capacity**

From 19 July social distancing restrictions will no longer apply. This means that you do not need to implement social distancing (2 metres or 1 metre plus with mitigations).

You may choose to limit the close contact you have with people you do not usually live with. You may also choose to take a free test before being in close contact to help manage periods of risk. These are personal choices which can help reduce your risk of catching or spreading COVID-19.

It is important to consider that others may wish to take a more cautious approach as we open up. We should all be considerate of this, and provide the opportunity and space for others to reduce close contacts if they wish.

Please refer to the guidance on [how to stay safe and prevent the spread of COVID-19](#) for further information and the actions to take to reduce the chance of spreading COVID-19.

### **Let fresh air in**

When worship takes place inside or in other enclosed spaces, consider how the space can be continually well ventilated, before, during and after.

Letting fresh air into indoor spaces is important because when a person infected with COVID-19 coughs, talks or breathes, they release droplets and aerosols which can be inhaled by other people. The more fresh air there is to breathe, the less likely other people are to inhale infectious particles. [There is further guidance on ventilation of indoor spaces to stop the spread of COVID-19.](#)

## Testing

Around 1 in 3 people with COVID-19 do not have any symptoms. This means they could be spreading the virus without knowing it. Testing twice a week increases the chances of detecting COVID-19 when a person is infectious - helping to make sure you don't spread COVID-19.

Rapid lateral flow testing is available for free to anybody, but is particularly focused on those who are not fully vaccinated, those in education, and those in higher-risk settings such as the NHS, social care and prisons. People may also wish to use regular rapid testing to help manage periods of risk such as returning to the workplace, close contact in a higher risk environment or when spending prolonged time with a more vulnerable individual. You can get tests from pharmacies or online. [Find out more about how to get rapid lateral flow tests.](#)

The [NHS Covid Pass](#) allows you to check your Covid status and demonstrate that you are at lower risk of transmitting to others, through full vaccination, a recent negative test, or proof of natural immunity.

If you develop [COVID-19 symptoms](#), self-isolate immediately and [get a PCR test](#).

## Protecting the vulnerable

Clinically extremely vulnerable people are advised to follow the same guidance as

everyone else.

However, as someone who is at a higher risk of becoming seriously ill if you were to catch COVID-19, you should think particularly carefully about precautions you can continue to take. These precautions are included in the [guidance for the clinically extremely vulnerable](#).

## Handling objects and communal resources

Surfaces can become contaminated with viruses like COVID-19. Once contaminated, touching them can transfer viruses to people's eyes, nose or mouth. From there, viruses can enter someone's body and infect them. This means that, touching or kissing objects that are handled communally including consumables, carries a risk of catching or spreading a virus.

The use of shared communal objects, including consumables, is now a personal choice. However, you are advised to follow [the advice on personal hygiene](#).

Those responsible for places of worship should facilitate access to hygiene facilities, for example by providing cleaning facilities and hand sanitiser.

## Singing, music, and performances

There are no limits on the number of people who can sing or perform indoors or outdoors. However, some activities can also increase the risk of catching or passing on COVID-19. This happens where people are doing activities which generate more particles as they breathe heavily, such as singing, dancing, exercising or raising their voices.

The risk is greatest where these activities take place when people are in close contact with others, for example in crowded indoor spaces where people are raising their voices.



In situations where there is a higher risk of catching or passing on COVID-19, you should be particularly careful to follow the [guidance on keeping yourself and others safe](#) as we return to normality.

## Venues

All places of worship should follow the principles set out in the [working safely guidance](#). The [working safely guidance](#) is also relevant to those responsible for maintaining venues which are used by the public and includes further information on cleaning and ventilation.

## Using the NHS COVID-19 app

Using the [NHS COVID-19 app](#) helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for coronavirus, even if you don't know each other. The app is free and easy to use.

The app also allows people to report symptoms, order a coronavirus test and check in to venues using a QR code. To help protect yourself and others, [download and use the latest version of the NHS COVID-19 app](#).

## Collection of Contact Details

You are no longer required by law to collect customer contact details, or keep a record of your staff and visitors.

However, you are encouraged to continue to display an NHS QR code for customers wishing to check in using the app, as this will help to reduce the spread of the virus and protect your customers, visitors and staff. You do not have to ask customers to check in, or turn them away if they refuse.

If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details for those

who ask to check-in but do not have access to a smartphone or prefer not to use the app.

Please see the guidance on [maintaining records of staff, customers and visitors to support NHS Test and Trace](#).

## Other guidance

This guidance has been published alongside other specific guidance provided by the government (all of which is subject to review and update), which should be used together to ensure public safety. These include:

- [guidance for wedding and civil partnership ceremonies, receptions and celebrations](#)
- [guidance for funerals and commemorative events](#)
- [guidance for events and attractions](#)
- [guidance on face coverings](#)
- [guidance on maintaining records to support NHS Test and Trace](#)
- [guidance on protecting vulnerable people](#)



## 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

**Fresh Air/Testing/Face Coverings/App/Hand Washing**