

Coronavirus (COVID:19) in Cumbria

Information for Community Leaders

November 2020



Introduction

This pack is designed to help community leaders to support people in their communities. It aims to give you information on the key messages and where people can access support, with a little more detail and background information than it is possible to include in short press releases and other public information.

Community leaders may be informal (someone who's set up a local support group) or formal (local councillors); the pack might also be useful to other people, including the staff of local voluntary sector organisations.

We have seen a huge community response to support people affected by Coronavirus and the lockdown restrictions in Cumbria. There have been over 300 new community groups established, and existing voluntary and community organisations, and Parish Councils, have played equally important roles.

Some community leaders will have played a very hands on role during the response to Coronavirus (for example, helping with food and prescription deliveries), some will have taken on a coordination role in their community and others will have given more remote support (such as phone calls to those who are lonely) because their own medical conditions or age mean that they have had to be particularly careful about staying apart from people they do not live with. All these different kinds of roles have been important in helping to support people in communities across Cumbria.

We published a guide for people who wanted to help in their communities in April, and this new booklet contains updated information, covering the current guidance, and reflecting the fact that we face a more complex situation as we go into the autumn and winter. Coronavirus has changed many things in our everyday lives, and it has been easier for some people to adapt to those changes than others.

We're seeing far more complex problems as some people struggle to cope with a reduction in their income, and many people are finding it hard to maintain their mental wellbeing as they face a winter of restrictions. This pack contains information on where people can find support around these issues and more.

We'd like to thank you for everything you've done so far to support people in communities across Cumbria, and for all the support we know you'll continue to give them over the coming months.



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Contents

Staying Safe	4
Basic Principles	4
When to self-isolate and how to get a test	5
National and Local Restrictions	6
Shielding	8
Information on Coronavirus cases in Cumbria	8
Keeping up to date with the latest information	8
Good neighbours	9
Community Support	10
Cumbria Coronavirus Support Line.....	11
Supporting people with financial worries	12
Good sources of support	12
Claiming benefits	13
Housing problems.....	13
Encouraging people to get support with financial worries	14
Credit Unions	14
Food projects.....	15
Supporting people who are stressed and anxious	16
Good sources of support	16
Encouraging people to talk about their worries.....	17
Worried about someone?	18
Mental Health.....	18
Domestic Abuse.....	18
Worried about a child or young person?	18
Keeping adults safe in Cumbria	19
Preparing for Winter.....	20
Keeping Healthy.....	20
Winter Warmth	21
Helping your community prepare for winter	21
Keeping up to date	22
National Information Sources	22
Cumbrian Information Sources	22
Further information.....	24

Staying Safe

Basic Principles

Whilst the rules have changed a number of times, there are a few basic principles that underpin them, and understanding these can help people to make sense of the rules.

Coronavirus spreads most easily when people are in close contact with each other, particularly indoors. It is mainly spread in small water droplets in the air, generated by coughing and talking.

It is therefore important to:

- Stay a safe distance from people you don't live with (as the droplets don't travel a long way before falling to the ground)
- Cover your face, in indoor spaces where it not possible to stay apart from others (it is now compulsory to wear a face coving in many indoor spaces like shops, cafes and restaurants)
- Wash your hands frequently and avoid touching our face (as your hands can easily pick up the virus off surfaces, particularly frequently used surfaces that droplets might have landed on)

These basic rules can be remembered as "Hands, Face, Space"



We can also help limit the spread of Coronavirus by limiting the number of different people outside our household that we have close contact with. We can't stop of all mixing of households; many of us have to go to work or school, and it can seem illogical to be meeting many different people in these settings, but to be asked to cut back meeting people for social activities. But by cutting back on close contact where we can, or arranging to in safer ways (for example, meeting outdoors rather than indoors), we can reduce the overall opportunities for the virus to spread.

When to self-isolate and how to get a test

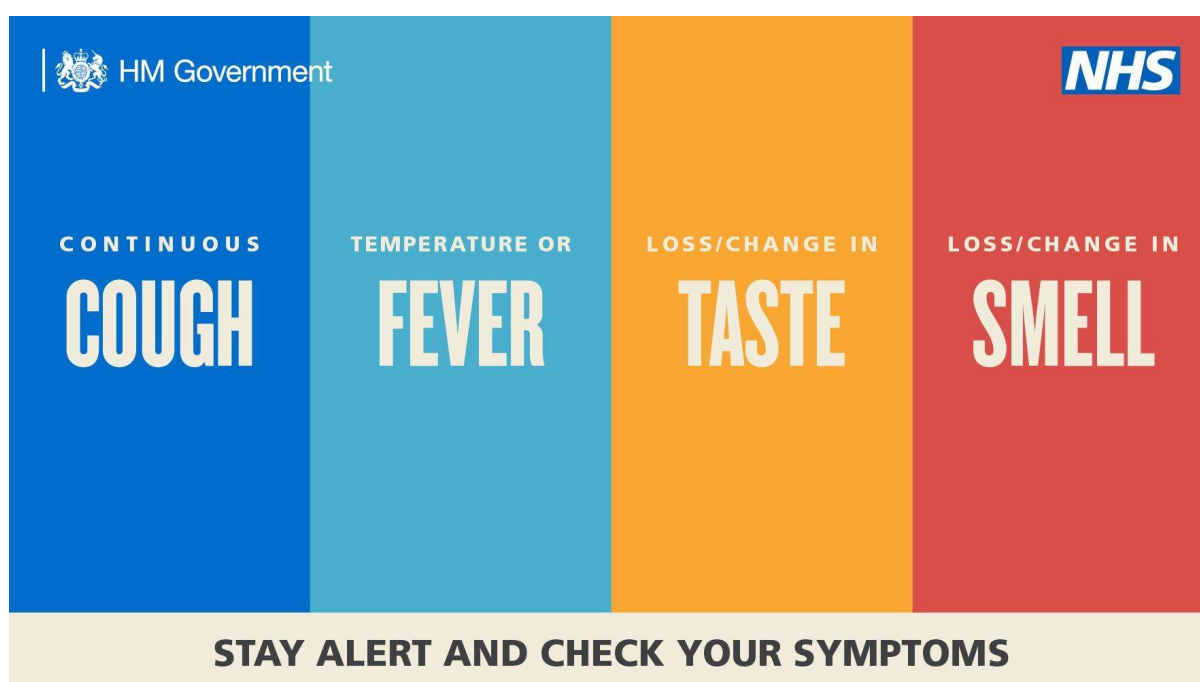
One of the most important ways to stop the spread of Coronavirus is to self-isolate (stay at home) for 10 days and get a test if you experience any of the main symptoms: a continuous cough, a high temperature, or a loss or change in taste or smell.

Other people in your household should also self-isolate (for 14 days), but they do not need to book a test unless they develop symptoms themselves.

You can find a more detailed explanation of the symptoms (for example, when is a cough considered to be “continuous”?) on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

There are many common symptoms such as a stuffy nose or a headache that may be associated with Coronavirus infection (as well as many other infections such as a cold or flu), but if you have these without any of the four main symptoms in the graphic below then you do not need to self-isolate or get a test.



You can book a Coronavirus test on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

If people are unable to access the internet, they can book a test by calling **119**

You can find out the location of test centres in Cumbria (some fixed sites, some mobile testing units) on the North Cumbria NHS website, but tests still need to be booked via the NHS website or 119.

People on low incomes who need to self-isolate may be able to get a £500 grant from their District costs to cover the loss in their income if they are unable to work from home. You can find more information on your District Council website.

National and Local Restrictions

The restrictions in England have now been simplified so that every area is classified as Alert Level Medium (Tier 1), High (Tier 2) or Very High (Tier 3).

You can check which category an area is in, and what restrictions apply, on the gov.uk website:

<https://www.gov.uk/find-coronavirus-local-restrictions>

The full restrictions for each Alert Level can be found here:

<https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know>

And the key points are summarised in the graphic on the next page.

In a **Medium** Alert area, people can meet indoors and outdoors in groups of up to 6 people – the “Rule of 6”

In a **High Alert** area, you cannot meet people from other household indoors (if you live alone and have formed a “support bubble”, you can still meet indoors within your bubble), but can still meet in a group of up to 6 outdoors. Pubs and restaurants will remain open, but you can only visit with members of your own household.

In a **Very High Alert** area, pubs and bars will close, although restaurants can remain open. You cannot meet people from other households indoors or in many outdoor spaces. People are advised not to travel in or out of Very High Alert areas.

If you do travel out of a High or Very High Alert area, the rules from that area still apply to you. In other words, if you live in a High Alert area (where you are not allowed to meet other households indoors) and travel to Medium Alert area, you still cannot meet other households indoors.

There are a number of exemptions to the rules for each Alert Level – including to assist a vulnerable person, or to undertake organised sport or organised voluntary activity (which will have been risk assessed and precautions put in place to ensure that it is “Covid-secure”).

You can find the full set of exemptions by using the link above, and then following the link to “Find out more” that is at the bottom of each Alert Level’s section.

The webpage linked to above also contains links to the restrictions in Scotland, Wales and Northern Ireland.



LOCAL COVID ALERT LEVEL

MEDIUM

Rule of six indoors and outdoors, in all settings.

Businesses and venues can continue to operate, in a COVID-secure manner, other than those that remain closed in law

Certain businesses are required to ensure customers only consume food and drink while seated, and must close between 10pm and 5am

Schools, FE colleges and universities remain open

Places of worship remain open, subject to indoor/outdoor gatherings rules

Up to 15 guests for weddings and up to 30 guests for funerals. 15 for receptions, wakes and related ceremonies

Exercise classes and organised adult sport can take place outdoors, as can all youth sport and sports for disabled people (indoor and outdoor). Other adult indoor sports/fitness activities must follow the rule of six



LOCAL COVID ALERT LEVEL

HIGH

1 household / bubble indoors. Rule of six outdoors.

Businesses and venues can continue to operate, in a COVID-secure manner, other than those that remain closed in law

Certain businesses are required to ensure customers only consume food and drink while seated, and must close between 10pm and 5am

Schools, FE colleges open. Universities remain open, but activities and facilities must reflect wider restrictions

Places of worship remain open, subject to indoor/outdoor gatherings rules

Up to 15 guests for weddings and up to 30 guests for funerals. 15 for receptions, wakes and related ceremonies

Exercise classes and organised adult sport can take place outdoors, as can all youth sport and sports for disabled people (indoor and outdoor). Adult indoor sport and exercise classes only permitted if it is possible for people to avoid mixing with people they do not live with

You can continue to travel to venues or amenities that are open, for work or to access education, but should look to reduce the number of journeys you make where possible



LOCAL COVID ALERT LEVEL

VERY HIGH

1 household/bubble indoors and in most outdoor venues. Rule of six applies in some public outdoor settings like parks, public gardens and sports courts

Pubs and bars must close. They can only remain open if they operate as a restaurant, which means serving substantial meals. They may only serve alcohol as part of such a meal

Schools, FE colleges open. Universities remain open, but activities and facilities must reflect wider restrictions

Places of worship remain open, subject to indoor/outdoor gatherings rules

Up to 15 guests for weddings and up to 30 guests for funerals. 15 for wakes and related ceremonies. Wedding receptions not permitted

Exercise classes and organised adult sport can take place outdoors, as can all youth sport and sports for disabled people (indoor and outdoor). Adult indoor sport and exercise classes only permitted if it is possible for people to avoid mixing with people they do not live with

You should try to avoid travelling outside the very high alert level area you are in. You can continue to travel to open venues but should reduce the number of journeys you make where possible, other than for things like work, education or care responsibilities

You should avoid staying overnight in another part of the UK if you are resident in a very high alert level area, or avoid staying overnight in a very-high alert level area if you are resident elsewhere



Other restrictions may apply in your area.
For more information and detailed guidance visit: [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Shielding

In March 2020, government advised those who were most clinically vulnerable to Coronavirus to “shield”.

These were the people who thought to be most at risk of developing serious symptoms that would require hospital treatment if they contracted Coronavirus – for example, people undergoing some cancer treatments, and people who had received an organ transplant and were on drugs to suppress their immune response.

We now know more about how Coronavirus is spread, who is most at risk, and the stress that can be caused by shielding, and the government has issued new advice to those who are “clinically extremely vulnerable”.

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

This guidance explains what extra precautions clinically extremely vulnerable people might want to take in at each Alert Level.

The government is only planning to reintroduce the formal shielding programme in local areas where the infection rate becomes particularly high.

Many people who were shielding will now have arrangements in place for online shopping or for support from friends, neighbours and community groups. However, if people are unable to find local support, they can contact the Cumbria Coronavirus Support Line: **0800 783 1966**

Information on Coronavirus cases in Cumbria

You can find weekly reports from Cumbria’s Health Protection Board on the Cumbria County Council website; these contain information on the number of cases in each District of Cumbria:

<https://www.cumbria.gov.uk/stopthespread>

You can also find useful information on the government website:

<https://coronavirus.data.gov.uk/>

This includes a map of local infection rates (zoom in to see more local information):

<https://coronavirus-staging.data.gov.uk/details/interactive-map>

Keeping up to date with the latest information

The information on Coronavirus, particularly information on the local alert levels, inevitably changes frequently. It’s best to check the gov.uk website for the latest information:

<https://www.gov.uk/>

Good neighbours

Just like when we went into lockdown in March, many people will need a bit of extra help and support from friends and neighbours this winter. Some people might need practical help with shopping (for example, if they have to self-isolate because they've developed Coronavirus symptoms), some might welcome a weekly chat on the phone, and others might need advice on where to get help with anxiety or debt problems.

Most people want to help their neighbours, but they often need a bit of encouragement and some practical ideas to get them started. There are some ideas in the picture below; many areas will now have support networks in place, but it might be a good time to recheck everyone's connected in, particularly if any new people have moved in over the last few months.

COMMUNITY ACTION RESPONSE: COVID-19

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

The infographic consists of five vertical panels, each with a different background color and an icon at the top. The panels contain the following text:

- Panel 1 (Teal):** Icon: Heart. Title: **Think of others, consider your actions & be kind**. Text: People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.
- Panel 2 (Pink):** Icon: Telephone handset. Title: **Connect and reach out to your neighbours**. Text: As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.
- Panel 3 (Orange):** Icon: Three hexagons. Title: **Make the most of local online groups**. Text: Keep up to date, share information and be a positive part of your local community conversations.
- Panel 4 (Blue):** Icon: Person silhouette. Title: **Support vulnerable or isolated people**. Text: Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.
- Panel 5 (Green):** Icon: Plus sign in a circle. Title: **Share accurate information and advice**. Text: Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.



It's also a good opportunity to encourage people to prepare in case they're asked to self-isolate, perhaps by having a few days food in the house, or by making sure they've got the phone number of a friend or neighbour who would be able to help them with shopping.

There are more tips on getting prepared for winter in a later section of the booklet.

Community Support

You probably already know what local support groups were set up in our local area during the first lockdown; we know there were more than 300 across Cumbria, and between them they've helped with things including prescription deliveries, shopping, hot meals, craft packs, and phone calls to people who needed a friendly chat.

Many of these groups are still very active, and are a great place to direct people who need a bit of extra help with simple tasks like shopping this winter.

The Cumbria County Council Area Teams are in contact with all the groups they know about, and are offering them support (for example, where they are worried that they may not have enough volunteers now that many people are back at work).

If you're aware of groups who aren't connected to the CCC Area Teams, need some support setting up a new group, or need to find out more about the groups in your area then you can contact the relevant Area Team on the emails below:

Alledale.AreaSupport@cumbria.gov.uk

Barrow.AreaSupport@cumbria.gov.uk

Carlisle.AreaSupport@cumbria.gov.uk

Copeland.AreaSupport@cumbria.gov.uk

Eden.AreaSupport@cumbria.gov.uk

SouthLakeland.AreaSupport@cumbria.gov.uk

If community groups need funding, then there are grants available, including from the Cumbria Community Foundation Covid-19 Response Fund:

<https://www.cumbriafoundation.org/fund/covid19-response-fund/>

Cumbria Coronavirus Support Line

Cumbria County Council has now restarted the Cumbria Coronavirus Support Line: **0800 783 1966**

This was originally set up to support people in shielding group, but became much broader. It is now also supporting the Test and Trace service, people asked to self-isolate, people with financial problems and people who want to find mental health support.

The support line is currently operating Monday – Friday.

There's also information on the Cumbria County Council webpage on many of these topics if people prefer to browse online rather than make a phone call: <https://cumbria.gov.uk/>

Struggling?

Don't wait for problems to get worse, there are organisations that can help.

Find support now at cumbria.gov.uk

Cumbria County Council | **NHS** | **Cumbria CVS** | **FURNESS** | **CARLISLE CITY COUNCIL** | **Eden District Council** | **Copeland Borough Council** | **Allerdale Borough Council** | **SOUTH LAKELAND DISTRICT COUNCIL**

The following sections give a bit more information on when, how, and where to help people find help with financial difficulties and mental health concerns.

Supporting people with financial worries

The economic downturn associated with coronavirus means that many people who've always worked are now having to claim benefits, because they've lost their job or had their hours reduced. Unfortunately, we anticipate more people will be affected over the next few months, particularly as the Furlough scheme comes to an end, and extra costs such as winter heating bills begin to build up.

It is better to get advice on money problems sooner rather than later, and getting advice from a reliable source can help people to borrow money safely – for example, from a local Credit Union rather than from Loan Sharks and other high interest rate lenders.

Good sources of support

People who are struggling to buy food or essentials because of financial difficulties you can contact the **Ways to Welfare** community support team (<https://www.cumbria.gov.uk/welfare/support.asp>)

Citizens Advice (<http://citizensadvicecumbria.org.uk/>) can also provide advice around applying for benefits (and around accessing the additional support available to those on benefits, such as free school meals and support with utility costs/bills), debts, and housing problems. They can also help even if people are simply worried about reduced hours or redundancy as the furlough scheme comes to an end.

Cumbria Law Centre may be able to provide advice about employment, housing, debt and benefits. You can call 01228 515129 or email reception@cumbria-law.org.uk You can find out more here www.cumbrialawcentre.org.uk/

People can also get in touch with the **National Debtline** – online, with webchat and email support options (<https://www.nationaldebtline.org/>) or by phoning 0808 808 4000. Advisors available Monday to Friday 9am - 8pm, and they have a specific webpage for Coronavirus information: <https://www.nationaldebtline.org/Pages/coronavirus-and-your-money.aspx>

Claiming benefits

People might be able to claim benefits or get more money on their current benefits if their work has been affected by coronavirus.

This might be because they:

- are earning less than usual - including if they're self-employed
- have lost their job, been made redundant or stopped being self-employed
- are self-isolating or shielding

Working out what you can claim can be complicated, because different benefits have different rules. Some benefits are dependent upon having made National Insurance contributions, whilst others are related to your income and/or savings.

People can check what they might be eligible for using online tools by visiting <https://www.gov.uk/benefits-calculators> or if they prefer to talk to someone, they can contact their local Citizens Advice (details above).

If someone hasn't claimed means-tested benefits before, they can find out more about Universal Credit (and make their claim) online <https://www.understandinguniversalcredit.gov.uk/>

They can also contact the Citizens Advice "Help to Claim" service on 0800 144 8 444

Housing problems

People who are having difficulties paying for housing, should contact their landlord, housing association or mortgage company, or get advice from Citizens Advice.

If people are struggling to pay their Council Tax, are at risk of eviction or are homeless, they should contact their local district council:

- Allerdale Borough Council 0303 123 1702
- Barrow Borough Council 01229 876543
- Carlisle City Council 01228 817200
- Copeland Borough Council 01946 598300
- Eden District Council 01768 817817
- South Lakeland District Council 0845 050 4434

Encouraging people to get support with financial worries

We're finding that many people who have always worked are reluctant to claim benefits. Sometimes this is because they simply don't know how, but it is often because they feel they should be able to provide for their family without help.

It might be helpful to reassure people that the economic downturn caused by Coronavirus means that this a common position for people to be in, and it's not their fault or something they should be ashamed of; there are now around twice the number of people on benefits in Cumbria as there were a year ago.

Benefits are designed to help in exactly this kind of situation – as a short term fix to support people whilst they find another job. Claiming benefits can help prevent people building up large debts, and so make it easier for them to “get back on their feet” when they find a new job.

It's also worth letting people know that there's lots of extra financial help available once you are claiming benefits; this can include access to grant schemes, help with heating and utility bills, access to cheaper broadband packages, and free school meals. Citizens Advice will be able to help people work out what's available to them.

For people who already have significant debts, knowing that it can be possible to have these written off with a Debt Relief Order can encourage them to seek advice (again, Citizens Advice is a good source of further information):

<https://www.gov.uk/options-for-paying-off-your-debts/debt-relief-orders>

There is also support available to those in financial difficulties who may not be eligible for benefits.

Many older people will be eligible to claim Pension Credits that will increase their income (and Citizens Advice or Age UK will be able to help with this)

<https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/pension-credit/>

Credit Unions

Credit Unions help people to save money and can also provide loans at low interest rates. Anyone who lives or works in the area a Credit Union serves can use them. They are an alternative to payday lenders and 'loan sharks' and can help you avoid getting into problem debt.

There are 4 Credit Unions in Cumbria

Affinity Credit Union covers the whole of Cumbria and has (part time) offices in Cleator Moor, Workington, Penrith and Kendal. There's more info on their website: <https://www.affinity.co.uk>

Carlisle and District Credit Union also covers the whole of Cumbria: www.carlislecu.com

Barrow & District Credit Union operates south west Cumbria: www.barrowdistrictcu.co.uk

Whitehaven, Egremont and District Credit Union operates in West Cumbria: www.wedcu.co.uk

Food projects

When people are struggling financially, buying food is often the most immediate problem that they face, and there are many food projects across Cumbria that can help.

In a crisis, people can access emergency food parcels from a Foodbank; they usually need to have been referred by another organisation, such as Citizens Advice or their Housing Association.

You can find a list of Foodbanks in Cumbria on the Cumbria County Council website; many new Foodbanks have opened over the last 6 months, so it's worth checking what's available in your area:

<https://www.cumbria.gov.uk/welfare/foodbank.asp>

The Cumbria County Council's Ways to Welfare Team can help people to get a referral to a Foodbank, and in some circumstances may also be able to provide direct financial help. They can be contacted on 01228 221100, with full details on: <https://www.cumbria.gov.uk/welfare/support.asp>

There are also many other food projects (including food pantries and FareShare) in Cumbria that don't require a formal referral. Many of these redistribute surplus food, for example, from the supermarket supply chain, either as packs of food, or made into cooked meals. Some operate as cooperatives, bulk buying food for their members to achieve a better price.

You can search for food projects on the "Get Help" section of the Cumbria County Council website: <https://www.cumbria.gov.uk/> and if you need more information on projects in your area, you can contact your local County Council Area Team on the generic team email addresses in the earlier "Community Support" section of this pack.

Supporting people who are stressed and anxious

It's very common for people to be feeling stressed and anxious at the moment – sometimes because of financial difficulties, sometimes because of the challenges caused by the lockdown restrictions, and sometimes just because it's been a very odd few months. Once again, people often need a little reassurance that this is not unusual to feel like this at the moment and it's OK to ask for help; it's a very common reaction to a very unusual situation.

Many people may only need to talk about their worries with a family member, friend or someone they trust, and there is information on how to start these conversations in a later section.

However, a few people will need professional help, from voluntary sector organisations or the NHS, and there are links to some good sources of this support in the next section.

Good sources of support

Togetherall is a service offering free online support to anyone aged 16 and over 24/7 you just need a Cumbrian postcode to register. It provides online peer-peer support, access to an anonymous community and lots of information, as well as courses and resources covering a range of mental health and wellbeing topics <https://togetherall.com/>

Kooth is an online service for young people aged 11-18 <https://www.kooth.com/>

Mindline Cumbria (<http://www.mindlinecumbria.org/>) offers support and guidance about mental health over the phone, via text or email. They will listen to your concerns and help to empower you to feel more in control of your mental health or support someone else.



There is more useful information from **Every Life Matters**: <https://www.every-life-matters.org.uk/>

Including a Wellbeing and Mental Health in Covid-19 booklet which is full of tips and links

<https://www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf>

If people need to talk to someone urgently the **Samaritans** are available 24/7 on **116 123** (<https://www.samaritans.org/>)



Encouraging people to talk about their worries

We often worry about asking people how they're feeling because we're not really sure how to start the conversation, or if we'll be help them if they are experiencing mental health problems.

But in reality, people are often just waiting for someone to start the conversation; to ask how they are, and to be willing to listen to an honest answer. Although sometimes you might need to "ask twice", as we're so used to automatically saying "I'm fine"!

There are some websites that give good basic advice on how to support other people, including:

<https://www.time-to-change.org.uk/coronavirus>

<https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/>

Listening carefully is often good enough - be non-judgemental, take their feelings seriously, and give them time to talk – and try not to let your own thoughts and worries take over.

It's OK to have silences, and you don't need to be able to fix all of people's problems.

You might be able to open up conversations about how people are feeling and their mental wellbeing with questions like these:

- Things are making us all so anxious at the moment, I'm just wondering how you are feeling?
- Everyone has been thinking about practical things over the last few weeks but it's important not to forget about our emotions and mental well-being – would it be helpful for us to chat about that for a while?
- I hope you don't mind me asking but I just wanted to check how you are feeling at the moment and wondered if you wanted to share any worries?
- We have talked about x but it is also important to share feelings of stress or any worries with others – are you managing to do that or is there anything else you would like to talk about at the moment?
- Some people find it hard to talk about their feelings but if there is anything else you would like to talk about before we finish chatting, I am happy to listen.

If you want to learn more about how to help people cope with the emotional impacts of Coronavirus, you could do the online Public Health England Psychological First Aid Training Course. The course doesn't require any background knowledge; it takes about 3 hours, but you can do it at your own pace:

<https://www.futurelearn.com/courses/psychological-first-aid-covid-19>

Every Life Matters offer a free online Suicide Awareness training course that lasts 60 minutes:

<https://www.every-life-matters.org.uk/training/>

You might also find the FACE framework useful; this encourages people to identify and focus on what they can control, and then to build on those things:

http://www.commpsy.com/wp-content/uploads/FACE_COVID-1.pdf

Worried about someone?

Mental Health

If you're concerned about someone's mental health, and worried that they might harm themselves, then the Samaritans website has good advice:

<https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/>

Domestic Abuse

Spending more time at home with the family isn't a good thing if you're in an abusive relationship. For some people, it's a time when stress levels rise, abusive behaviour can escalate, and it's much harder to find an opportunity to reach out and get help. There are many kinds of domestic abuse; it might involve physical violence, controlling behaviour, financial control, and/or isolating people from friends and family.

The levels of domestic abuse have risen during the Coronavirus pandemic, but it is often a hidden problem. There are many organisations that can help, but if people are in danger, they should call 999.

There's more information on the Cumbria Police website:

<https://www.cumbria.police.uk/Advice-Centre/Personal-Safety/Domestic-Abuse.aspx>

Worried about a child or young person?

If you have concerns about a child being neglected or abused, please report them and help keep children safe.

People can report concerns in the following ways:

- Call the Cumbria Safeguarding Hub on 0333 240 1727
- Call the NSPCC on 0808 800 5000
- If a child is at immediate risk of harm call 999.
- Children can contact [childline.org.uk](https://www.childline.org.uk) if they do not feel safe on 0800 1111

Find out more at <https://www.cumbriasafeguardingchildren.co.uk/LSCB/covid19.asp>.

Keeping adults safe in Cumbria

This is a worrying time for everyone but particularly for the older and more vulnerable members of our communities. If you are concerned that an adult is at risk of abuse or neglect, please see the contact options below and report your concerns.

Find out more at <http://www.cumbriasab.org.uk/AdultSafeguarding/covid-19.asp>.



Safeguarding Adults for Covid-19 Mutual Aid Groups

safeguarding adults at risk
a cumbria partnership

 **Safeguarding adults means protecting the most vulnerable from abuse and neglect.**

Abuse and neglect can happen in different ways and be perpetrated by anyone. Abuse can be a crime.

 **If you see something, are told something or something doesn't feel right you need to report it.**

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Contact us
If you are concerned that an adult is at risk of abuse or neglect please call:
Copeland and Allerdale - 0300 303 3589 Carlisle and Eden - 0300 303 3249
Furness and South Lakes - 0300 303 2704 Out of Hours 01228 526690
In an emergency, call 999

For concerns about a child, report to: cumbriasafeguardingchildren.co.uk

 @cumbriasab  cumbriasab.org.uk

Preparing for Winter

There's more to winter than Coronavirus!

As always, winter can be a more challenging time, and there are a number of topics it's worth being aware of.

Keeping Healthy

It's more important than ever that people who are at risk of serious complications from flu get a vaccination this year; it protects them, and also helps to reduce the demands on the NHS. Many pharmacies and GP practices are arranging "pop up" or "drive through" flu clinics, so it's worth looking at what's available locally.

It's also important to remember that most NHS services are still running; people shouldn't put off making an appointment if they are experiencing worrying symptoms or need care for existing medical conditions. Many GP appointments will be taking place by telephone or video call, but patients will still be seen in person when necessary.

The new measures in place at GP Practices, clinics and hospitals to allow face to face appointments to happen safely include:

- One-way systems and colour coded areas to help with social distancing
- Hand sanitiser
- Use of face coverings
- Temperature checks being offered in some settings



If people need urgent support with your mental or physical health they can contact NHS111 online at <https://111.nhs.uk/> who will direct them to appropriate services.

Winter Warmth

There are a range of grants and schemes available to help people to cope with winter heating costs, including:

Cumbria Community Foundation's Winter Warmth Fund for over 60s:

<https://www.cumbriafoundation.org/winter-warmth-fund/>

The government's warm home discount scheme:

<https://www.gov.uk/the-warm-home-discount-scheme>

It's also worth people talking to Citizens Advice (they can be aware of schemes that aren't widely advertised) and looking at their District Council website for local information.

Helping your community prepare for winter

Few people in Cumbria need a reminder that we seem to experience more than our fair share of severe weather, particularly floods and snow. Coping with these during the Coronavirus pandemic will be harder than ever, and communities are likely to continue to play a major role.

If you want to help your community prepare for this winter, here are some ideas on how. You could encourage people to think about:

- Writing a household emergency plan - this might help them to be able to safely stay in their own home during some emergencies, rather than have to go to a crowded reception centre. You can find a template to print here: <https://www.cumbriaaction.org.uk/resources/research-other/pub024a2020-02householdepleafletto-print-a4.pdf>
- Who could help them with shopping they come into contact with someone who tests positive for coronavirus, and are asked to self-isolate.
- Having some basic food supplies in their house in case they're asked to self-isolate, or if they're stuck at home in bad weather.
- What they'd need to take with them if they needed to leave home in a hurry – and making a list of this (or packing a grab bag). Phone chargers and power banks can be particularly useful!
- Signing up for the priority customer registers that many utility companies maintain if they are eligible and are likely to need a bit of extra help in a power cut, etc – for example
 - Electricity North West: <https://www.enwl.co.uk/power-cuts/priority-services-register>
 - Cold Weather Priority Initiative (Oil): <https://ukifda.org/cold-weather-priority-initiative/>
 - United Utilities: <https://www.unitedutilities.com/help-and-support/priority-services/>
- Signing up for assisted bin collections (see your District Council website) if they are eligible and worried about moving bins and recycling in slippery winter conditions

It might also be worth being aware that many people might find Christmas a very challenging time, emotionally and financially.

It's unlikely that restrictions on social gatherings will have relaxed significantly by Christmas, but you could think about ways to celebrate the middle of winter as a community – perhaps with lights, Christmas window displays, "virtual" community events, or Christmas meal deliveries?

Or how about organising a "living advent calendar"? <https://www.edenprojectcommunities.com/stuff-to-do/organise-a-living-advent-calendar>

Keeping up to date

It's hard to keep up with the latest information, because it changes so rapidly.

Throughout this pack we've tried to give you links to some of the most useful websites where you can check for updated information.

If you're thinking of sharing information on social media, it's worth thinking about if it comes from a trustworthy source. The **SHARE** guidelines can help you decide if it's reliable information:

- **Source:** Make sure the story is written by a source that you trust, with a reputation for accuracy. If it's an unfamiliar source, try checking the website's "About Us" section for more information.
- **Headline:** Always read beyond the headline. If it sounds too good to be true, it might very well be! Be wary if something doesn't seem to add up.
- **Analyse:** Make sure you check the facts; just because you've seen a story several times doesn't mean it's true. If you're not sure, look at fact-checking websites and other reliable sources to double check.
- **Retouched:** Check if images look like they might have been retouched or altered. False news stories often contain altered photographs or reedited video clips. Or sometimes images may be authentic, but taken out of context.
- **Errors:** Many false news stories use "lookalike" web addresses – look out for misspellings! Poor grammar and bad layout are other signs that a website might not be genuine.

National Information Sources

The latest information on local COVID alert levels, restrictions and guidance is available on the government website: <https://www.gov.uk/coronavirus>

The latest health information is available on the NHS website:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Cumbrian Information Sources

Information is available from a range of local organisations. The list below gives some suggested websites, and most of these organisations will have Facebook pages and Twitter accounts, which can be a good way to keep up to date with the latest information.

Cumbria County Council: <https://www.cumbria.gov.uk/>

District Councils:

Allerdale Borough Council: <https://www.allerdale.gov.uk/>

Barrow Borough Council: <https://barrowbc.gov.uk/>

Carlisle City Council: <https://www.carlisle.gov.uk/>

Copeland Borough Council: <https://www.copeland.gov.uk/>

Eden District Council: <https://www.eden.gov.uk/>

South Lakeland District Council: <https://www.southlakeland.gov.uk/>



North Cumbria NHS:

North Cumbria CCG: <https://northcumbriaccg.nhs.uk/>

North Cumbria Integrated Care: <https://www.ncic.nhs.uk/>

South Cumbria NHS:

Morecambe Bay CCG: <https://www.morecambebayccg.nhs.uk/>

University Hospitals of Morecambe Bay: <https://www.uhmb.nhs.uk/>

Cumbria Police: <https://www.cumbria.police.uk/>

Cumbria CVS (support for voluntary and community organisations): <https://cumbriacvs.org.uk/>

ACTion with Communities in Cumbria (support for communities and community groups): <https://www.cumbriaaction.org.uk/>



Further information

If you need more information or advice for your community group, you can contact:

ACTion with Communities in Cumbria

<https://www.cumbriaaction.org.uk/>

info@cumbriaaction.org.uk / 01768 425666

Your local Cumbria County Council Area Team

Alledale.AreaSupport@cumbria.gov.uk

Barrow.AreaSupport@cumbria.gov.uk

Carlisle.AreaSupport@cumbria.gov.uk

Copeland.AreaSupport@cumbria.gov.uk

Eden.AreaSupport@cumbria.gov.uk

SouthLakeland.AreaSupport@cumbria.gov.uk

Cumbria CVS (support for voluntary and community groups, and advice around volunteering)

<https://cumbriacvs.org.uk/>

info@cumbriacvs.org.uk / 01768 800350

