

Prevent—Inform—Assist

Colchester Borough Council's
Covid-19
Community
Response Pack

VERSION 15

January 07
2021

www.colchester.gov.uk/coronavirus



Hands/Face/Space/Ventilation

INTRODUCTION

This pack has been produced to support you and your community during the ongoing COVID-19 situation.

Within you'll find a list of key contacts, resources and information in one place, which we hope you can share with your community.

During these worrying and unprecedented times Colchester Borough Council (CBC) continues to work closely with local strategic partners, branded together as One Colchester. The council, voluntary sector, police, health, education and business community along with many others make up the partnership and are committed to close collaboration in support of our communities.

A CBC Community Response team has been mobilised, closely aligned to Community360 (C360) dedicated providing support, advice and assistance to those who need it across the borough.

Colchester's amazing communities have responded in force, volunteers, groups and activities springing up with local leaders to help those in need and the Council is supporting this social movement however it can.

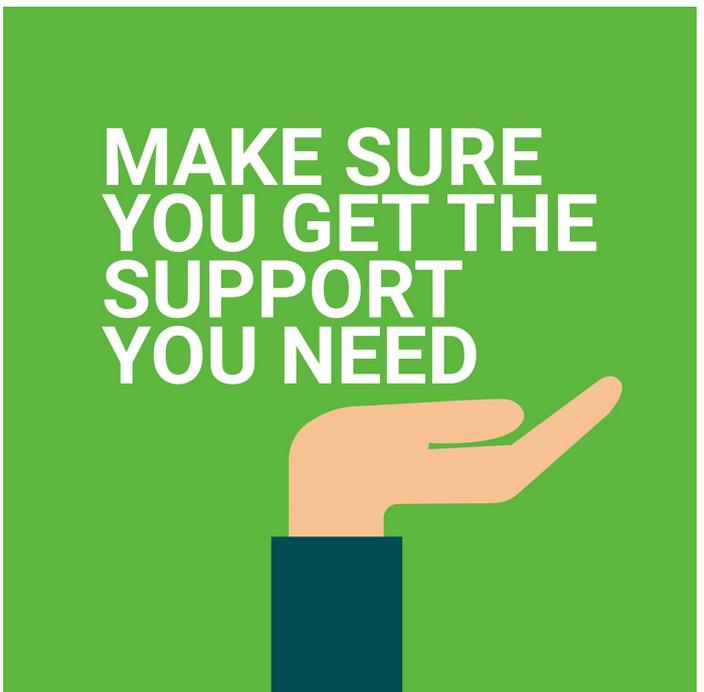
Our Business community, despite all their own challenges are stepping up and helping in so many ways and the Council is committed to supporting and keeping them up to date with advice

and information as soon as things are shared from Government at www.colchester.gov.uk/coronavirus

Organisations or groups who need advice or support are encouraged to contact the Communities Response team by emailing 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

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

Neighbourhood 2:

Yovone Cook 07976794786

yovone.cook@colchester.gov.uk

Neighbourhood 3:

Siobhan McLeod 07966240457

Siobhan.mcleod@colchester.gov.uk

Neighbourhood 4:

Cathy Doyle 07795084328

Catherine.doyle@colchester.gov.uk

Neighbourhood 5:

Chrissy Henegan 07966235791

Chrissy.henegan@colchester.gov.uk

Neighbourhood 6:

Siobhan McLeod 07966240457

Siobhan.mcleod@colchester.gov.uk

Community Response team
communities@colchester.gov.uk

**Colchester Borough Councils
Community Safety Team** safer.colchester@colchester.gov.uk

Community360 email information@community360.org.uk or call 01206 505250.

Head of Strengthening Communities
at Essex County Council. Email:
kirsty.ocallaghan@essex.gov.uk

**Colchester Borough Councils Digital
Access Team.** For support with getting
connected email
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



USEFUL LINKS

GOVERNMENT ADVICE

- [GOV.UK: National lockdown: Stay at Home](#)
- [GOV.UK: Coronavirus Guidance](#)
- [GOV.UK: Interactive Map for COVID levels](#)
- [GOV.UK: Social distancing](#)
- [GOV.UK: Making a support bubble with another household](#)
- [GOV.UK: Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)
- [GOV.UK: Face coverings and when to wear one](#)
- [GOV.UK: Guidance for the public on mental health and wellbeing](#)
- [GOV.UK: Guidance on coronavirus-covid-19 travel corridors](#)
- [GOV.UK: Optional badges/lanyards to promote ongoing social distancing](#)
- [GOV.UK: Covid 19 stay at home guidance for households with possible coronavirus infection](#)
- [GOV.UK: NHS Test and Trace: How it works](#)
- [GOV.UK: NHS Test and Trace: Workplace guidance](#)
- [GOV.UK: Safer travel guidance for passengers](#)
- [GOV.UK: Social distancing guidance for young people](#)
- [GOV.UK: Guidance-on phased return](#)

[of sport and recreation](#)

- [GOV.UK: Guidance on working safely during Coronavirus](#)
- [GOV.UK: Review of two metre social distancing guidance](#)
- [GOV.UK: Guidance for the safe use of multipurpose community facilities](#)
- [GOV.UK: Reducing transmission of coronavirus - what you can do to help](#)

NHS GUIDANCE

- [NHS 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](#)

COMMUNITY RESOURCES

- [Follow Public Health England on Twitter](#)
- [Essex Police advice on COVID-19](#)
- [Coronavirus \(COVID-19\): advice for UK visa applicants and temporary UK residents](#)
- [Getting Help in Essex](#)

The Essex Map - Connecting Communities During the Coronavirus Outbreak.

Residents can search the website to find charities, community groups, and social enterprises, as well as organisations who can offer home deliveries, home-based activities and home school resources.

The Essex Map also has a page dedicated to the key information on where to find help and advice, including how to volunteer to help your local community.

MYCOMMUNITY

MyCommunity provides a go-to space of trusted resources to help people find the information they need about the support options available, while encouraging people to come together and take positive community action.

The platform aims to unleash the outpouring of community spirit seen across the country as a result of the Covid-19 outbreak.





USEFUL SOCIAL MEDIA CHANNELS

[Colchester Borough council website](#)

[Colchester Borough Council Facebook page](#)

[Colchester Borough Council Twitter](#)

[Community360 Facebook Page](#)

[Age Concern Colchester & North East Essex](#)

[Essex County Council Facebook page](#)

[Essex County Council on Twitter](#)

[Essex Coronavirus Action Facebook Page](#)

LOCAL FACEBOOK SUPPORT GROUPS

These groups have appeared to support residents with everything from collecting food and prescriptions to befriending and odd jobs. This is not an exhaustive list and new groups may appear from time to time. Some of the groups may be private and you may need to request to join them.

Colchester Community Volunteer Group

Abberton & Langenhoe Parish Council

Telephone: Sue King on 01206 735683, or Margaret Palmer-Slatter on 01206 735980. Email alcovidhelp@gmail.com

Ardleigh Parish Church.

Birch Village Facebook Community Group

Boxted Community Hub. Call: 01206 272129 or 07488 345019.

Chappel and Wakes Colne Local Events and Local Matter Facebook Group

Chappel Parish Council. Call Helen Cook: 01206 589095 Email parishclerk@chappel.org

Colchester's anti loo roll brigade

Colchester Community Mask/Face Covering Tree



Eight Ash Green Community Group Gt. Horkesley Parish Council. Telephone Penny Mutch 07375095486 or email parish-clerk@greathorkesley-pc.gov.uk

Fordham Parish Council

Fordham Village Facebook Group

Great Horkesley and Boxted

Great Tey - All Street / Village Matters

Highwoods Colchester Community Group

Hugh Dickenson Road Neighbours:

For residents of Hugh Dickson Rd, Golden Dawn Way, Prior Way, Longacre, Rose Cres and Enid Way.

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

Layer Parish Council

Marks Tey Parish Council

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

Men in Sheds

Mile End & Braiswick Community Hub

New Town, Old Heath and Hythe Mutual Aid Group - Covid 19

Rowhedge Covid-19 Support Facebook Group

Rowhedge Wharf Bloor/Hills "residents" Development Facebook Page

Secret Layer Facebook Group

Stanway Parish Council: Call Catherine Clouston (Deputy Clerk): 01206 542221. Email: enquiries@stanwaypc.org.uk

Stanway Residents Group Facebook Page

St Johns and Highwoods Community Hub

Tiptree Good Neighbours Private Facebook Group

Wakes Colne Parish Council. Call: 07508 787869 Dianne Jacobs. Email parishclerk@wakescolne.org

The Warm and Toasty Club Weekly online Memory Afternoon every Friday at 1pm.

West Bergholt Care Network

Wivenhoe Mutual Aid Facebook Page

Wormingford Parish Council. Call 01206 589095. Email wormingford@outlook.com



FURTHER LOCAL SUPPORT

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

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

Have an E-voucher system with Colchester Foodbank which enables clients to access a food parcel with in any of the Trussell Trust's food banks.

The Essex Child and Family Wellbeing Service. Tel: 0300 247 0015 Monday to Friday 9am to 5pm, your free service for children and families. Health Visitors, School Nurses, Healthy Family Support.

St Helena Hospice SinglePoint Members of the public, patients, relatives, carers, GPs and other health and social care professionals can get advice and support over the phone 24/7 with regards anyone who may be in the last year of life or who have specialist palliative care needs. Call SinglePoint on 01206 890360.

Essex Wellbeing Service

Linking Essex residents including parents and families with the practical, emotional and social care support they need as they adapt to 'the new normal' of their lives as lockdown eases. Call 0300 303 9988. They have a dedicated group of volunteers to offer help and support.

[Register for help here.](#)

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

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

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

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

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

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

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

The Law Clinic can provide initial advice on the following issues: housing and homelessness issues, employment issues, consumer issues, wills and probate issues, welfare benefits, equality and discrimination, family and child law issues

They are unable to offer appointments for issues that concern immigration, criminal law, tax and debt management. Please email lawclinic@essex.ac.uk 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.

African Families in the UK The one stop place for families of African origin resident in the UK to seeking advice, information, on matters relating to parenting, children's

education and any family friendly activities that enrich family lives. Contact: Rachel Walton Tel: 07539 455974
afiukrachel@gmail.com

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

Refugee Action –Colchester. Colchester is a voluntary organisation working with refugees, asylum seekers and people with no recourse to public funds.
enquiries@refugeeactioncolchester.org.uk
Tel: 07503 027734

Healthwatch Essex Healthwatch Essex : A free service helping people access, understand, and navigate health, social care and wellbeing services in Essex. We also operate a feedback center for reviews on these services. Dial: 0300 500 1895. Text: 07712 395 398. Email:
info@healthwatchessex.org.uk

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

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. 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 or telephone 0333 150 3456

Colchester Gateway. Continuing to support individuals and families with learnings disabilities (although during lockdown they have extended this to anyone in need who has no support from anyone else). 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. We 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.

REPORT AN INCIDENT WHICH INCREASES THE RISK OF SPREADING CORONAVIRUS

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

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

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

For business breaching restrictions

If you have concerns that a business is not following government regulations then contact licensing.team@colchester.gov.uk and food.team@colchester.gov.uk

Trading Standards or trading.standards@essex.gov.uk

HANDS/FACE/SPACE/VENTILATION

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

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

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

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

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

Airing indoor spaces is particularly important when:

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

Wash your hands

While coronavirus is not likely to survive for long periods of time on outdoor surfaces in sunlight, it can live for more than 24 hours

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

Cover your face

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

Make space

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

Ventilation

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

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

REDUCING THE RISK OF CORONAVIRUS TRANSMISSION IN THE HOME

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

Wash your hands

This is one of the most effective ways 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 using 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.

Cleaning 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 minimise the possibility of dispersing virus through the air, do not shake dirty

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

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.

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

Ventilate indoor areas

Keep indoor areas well-ventilated, especially shared living areas. If you have symptoms, stay in a well-ventilated room with a window to the outside that

can be opened if this is possible. Keep the door closed.

Use a face covering

If you have symptoms of COVID-19 or a positive test result, use a face covering when spending time in shared areas inside your home if possible. Used correctly, a face covering 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.

Wearing a face covering may not be



HM Government

NHS

**STAY HOME
PROTECT THE NHS
SAVE LIVES**

The new COVID-19 variant is spreading fast. We all need to play our part to stop the spread.

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

BE DISTANCE AWARE

possible in every situation or for some people. Face coverings should not be worn by children under the age of 11, or people who cannot put on, wear or remove one because of a physical or mental illness or impairment, or disability. You can find out more about [how to use and make your own face coverings](#).

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. At this time, there is no evidence that pets can transmit the disease to 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.

A national initiative to enable individuals and organisations to politely prompt ongoing distancing and respect of individual social space.

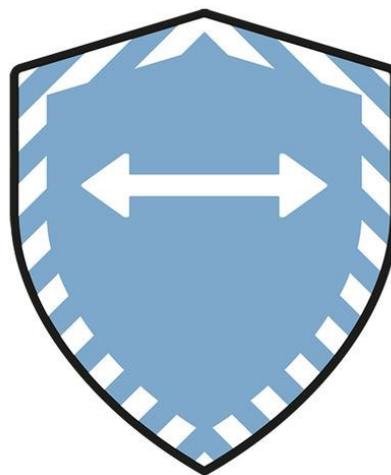
Since COVID-19 there has been a new focus on the need to maintain social distancing, while the public has made great efforts at this as with all things that require ongoing conscious efforts – people get tired.

This, coupled with increased anxiety of many who feel vulnerable, the virus still being present in our communities and the shielding period having restarting, has made a number of individuals explore the concept of polite prompting of others by a means of self-identifying with a badge or similar.

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



The poster features the NHS logo and HM Government branding. The main heading is 'GOT CORONAVIRUS SYMPTOMS?'. Below this are three circular icons: a thermometer for 'High temperature', a profile of a person coughing for 'New continuous cough', and a nose with a red slash through it for 'Change/loss of smell/taste'. At the bottom, a white button contains the text 'Book a test at gov.uk/coronavirus'.



WEARING A FACE COVERING OR MASK

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

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



venues (museums, galleries, cinemas, theatres, concert halls, cultural and heritage sites, aquariums, indoor zoos and visitor farms, bingo halls, amusement arcades, adventure activity centres, indoor sports stadiums, funfairs, theme parks, casinos, skating rinks, bowling alleys, indoor play areas including soft-play areas)

- libraries and public reading rooms
- places of worship
- funeral service providers (funeral homes, crematoria and burial ground chapels)
- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels

- storage and distribution facilities

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

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

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

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

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



[Use this link](#) for help making your own face mask.

[8 key messages about PPE](#) from making and washing face coverings to how to bin used masks and gloves (not in recycling!)

[Explaining PPE to children](#)

[Colchester Community Mask/Face Covering Tree](#)

Penalties for not wearing a mask are now £200

EXEMPTION CARDS

Those who have an age, health or disability reason for not wearing a face covering should not be routinely asked to give any written evidence of this, this includes exemption cards.

No person needs to seek advice or request a letter from a medical professional about their reason for not wearing a face covering.

Some people may feel more comfortable showing something that says they do not have to wear a face covering. This could be in the form of an exemption card, badge or even a home-made sign.

This is a personal choice and is not necessary in law.

[Exemption card templates.](#)

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.

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.



NATIONAL LOCKDOWN: STAY AT HOME

Summary: what you can and cannot do during the national lockdown

You must stay at home. The single most important action we can all take is to stay at home to protect the NHS and save lives.

You should follow this guidance immediately. The has been updated to reflect these new rules.

Leaving home

You must not leave, or be outside of your home except where necessary. You may leave the home to:

- Shop for basic necessities, for you or a vulnerable person.
- Go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home.
- Exercise with your household (or

support bubble) or one other person, this should be limited to once per day, and you should not travel outside your local area.

- Meet your support bubble or childcare bubble where necessary, but only if you are legally permitted to form one.
- Seek medical assistance or avoid injury, illness or risk of harm (including domestic abuse).
- Attend education or childcare - for those eligible.

Colleges, primary and secondary schools will remain open **only** for vulnerable children and the children of critical workers. All other children will learn remotely until February half term. Early Years settings remain open.

Higher Education provision will remain online until mid February for all except future critical worker courses.

If you do leave home for a permitted reason, you should always stay local in the village, town, or part of the city where you live. You may leave your local area for a legally permitted reason, such as for work.

If you are clinically extremely vulnerable you should only go out for medical appointments, exercise or if it is essential. You should not attend work

Meeting others

You cannot leave your home to meet socially with anyone you do not live with



or are not in a support bubble with (if you are legally permitted to form one).

You may exercise on your own, with one other person, or with your household or support bubble.

You should not meet other people you do not live with, or have formed a support bubble with, unless for a permitted reason.

Stay 2 metres apart from anyone not in your household.

Detailed guidance on the national lockdown

This guidance is for people who are fit and well. There is additional advice for people who are clinically extremely vulnerable to coronavirus (see page 36) and households with a possible or confirmed coronavirus infection (see page 53). If you are clinically extremely vulnerable you should not attend work, school, college or university, and limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

Hands. Face. Space.

Approximately 1 in 3 people who have coronavirus have no symptoms and could be spreading it without realising it.

Remember - 'Hands. Face. Space.'

- **Hands** – wash your hands regularly and for at least 20 seconds.
- **Face** – wear a face covering in indoor settings where social distancing may

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

be difficult, and where you will come into contact with people you do not normally meet.

- **Space** – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings).

In all circumstances, you should follow the guidance on meeting others safely.

When you can leave home

You must not leave or be outside of your home except where you have a 'reasonable excuse'. This will be put in





ENGLAND LOCKDOWN STAY AT HOME

**THE NEW STRAIN OF CORONAVIRUS IS SPREADING FAST.
WE ALL NEED TO PLAY OUR PART TO STOP THE SPREAD.**

▶ LEAVING HOME

You must not leave, or be outside of your home or garden, except for a very limited set of exemptions e.g. to shop for basic necessities, exercise, go to work if you cannot do so from home, or to escape risk of harm.

▶ MEETING OTHERS

You cannot leave your home to meet socially with anyone, except with your household or support bubble (if eligible to form one). Stay 2 metres apart from anyone not in your household or support bubble.

▶ EXERCISE

You may exercise on your own, with your household or support bubble, or with one person from another household (when on your own). Stay 2 metres apart from anyone not in your household or support bubble.

▶ BARS, PUBS AND RESTAURANTS

Hospitality closed aside from sales by takeaway (until 11pm), click-and-collect, drive-through or delivery. Alcohol cannot be purchased through takeaway or click-and-collect from hospitality venues.

▶ RETAIL

Essential shops can open. Non-essential retail must close and can only run click-and-collect and delivery.

▶ WORK AND BUSINESS

Everyone must work from home unless they are unable to do so.

▶ EDUCATION

Early years settings open. Primary and secondary schools and colleges move to remote provision except for vulnerable children and children of critical workers. Most university students to move to remote learning.

▶ LEISURE AND SPORTING FACILITIES

Closed, with limited exceptions.

▶ ACCOMMODATION

Closed, with limited exceptions.

▶ PERSONAL CARE

Closed.

▶ ENTERTAINMENT

Closed.

▶ OVERNIGHT STAYS

You must not stay overnight away from home. Limited exceptions apply e.g. to stay with your support bubble.

▶ WEDDINGS AND FUNERALS

Funerals of up to 30 people permitted. Weddings up to 6 people permitted in exceptional circumstances. Wakes and other linked ceremonial events of up to 6 permitted.

▶ PLACES OF WORSHIP

Places of worship can remain open and communal worship is permitted, but you must not mix with those outside your household or support bubble.

▶ TRAVELLING

You must stay at home. If you do leave home for a very limited set of exemptions, you should stay local in the village, town, or part of the city where you live where possible. Do not travel abroad unless an exemption applies.

▶ CLINICALLY EXTREMELY VULNERABLE

Shielding reintroduced across England. You should not travel to work, school, college or university and should limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

▶ CARE HOME VISITS

Visits can take place with arrangements such as substantial screens, visiting pods, or behind windows. Close-contact indoor visits are not allowed. No visits will be permitted in the event of an outbreak but end of life visits are permitted in all circumstances.

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

For more information go to:
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

law. The police can take action against you if you leave home without a 'reasonable excuse', and issue you with a fine (Fixed Penalty Notice).

You can be given a Fixed Penalty Notice of £200 for the first offence, doubling for further offences up to a maximum of £6,400.

A 'reasonable excuse' includes:

- **Work** - you can only leave home for work purposes where it is unreasonable for you to do your job from home, including but not limited to people who work within critical national infrastructure, construction or manufacturing that require in-person attendance.
- **Volunteering** - you can also leave home to provide voluntary or charitable services.
- **Essential activities** - you can leave home to buy things at shops or obtain services. You may also leave your home to do these things on behalf of a disabled or vulnerable person or someone self-isolating.
- **Education and childcare** - You can only leave home for education, registered childcare, and supervised activities for children where they are eligible to attend. Access to education and children's activities for school-aged pupils is restricted. See [further information on education and childcare](#). People can continue existing arrangements for contact between parents and children where



they live apart. This includes [childcare bubbles](#).

- **Meeting others and care** - You can leave home to visit people in your [support bubble](#) (if you are legally permitted to form one), to provide informal childcare for children under 14 as part of a [childcare bubble](#) (for example, to enable parents to work, and not to enable social contact between adults), to provide care for disabled or vulnerable people, to provide emergency assistance, to attend a support group (of up to 15 people), or for respite care where that care is being provided to a vulnerable person or a person with a disability, or is a short break in respect of a looked-after child.
- **Exercise** - You can continue to exercise alone, with one other person or with your household or support bubble. This should be limited to once per day, and you should not travel outside your local area. You should maintain [social distancing](#). See [exercising and meeting other people](#).

- **Medical reasons** - You can leave home for a medical reason, including to get a COVID-19 test, for medical appointments and emergencies.
- **Harm and compassionate visits** - you can leave home to be with someone who is giving birth, to avoid injury or illness or to escape risk of harm (such as domestic abuse). You can also leave home to visit someone who is dying or someone in a care home (if permitted under care home guidance), hospice, or hospital, or to accompany them to a medical appointment.
- Animal welfare reasons – you can leave home for animal welfare reasons, such as to attend veterinary services for advice or treatment.
- Communal worship and life events - You can leave home to attend or visit a place of worship for communal worship, a funeral or event related to a death, a burial ground or a remembrance garden, or to attend a wedding ceremony. You should follow the guidance on the safe use of places of worship and must not mingle with anyone outside of your

household or support bubble when attending a place of worship. Weddings, funerals and religious, belief-based or commemorative events linked to someone's death are all subject to limits on the numbers that can attend, and weddings and civil ceremonies may only take place in exceptional circumstances.

There are further reasonable excuses. For example, you may leave home to fulfil legal obligations or to carry out activities related to buying, selling, letting or renting a residential property, or where it is reasonably necessary for voting in an election or referendum.

Exercising and meeting other people

You should minimise time spent outside your home.

It is against the law to meet socially with family or friends unless they are part of your household or support bubble. You can only leave your home to exercise, and not for the purpose of recreation or leisure (e.g. a picnic or a social meeting). This should be limited to once per day, and you should not travel outside your local area.

You can exercise in a public outdoor

IF YOU BREAK THE RULES

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

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

place:

- by yourself
- with the people you live with
- with your support bubble (if you are legally permitted to form one)
- in a childcare bubble where providing childcare
- or, when on your own, with 1 person from another household

Public outdoor places include:

- parks, beaches, countryside accessible to the public, forests
- public gardens (whether or not you pay to enter them)
- the grounds of a heritage site
- playgrounds

Outdoor sports venues, including tennis courts, golf courses and swimming pools, must close.

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

covering).

You must wear a face covering in many indoor settings, such as shops or places of worship where these remain open, and on public transport, unless you are exempt. This is the law. Read guidance on face coverings.

Support and childcare bubbles

You have to meet certain eligibility rules to form a support or childcare bubble. This means not everyone will be able to form a bubble.

A support bubble is a support network which links two households. You can form a support bubble with another household of any size only if you meet the eligibility rules. (See page 26).

It is against the law to form a support bubble if you do not follow these rules.

You are permitted to leave your home to visit your support bubble (and to stay overnight with them). However, if you form a support bubble, it is best if this is with a household who live locally. This will help prevent the virus spreading from an area where more people are infected.

If you live in a household with anyone aged under 14, you can form a childcare bubble. This allows friends or family from one other household to provide informal childcare. (see page 85 for advice on childcare bubbles)

You must not meet socially with your childcare bubble, and must avoid seeing members of your childcare and support



bubbles at the same time.

There is separate guidance for [support bubbles](#) and [childcare bubbles](#).

Where and when you can meet in larger groups

There are still circumstances in which you are allowed to meet others from outside your household, childcare or support bubble in larger groups, but this should not be for socialising and only for permitted purposes. A full list of these circumstances will be included in the regulations, and includes:

- For work, or providing voluntary or charitable services, where it is unreasonable to do so from home. This can include work in other people's homes where necessary - for example, for nannies, cleaners, social care workers providing support to children and families, or tradespeople. See guidance on [working safely in other people's homes](#)). Where a work meeting does not need to take place in a private home or garden, it should not - for example, although you can meet a personal trainer, you should do so in a public outdoor place.
- In a [childcare bubble](#) (for the purposes of childcare only).
- Where eligible to use these services, for education, registered childcare, and supervised activities for children. Access to education and childcare facilities is restricted. See further

SUPPORT BUBBLES

Who can make a support bubble

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

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

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

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

information on [education and childcare](#).

- For arrangements where children do

not live in the same household as both their parents or guardians.

- To allow contact between birth parents and children in care, as well as between siblings in care.
- For prospective adopting parents to meet a child or children who may be placed with them.
- To place or facilitate the placing of a child or children in the care of another by social services.
- For birth partners.
- To provide emergency assistance, and to avoid injury or illness, or to escape a risk of harm (including domestic abuse).
- To see someone who is dying.
- To fulfil a legal obligation, such as attending court or jury service.
- For gatherings within criminal justice accommodation or immigration detention centres.
- To provide care or assistance to someone vulnerable, or to provide respite for a carer.
- For a wedding or equivalent ceremony in exceptional circumstances and only for up to 6 people.
- For funerals - up to a maximum of 30 people. Wakes and other linked ceremonial events can continue in a group of up to 6 people.
- To visit someone at home who is

dying, or to visit someone receiving treatment in a hospital, hospice or care home, or to accompany a family member or friend to a medical appointment.

- For elite sportspeople (and their coaches if necessary, or parents/guardians if they are under 18) - or those on an official elite sports pathway - to compete and train.
- To facilitate a house move.

Support groups that have to be delivered in person can continue with up to 15 participants where formally organised to provide mutual aid, therapy or any other form of support - but they must take place at a premises other than a private home.

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

If you break the rules

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

You can be given a Fixed Penalty Notice of £200 for the first offence, doubling for

further offences up to a maximum of £6,400. If you hold, or are involved in holding, an illegal gathering of over 30 people, the police can issue fines of £10,000.

Protecting people more at risk from coronavirus

If you are clinically vulnerable, you could be at higher risk of severe illness from coronavirus. There is additional advice for people who are clinically extremely vulnerable to coronavirus. Those who are clinically extremely vulnerable should not attend work, school, college or university, and limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential. (See page 36 for further guidance)



Travel

You must not leave your home unless you have a reasonable excuse (for example, for work or education purposes). If you need to travel you should stay local – meaning avoiding travelling outside of your village, town or the part of a city where you live – and look to reduce the number of journeys you make overall. The list of reasons you can leave your home and area include, but are not limited to:

- Work, where you cannot reasonably work from home.
- Accessing education and for caring responsibilities.
- Visiting those in your support bubble – or your childcare bubble for childcare.
- Visiting hospital, GP and other medical appointments or visits where you have had an accident or are concerned about your health.
- Buying goods or services that you need, but this should be within your local area wherever possible.
- Outdoor exercise. This should be done locally wherever possible, but you can travel a short distance within your area to do so if necessary (for example, to access an open space).
- Attending the care and exercise of an animal, or veterinary services.

If you need to travel, walk or cycle where possible, and plan ahead and avoid busy

times and routes on public transport. This will allow you to practice social distancing while you travel.

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

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

International travel

You can only travel internationally – or within the UK – where you first have a legally permitted reason to leave home. In addition, you should consider the public health advice in the country you are visiting.

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

UK residents currently abroad do not need to return home immediately. However, you should check with your airline or travel operator on arrangements for returning.

Foreign nationals are subject to the 'Stay at Home' regulations. You should not travel abroad unless it is permitted. This means you must not go on holiday.

If you are visiting the UK, you may return home. You should check whether

there are any restrictions in place at your destination.

Staying away from home overnight

You cannot leave your home or the place where you are living for holidays or overnight stays unless you have a reasonable excuse for doing so. This means that holidays in the UK and abroad are not allowed.

This includes staying in a second home or caravan, if that is not your primary residence. This also includes staying with anyone who you don't live with unless they're in your support bubble.

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

- are visiting your support bubble
- are unable to return to your main residence
- need accommodation while moving house
- need accommodation to attend a funeral or related commemorative event
- require accommodation for work purposes or to provide voluntary services
- are a child requiring accommodation for school or care
- are homeless, seeking asylum, a vulnerable person seeking refuge, or if escaping harm (including domestic abuse)
- are an elite athlete or their support

staff or parent, if the athlete is under 18 and it is necessary to be outside of the home for training or competition

If you are already on holiday, you should return to your home as soon as practical.

Guest accommodation providers such as hotels, B&Bs and caravan parks may remain open for the specific reasons set out in law, including where guests are unable to return to their main residence, use that guest accommodation as their main residence, need accommodation while moving house, are self-isolating as required by law, or would otherwise be made homeless as a result of the accommodation closing. A full list of reasons can be found in the [guidance on closing certain businesses and venues in England](#).

Accommodation providers are also encouraged to work cooperatively with local authorities to provide

accommodation to vulnerable groups, including the homeless.

Going to work

You may only leave your home for work if you cannot reasonably work from home.

Where people cannot work from home - including, but not limited to, people who work in critical national infrastructure, construction, or manufacturing - they should continue to travel to their workplace. This is essential to keeping the country operating and supporting sectors and employers.

Public sector employees working in essential services, including childcare or education, should continue to go into work.

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

STAY AT HOME

- ▶ All primary and secondary schools and colleges will move to remote provision from tomorrow
- ▶ Children of key workers and vulnerable children can still attend school and colleges
- ▶ Early years, nurseries, alternative provision and special schools will remain open
- ▶ We will work with Ofqual to consult on putting in place alternative arrangements for this summer's exams

Find the latest guidance and exemptions at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

meeting for work in a private home or garden, where COVID-19 Secure measures may not be in place.

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

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

Going to school, college and university

Colleges, primary (reception onwards) and secondary schools will remain open for vulnerable children and the children of critical workers. All other children will learn remotely until February half term.

In the circumstances, it is not possible for all exams in the summer to go ahead as planned. The government will accordingly be working with Ofqual to consult rapidly to put in place alternative arrangements that will allow students to progress fairly.

Public exams and vocational assessments scheduled to take place in January will go ahead as planned.

Universities

Those students who are undertaking training and study for the following courses should return to face to face

learning as planned and be tested twice, upon arrival or self-isolate for ten days:

- Medicine & dentistry
- Subjects allied to medicine/health
- Veterinary science
- Education (initial teacher training)
- Social work
- Courses which require Professional, Statutory and Regulatory Body (PSRB) assessments and or mandatory activity which is scheduled for January and which cannot be rescheduled (your university will notify you if this applies to you).

Students who do not study these courses should remain where they are wherever possible, and start their term online, as facilitated by their university until at least Mid-February. This includes students on other practical courses not on the list above.

Previously published [guidance to universities and students on how students can return safely to higher education in the spring term](#) sets out how the government will support higher education providers to enable students that need to return to do so as safely as possible following the winter break.

If you live at university, you should not move back and forward between your permanent home and student home during term time.

For those students who are eligible for face to face teaching, you can meet in

groups of more than your household as part of your formal education or training, where necessary. Students should expect to follow the guidance and restrictions. You should socially distance from anyone you do not live with wherever possible.

Childcare

There are several ways that parents and carers can continue to access childcare:

- Early Years settings (including nurseries and childminders) remain open.
- Vulnerable children and children of critical workers can continue to use registered childcare, childminders and other childcare activities (including wraparound care).
- Parents are able to form a childcare bubble with one other household for the purposes of informal childcare, where the child is under 14. This is mainly to enable parents to work, and must not be used to enable social contact between adults.
- Some households will also be able to benefit from being in a support bubble.
- Nannies will be able to continue to provide services, including in the home.

Care home visits

Visits to care homes can take place with arrangements such as substantial screens, visiting pods, or behind

windows. Close-contact indoor visits are not allowed. No visits will be permitted in the event of an outbreak.

You should check the guidance on [visiting care homes during COVID-19](#) to find out how visits should be conducted. Residents cannot meet people indoors on a visit out (for example, to visit their relatives in the family home). There is [separate guidance for those in supported living](#).

Weddings, civil partnerships, religious services and funerals

Weddings, civil partnership ceremonies and funerals are allowed with strict limits on attendance, and must only take place in COVID-19 secure venues or in public outdoor spaces unless in exceptional circumstances.

Funerals can be attended by a maximum of 30 people. Linked religious, belief-based or commemorative events, such as stone settings and ash scatterings can also continue with up to 6 people in attendance. Anyone working is not counted in these limits. Social distancing should be maintained between people who do not live together or share a support bubble.

Weddings and civil partnership ceremonies must only take place with up to 6 people. Anyone working is not included. These should only take place in exceptional circumstances, for example, an urgent marriage where one of those getting married is seriously ill and not

expected to recover, or is to undergo debilitating treatment or life-changing surgery.

Places of worship

You can attend places of worship for a service. However, you must not mingle with anyone outside of your household or support bubble. You should maintain strict social distancing at all times.

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

Sports and physical activity

Indoor gyms and sports facilities will remain closed. Outdoor sports courts, outdoor gyms, golf courses, outdoor swimming pools, archery/driving/shooting ranges and riding arenas must also close. Organised outdoor sport for disabled people is allowed to continue.

Moving home

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

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

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

Financial support

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

- [financial support packages for businesses](#)
- [financial support for closed businesses as a result of tiering restrictions](#)
- [claim for employee wages through Coronavirus Job Retention Scheme](#)
- [check if you can claim a grant through the Self-Employment Income Support Scheme](#)
- [financial support if you're off work because of coronavirus](#)

HM Government **NHS**

STAY AT HOME

- ▶ Only leave home for food, medical reasons, exercise or work
- ▶ Work from home unless you are unable to do so
- ▶ Do not travel unless necessary
- ▶ Essential shops will remain open
- ▶ Schools will remain open for vulnerable children and the children of critical workers. All other children will learn remotely until February half term.

Find the latest guidance and exemptions at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

WHO'S AT HIGHER RISK FROM CORONAVIRUS?

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

There are 2 levels of higher risk:

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

People at high risk (clinically extremely vulnerable)

You may be at high risk from coronavirus if you:

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



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

What to do if you're at high risk

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

See [what to do if you're at high risk from coronavirus](#). See page 36

People at moderate risk (clinically vulnerable)

People at moderate risk from coronavirus include people who:

- are 70 or older
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple

sclerosis or cerebral palsy)

- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)
- are pregnant – see [advice about pregnancy and coronavirus](#)

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

What to do if you're at moderate risk

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

It's very important you follow the general advice on [social distancing](#). This includes trying to stay at least 2 metres (3 steps) away from anyone you do not live with or anyone not in your support bubble.

What is a support bubble?

Other things that can affect your risk

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

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

CLINICALLY EXTREMELY VULNERABLE—SHIELDING

If you have been identified as at high risk of complications from coronavirus (COVID-19) you will receive a letter from your GP, hospital or (if identified nationally) from our national service. If you are unclear why you have received a letter, please contact your GP or hospital consultant.

You should continue to access the NHS services that you need, and you should contact the NHS if you have an urgent or emergency care need. You can quickly and easily 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 www.nhs.uk/health-at-home, or download the [NHS App](#).

Children and young people

Specialists in paediatric medicine have reviewed the evidence on the level of risk posed to children and young people from COVID-19. The latest evidence indicates that the risk of serious illness for most children and young people is low.

Updated guidance on which paediatric patient groups should be defined as clinically extremely vulnerable has been shared with those NHS staff providing direct care for children and young people.

GPs and hospital paediatricians are reviewing those children within their care who are considered at “high risk” from COVID-19 in line with the latest evidence. They will determine whether each child’s risk status should be revised, and as



HM Government

NHS

Coronavirus
Looking out for each other

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

HOW YOU CAN HELP SAFELY:

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

Find out how to help others safely at gov.uk/safehelp

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appropriate discuss this with each patient before revising the patient’s risk flag.

Work

You are strongly advised to work from home because the risk of exposure to the virus in your area may be significantly higher. If you cannot work from home, then you should not attend work.

You may want to speak to your employer about taking on an alternative role or change your working patterns temporarily to enable you to work from home where possible.

If you cannot make alternative arrangements, your employer may be

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

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

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

able to furlough you under the [Coronavirus Job Retention Scheme](#), which has been extended until the end of April 2021. You should have a conversation with your employer about whether this is possible.

As you are being advised not to attend work, you may be eligible for Statutory Sick Pay (SSP) or Employment Support

Allowance (ESA). The formal shielding letter you receive will act as evidence for your employer and the Department of Work and Pensions that you are advised to shield and may be eligible for SSP or ESA.

Members of the household who are not clinically extremely vulnerable should continue to attend work if they are unable to work from home

Education

Colleges, primary (reception onwards) and secondary schools will remain open for vulnerable children and the children of critical workers. All other children will learn remotely until February half term.

In the circumstances, it is possible for all exams in the summer to go ahead as planned. The government will be working with Ofqual to consult rapidly to put in place alternative arrangements that will allow students to progress fairly.

Public exams and vocational assessments scheduled to take place in January will go ahead as planned.

Socialising

You can go outside, but try to keep all contact with others outside of your household to a minimum, and avoid busy areas. Outdoors, you can only meet one person from another household.

You are advised to stay at home as much as possible.

You can still remain in your support

REGISTERING FOR SUPPORT

You can register yourself or someone else for the new online service to:

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

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

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

bubble, but you cannot meet with friends and family you do not live with unless they are part of your support bubble. This is part of the wider regulations in place in your area.

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

Travel

You are advised to stay at home as much as possible and not to travel unless essential.

Shopping

You are advised not to go to the shops. Use online shopping if you can, or ask others to collect and deliver shopping for you (friends and family, or [NHS Volunteer Responders](#)). Locally

Community360 can help—email information@community360.org.uk

You can [register](#) to request access to priority supermarket deliveries, if you do not have someone you can rely on to go shopping for you. If you already have a priority delivery slot with a supermarket, that will continue – you do not need to do anything further. When registering you will be asked for your NHS number. You can find it on any letter the NHS has sent you, or on a prescription.

Registering on the site just gives you priority. It does not mean you'll definitely get a delivery slot. If you want access to priority supermarket deliveries, you will also need to set up an account with at least one supermarket and book slots yourself.

If you need other forms of help, including

support to register for a priority supermarket delivery slot, you should contact Community360 at information@community360.org.uk or the councils Community Response Team at communities@colchester.gov.uk.

Medicines

You are strongly advised not to go to a pharmacy because the risk of exposure to the virus is significantly higher in your area.

In the first instance, you should ask if any

friends, family or volunteers can collect medicines for you.

If friends and family are not able to collect your medicines for you, and you and/or the pharmacy are unable to arrange a volunteer, then you will be eligible for free medicines delivery. Please contact your pharmacy to inform them that you are clinically extremely vulnerable and need your medicines delivered, and they will arrange this free of charge.

Get a shielding note

Use this service if you need a note for your employer or the Department for Work and Pensions for Statutory Sick Pay (SSP)

If you're at high risk from coronavirus and live in a tier 4 area, you'll be sent a letter about what to do while tier 4 restrictions are in place. You might also be sent an email.

If you have this letter or email you do not need a shielding note, as it can be used to claim Statutory Sick Pay (SSP).

Who this service is for

You can only use this service if all of these apply:

- you're at high risk from coronavirus (clinically extremely vulnerable) – you received a letter saying you're high risk
- you work in an area in tier 4, but live outside this area
- you cannot work from home
- you live in England

You do not need to use this service if:

- you do not work in a tier 4 area
- you can work from home
- you can work in an area where there's no shielding advice in place

[For more information and to get a shielding note click here.](#)

Care and support

You can still receive informal care at home from people within your support bubble.

You can still receive care at home from professional social care and medical professionals.

If you need additional help to follow this guidance, your Community360 are able help. If you are advised to shield you will be able to register yourself or someone else to:

- Request access to a priority supermarket delivery slot (if you have already got priority supermarket deliveries, you will keep them).
- Tell your council if you need support to follow shielding guidance, especially if you are unable to arrange this yourself or with the help of friends, family or other support networks.
- Make sure your details, such as your address, are up to date.

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

ACCESSING FOOD AND ESSENTIAL SUPPLIES

Although food parcel deliveries have now stopped you are still able to get support should you need it.

Prescriptions, essential items and food you buy can be delivered by NHS Volunteer Responders please call 0800 196 3646 between 8am and 8pm.

You will still be on supermarket priority lists for food delivery slots.

If you can, ask friends, family or neighbours who are well to go out and get food and other essentials for you. If you do not have others to help you, please contact Community360 by emailing information@community360.org.uk.

There are also many community groups who can help in your area or local shops may be able to provide orders for delivery (by phone or email). You can find a comprehensive list in the Residents Contact Pack. You can also find some local groups listed on pages 8 – 9 of this pack. If someone is going to the shops for you, most supermarkets have ways you can pay for your shopping such as e-vouchers or gift cards. You can buy these online and the person shopping for you can use them in store. Details can be found on page 131.

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

Vitamin D supplements

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

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

You do not need take vitamin D supplements if:

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



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

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

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

USING THE NHS AND OTHER HEALTH SERVICES DURING CORONAVIRUS

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

It's important to:

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

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

Health information and advice

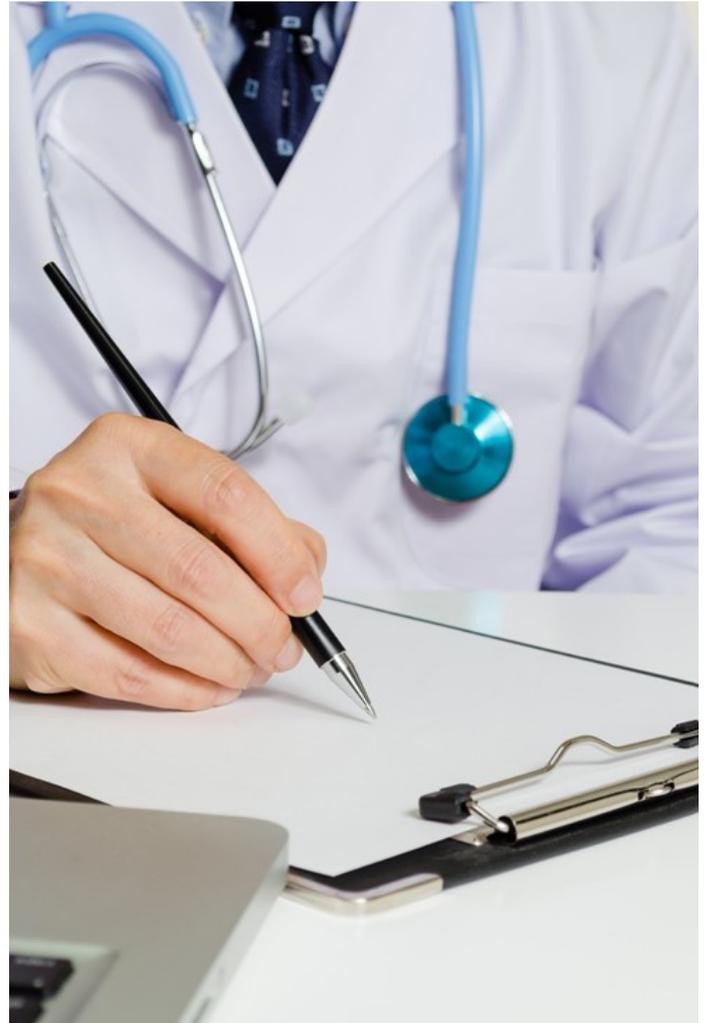
The best place to get accurate health information is the [NHS website](#).

The NHS website has information and advice on:

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

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

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



Help and support from a GP

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

You can:

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

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

A phone or video call with a GP, nurse or

other healthcare professional may be booked for you.

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

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

Online services and apps

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

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

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

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

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

Repeat prescriptions

If you have a repeat prescription that you

usually request at your GP surgery or pharmacy, you can do this online.

You can order repeat prescriptions using:

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

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

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

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

Hospitals

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

Some changes have been made to hospital services:

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

CORONAVIRUS HELP

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

- Some appointments may be online, by phone or by [video call](#).
- You may be asked to come to your appointment alone, if you can.
- Some appointments may be cancelled or rescheduled – but keep going to any appointments you usually have, unless you're told not to.

If you're having surgery or a procedure:

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

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

Dental treatment

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

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

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

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

Instead:

- call your dentist
- use the [NHS 111 online service](#) if you cannot contact your dentist or you do not have one

New Arrangements for Long Term Sick Notes

People unable to work for more the 7 days due to COVID-19 symptoms can now obtain an isolation note online without contacting a doctor to reduce the pressure on GP surgeries and stop people having to leave their homes.

The service can be accessed via [Get an isolation note](#) or via the NHS app.

Advice for Parents

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Although it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured.

Remember that NHS 111, GPs and hospitals are still providing the same care that they have always done.

[Click here to view advice poster](#)

The following link is a video produced locally by two clinicians (and approved by NHSE/I) to inform parents of the services available and when to [seek help](#).

A COLD, THE FLU OR CORONAVIRUS?

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

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

Urgent medical help

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

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

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

Emergency medical help

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

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

YOUR COVID RECOVERY SERVICE

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

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

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

Coronavirus

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

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

Colds

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

Flu

Flu most commonly consists of a fever, fatigue, a dry cough, aches and pains and headaches. Patients will sometimes

experience a runny or stuffy nose or a sore throat. Diarrhoea can sometimes occur in children. There is no sneezing or shortness of breath with flu, and the NHS suggests there is usually a rapid onset of symptoms.



TOP FIVE CORONAVIRUS SYMPTOMS IN CHILDREN

Experts say parents should look out for the following symptoms:

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

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

NHS TEST AND TRACE SERVICE

Test and Trace traces the spread of the virus, isolates new infections and plays a vital role in giving an early warning if the virus is increasing again, locally or nationally.

When to self-isolate

The medical advice is clear: you must self-isolate if you have coronavirus symptoms or live in the same household as somebody who does. The main symptoms of coronavirus are:

- High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

For more information read [Check if you have coronavirus symptoms](#).

If you have one or more of these symptoms, you must self-isolate straight away for 7 days – or longer if you still have symptoms other than cough or loss of sense of smell/taste. Do not go to a GP surgery, pharmacy or hospital.

If you live in the same household as someone with coronavirus symptoms,



you must self-isolate straight away for 14 days.

How to order a test

Please book a test as soon as possible after you develop symptoms to find out if you have coronavirus. The sooner you have a test, the sooner you will know if you and other members of your household must remain in self-isolation.

You can order a test through the NHS website. [Ask for a coronavirus test](#).

If you are an essential worker or an employer, please visit:

[Essential workers - apply for a coronavirus test](#).

[Employers - apply for a coronavirus test](#).

If you don't have access to the internet, you can order a test by phoning 119.

[You can use this link for more information on the testing](#)

There are now many ways to be tested including drive through centres, mobile testing units, home testing kits and

dedicated testing centres for NHS and those working in care settings. When you order a test, you will get information on the options available.

The aim is to provide results within 48 hours of taking a test, but some results may take longer.

You will get your results by text, email or phone – and the message will advise you about what to do next.

If you develop symptoms, you may want to tell people with who you have had close contact with in the last 48 hours. You should tell them that you might have coronavirus but are waiting for a test result.

At this stage (until the test result is known), those people do not need to self-isolate, but they should take extra care in practising social distancing and good hygiene, like washing their hands

regularly. They should also watch out for their own symptoms.

If you test negative.

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

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

If you test positive.

If you get a positive test result, this means that when you took the test, you had coronavirus. You – and other members of your household – must continue to self-isolate.

You will be contacted by the NHS Test and Trace team and asked to share information about any close contacts you had just before or after you developed symptoms. This is vital to help stop the

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.uk/coronavirus

HELP AND FINANCIAL SUPPORT WHILE YOU'RE SELF-ISOLATING

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

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

Help with everyday tasks from an NHS volunteer

NHS Volunteer Responders can help with things like:

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

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

Financial support if you cannot work

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

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

Test and Trace Support Payment

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

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

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

[How long to self-isolate](#)

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

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

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

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

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

NHS COVID-19 APP

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

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

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

The importance of the app

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

App Data

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

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

Benefits of app contact tracing

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

The infographic features a blue background with the NHS logo and 'Test and Trace' text in the top right. The main title is 'NHS COVID-19 app features'. Below the title, it says 'Helping us all to support the NHS by reducing the spread of coronavirus (COVID-19). Protect your loved ones. Download the app.' To the right is a smartphone displaying the app's interface with the text 'This app helps us keep each other safe' and three numbered points: 1. Get notified, 2. Check into venues, and 3. Isolate. Below this are six icons with labels and descriptions: 'Trace' (Get alerted if you've been near other app users who have tested positive for coronavirus), 'Alert' (Lets you know the level of coronavirus risk in your postcode district), 'Check-in' (Get alerted if you have recently visited a venue where you may have come into contact with coronavirus), 'Symptoms' (Check if you have coronavirus symptoms and see if you need to order a free test), 'Test' (Helps you book a test and get your result), and 'Isolate' (Keep track of your self-isolation countdown and access relevant advice). At the bottom, it says 'To download the NHS COVID-19 app, search for "NHS COVID-19" in the App Store / Google Play Store on your phone.'

How the app supports you

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

Trace

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

Alert

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

Check-in

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

Symptoms

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

Test

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

Isolate

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

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

STAY AT HOME ADVICE

It is important that we all take steps to reduce the spread of coronavirus (COVID-19) infection in the community to save lives and protect the NHS.

This guidance is for:

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

In this guidance a household means:

- One person living alone.
- A group of people (who may or may not be related) living at the same address and who share cooking facilities, bathrooms or toilets and/or living areas. This may include students in boarding schools or halls of residence who share such facilities.

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

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

Symptoms

The most important symptoms of COVID-19 are recent onset of any of the following:

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

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

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

Tests for COVID-19

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

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

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

LFD tests detect proteins in the

coronavirus and work in a similar way to a pregnancy test. They are simple and quick to use. LFD tests are not as accurate as PCR tests and are mainly used in people who do not have symptoms of COVID-19. Anyone who has a positive LFD test should have a PCR test to confirm the result within 48 hours.

Main messages

Anyone with COVID-19 symptoms or a positive test result must stay at home for the full isolation period. This is because they could pass it on to others, even if they don't have symptoms.

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 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.

- Arrange to have a PCR test for COVID-19 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 certain circumstances, but 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.

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

This means that if, for example, your symptoms started at any time on the 15th of the month (or if you did not have symptoms but your first positive COVID-



19 test was taken on the 15th), your isolation period ends at 23:59 hrs on the 25th.

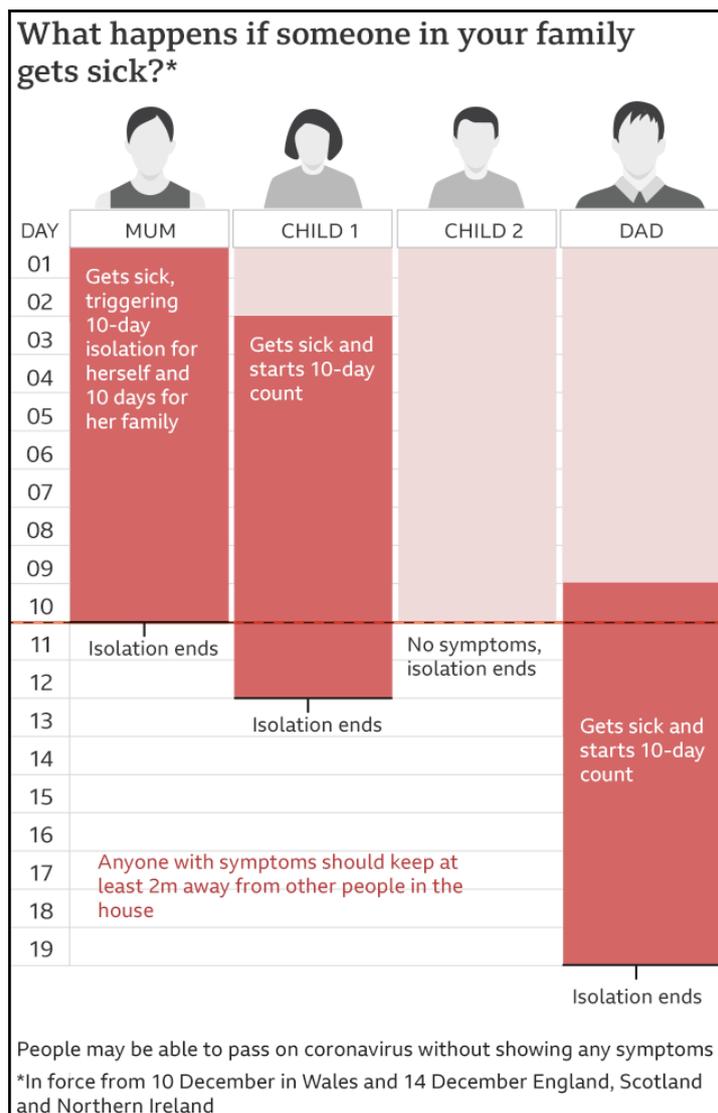
A positive PCR test result means you must complete your full isolation period. Your isolation period starts immediately from when your symptoms started, or, if you do not have any symptoms, from when your first test was taken, whether this was a LFD or a PCR test.

A positive LFD test result also means you must complete 10 days isolation, unless this is followed by a PCR test and the

result is negative.

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.**

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 following a positive LFD test

If you have a PCR test following a positive LFD test, and the result is negative, you and your household can stop isolating.

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

If your PCR test result is negative but you still have symptoms, you may have another virus such as a cold or flu. You

should stay at home until you feel well. Seek medical attention if you are concerned about your symptoms.

You can stop isolating as long as:

- you are well
- no-one else in your household has symptoms or has tested positive for COVID-19
- you have not been advised to self-isolate by NHS Test and Trace
- you have not arrived into the UK from a non-exempt country within the last 10 days. Separate guidance is available if you are participating in the Test to Release for international travel scheme

Anyone in your household who is isolating because of your symptoms can also stop isolating.

After your isolation period has ended

If you have tested positive 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 sometime after COVID-19 infection. Anyone who has previously received a positive test result for COVID-19 should only be re-tested within a 90-day period if they develop any new symptoms of COVID-19.

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.

If you develop COVID-19 symptoms and had a positive test result more than 10 days ago, you should stay at home and seek medical advice.

NHS Test and Trace

You will receive a request by text, email or phone to log into the [NHS Test and Trace](#) service website and provide information about your symptoms and when they started. The 3 main [symptoms](#) of COVID-19 are used to identify when someone should seek a test and when they should self-isolate from. You may have experienced other symptoms before developing any of the 3 main symptoms (a cough, high temperature or loss of smell or taste), and the timing of these other symptoms will be used to identify your contacts.

You will be asked about your recent contacts so that they can be given public health advice. They will not be told your identity. It is very important that you provide this information, as it will play a vital role in helping to protect your family, friends and the wider community.

If you 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, whether this was an LFD or PCR test), and the next 10 full days. This means that if, for example, your 10 day isolation period starts on the 15th of the month, your isolation period ends at 23:59 hrs on the 25th and you can return to your normal routine.

If you do not have symptoms of COVID-19 yourself, you do not need a test. Only arrange a test if you develop COVID-19 symptoms or if you are asked to do so as part of a wider testing scheme. If for any reason you have a negative test result during your 10 day isolation period, you must continue to self-isolate. Even if you don't have symptoms, you could still pass the infection on to others. Stay at home

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.

for the full 10 days to avoid putting others at risk.

If you develop symptoms while you are isolating, arrange to have a COVID-19 PCR test. If your test result is positive, follow the advice for people with COVID-19 to stay at home and start a further full 10 day isolation period. This begins when your symptoms started, regardless of where you are in your original 10 day isolation period. This means that your total isolation period will be longer than 10 days.

If other household members develop symptoms during this period, you do not need to isolate for longer than 10 days.

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 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 you, 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.

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.

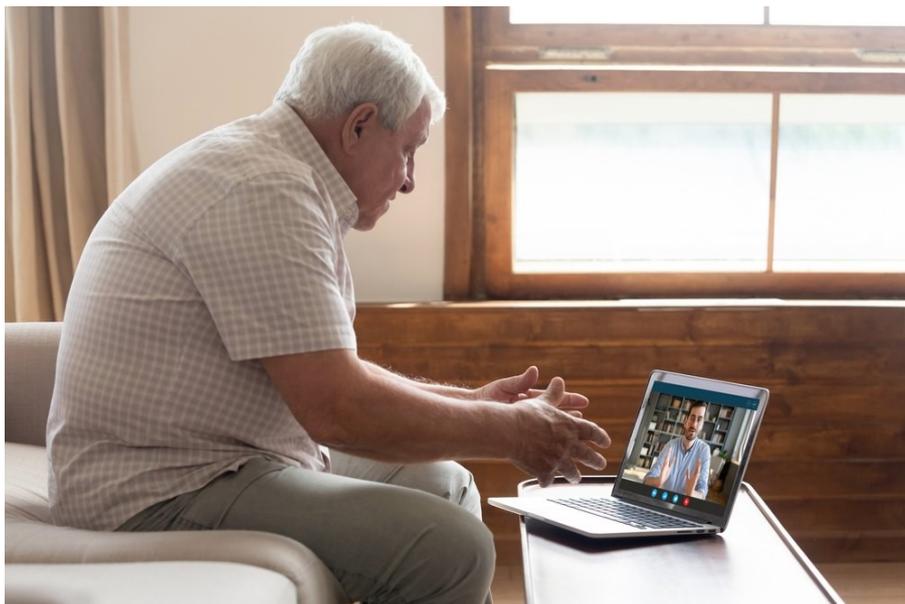
Looking after your health and wellbeing

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.

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, whilst keeping yourself and those close to you safe and well, ideally in line with any existing care plans.



CORONAVIRUS VACCINES

The coronavirus (COVID-19) vaccine is safe and effective. It gives you the best protection against coronavirus.

Who can get the COVID-19 vaccine

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus.

At this time, the vaccine is being offered in some hospitals to:

- some people aged 80 and over who already have a hospital appointment in the next few weeks
- people who work in care homes
- health care workers at high risk

The vaccine will be offered more widely, and at other locations, as soon as possible.

The order in which people will be offered the vaccine is based on advice from the Joint Committee on Vaccination and Immunisation (JCVI).

[Read the latest JCVI advice on priority groups for the COVID-19 vaccination on GOV.UK](#)

The priority list for the first phase is as follows:



- Residents in a care home for older adults and their carers.
- All those aged 80 and over.
- Frontline health and social care workers.
- All those aged 75 and over.
- All those aged 70 and over. Clinically extremely vulnerable individuals.
- All those aged 65 and over.
- All individuals aged 16-64 with underlying health conditions which put them at higher risk of serious disease and mortality.
- All those aged 60 and over.
- All those aged 55 and over.
- All those aged 50 and over.

I am in one of the listed groups, why do I have to wait?

The COVID-19 vaccines will become available as they are approved for use and as each batch is manufactured. So every dose is needed to protect those at highest risk. You will be called in as soon as there is enough vaccine available.

Some people who are housebound or live in a care home and who can't get to a local vaccination centre may have to wait for supply of the right type of vaccine. This is because only some vaccines can be transported between people's homes.

Where you can get the COVID-19 vaccination

Vaccines will be offered in a range of settings. Some vaccination teams will visit people to offer the vaccine, for example in care homes, other people may have to go to the nearest centre. Because some of the vaccine has to be stored in a very low temperature freezer, you may not be able to get the vaccine in your normal GP surgery.

If the centre you are offered is not easy to get to

Please try to attend the vaccination centre you are offered. If you cannot attend that centre you may have to wait to get the vaccine in a more convenient location.

Can I pay for a COVID-19 vaccine privately or at a pharmacy?

The COVID-19 vaccination is only available through the NHS to eligible groups and it is a free vaccination.

Do you need the COVID-19 vaccine if you've had the flu vaccine?

The flu vaccine does not protect you from COVID-19. As you are eligible for both vaccines you should have them both, but normally separated by at least a week.

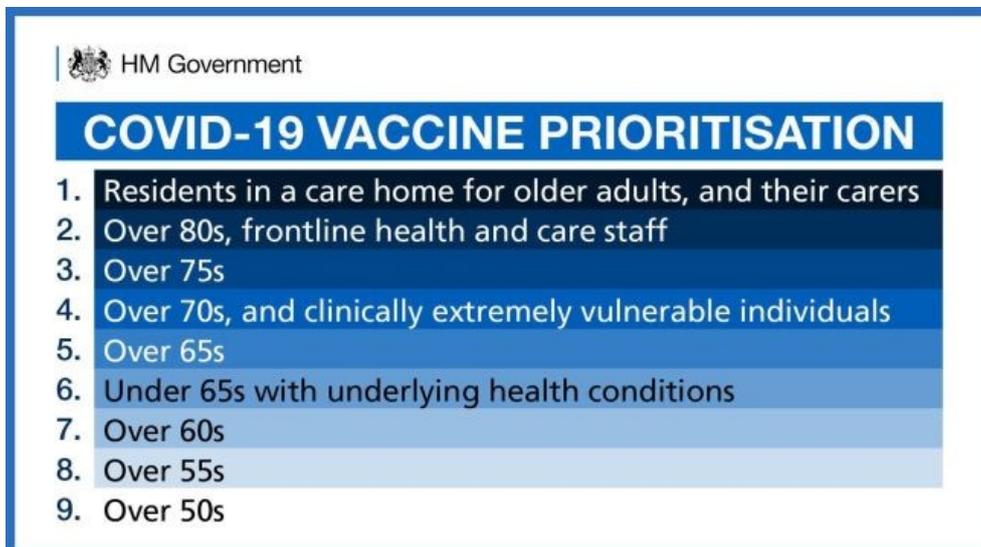
Advice if you're of childbearing age, pregnant or breastfeeding

There's no evidence the COVID-19 vaccine is unsafe if you're pregnant or breastfeeding. But more evidence is needed before you can be routinely offered the vaccine.

The JCVI has updated its advice to recommend you may be able to have the vaccine if you're:

- pregnant and at high risk of serious complications of coronavirus
- if you're breastfeeding

Speak to a healthcare professional before you have the vaccination. They



HM Government

COVID-19 VACCINE PRIORITISATION

1. Residents in a care home for older adults, and their carers
2. Over 80s, frontline health and care staff
3. Over 75s
4. Over 70s, and clinically extremely vulnerable individuals
5. Over 65s
6. Under 65s with underlying health conditions
7. Over 60s
8. Over 55s
9. Over 50s

will discuss the benefits and risks of the COVID-19 vaccine with you.

You do not need to avoid pregnancy after vaccination. The vaccine cannot give you or your baby COVID-19.

[Read the latest COVID-19 vaccine advice if you're pregnant, may get pregnant or are breastfeeding on GOV.UK](#)

How the COVID-19 vaccine is given

The COVID-19 vaccine is given as an injection into your upper arm.

When the 2nd dose will be given

The latest evidence suggests the 1st dose of the COVID-19 vaccine provides protection for most people for up to 3 months.

As a result of this evidence, when you can have the 2nd dose has changed. This is also to make sure as many people can have the vaccine as possible.

The 2nd dose was previously 21 days after having the 1st dose, but has now changed to 12 weeks after. If you:

- have already had your 1st dose and are due to have your 2nd dose before Monday 4 January, keep your appointment
- have already had your 1st dose and are due to have your 2nd dose after Monday 4 January, the NHS will contact you about when you'll have your 2nd dose
- are due to have your 1st dose after Wednesday 30 December, you'll be given your 2nd dose 12 weeks later

What to do if you are not well for your next appointment

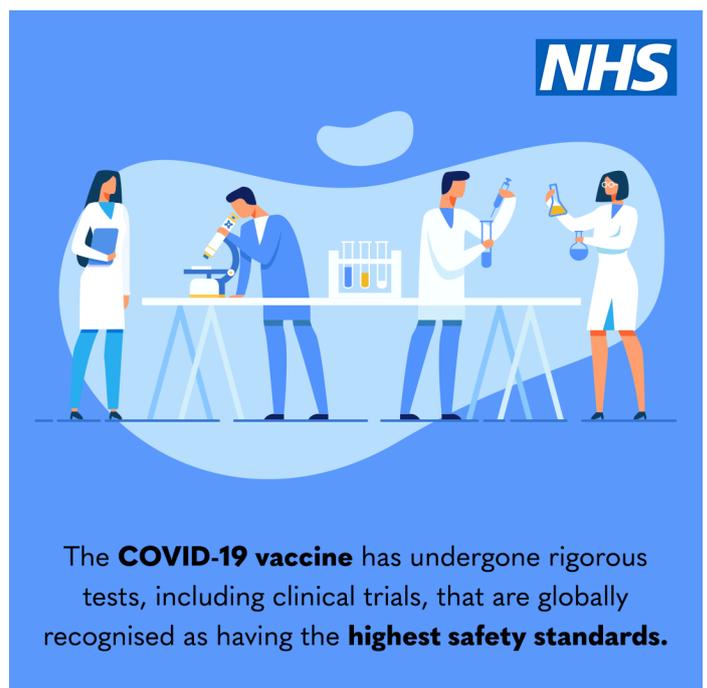
If you are unwell, it is better to wait until you have recovered to have your vaccine, but you should try to have it as soon as possible. You should not attend a vaccine appointment if you are self-isolating, waiting for a COVID-19 test or unsure if you are fit and well.

How safe is the COVID-19 vaccine?

The vaccines approved for use in the UK have been developed by Pfizer/BioNTech and Oxford/AstraZeneca.

They have met strict standards of safety, quality and effectiveness set out by the independent Medicines and Healthcare products Regulatory Agency (MHRA).

Any coronavirus vaccine that is approved must go through all the clinical trials and safety checks all other licensed medicines go through. The MHRA follows international standards of safety.



Other vaccines are being developed. They will only be available on the NHS once they have been thoroughly tested to make sure they are safe and effective.

So far, thousands of people have been given a COVID-19 vaccine and reports of serious side effects, such as allergic reactions, have been very rare. No long-term complications have been reported.

[Read about the approved Pfizer/BioNTech vaccine for COVID-19 by MHRA on GOV.UK](#)

[Read about the approved Oxford/AstraZeneca vaccine for COVID-19 by MHRA on GOV.UK](#)

Will the vaccine protect you? ?

The COVID-19 vaccine that you have had has been shown to reduce the chance of you suffering from COVID-19 disease. Each vaccine has been tested in more than 20,000 people in several different countries and shown to be safe.

It may take a week or two for your body to build up some protection from the first dose of vaccine. Like all medicines, no vaccine is completely effective, so you should continue to take recommended precautions to avoid infection. Some people may still get COVID-19 despite having a vaccination, but this should be less severe.

This means it is important to:

- continue to follow [social distancing guidance](#)
- if you can, wear something that

covers your nose and mouth in places where it's hard to stay away from other people

COVID-19 vaccine side effects

Most side effects are mild and should not last longer than a week, such as:

- a sore arm where the needle went in
- feeling tired
- a headache
- feeling achy

You can take painkillers, such as paracetamol, if you need to.

If you have a high temperature you may have coronavirus or another infection.

If your symptoms get worse or you are worried, call 111.

Allergic reactions

Tell staff before you are vaccinated if you have ever had a serious allergic reaction (anaphylaxis).

You should not have the vaccine if you've ever had a serious allergic reaction to a previous vaccine.

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.

Can you give COVID-19 to anyone if you have had the vaccine?

The vaccine cannot give you COVID-19 infection, and a full course will reduce your chance of becoming seriously ill. We

do not yet know whether it will stop you from catching and passing on the virus, but we do expect it to reduce this risk. So, it is still important to follow the guidance in your local area to protect those around you.

To protect yourself and your family, friends and colleagues you still need to:

- practice social distancing
- wear a face mask
- wash your hands carefully and frequently
- follow the current guidance

More information

[Sign up to be contacted for coronavirus vaccine research](#)

[GOV.UK: COVID-19 vaccination: guide for older adults](#)

[GOV.UK: why you have to wait for your COVID-19 vaccine](#)

[GOV.UK: Information for UK recipients on Pfizer/BioNTech COVID-19 vaccine](#)

[GOV.UK: Information UK recipients on COVID 19 Vaccine AstraZeneca](#)



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.

There is a texting scam leaflet you can [download here](#)

COVID-19 VACCINE INGREDIENTS Pfizer/BioNTech COVID-19 vaccine.

There are no preservatives including alcohol in the vaccine. The vaccine is also gelatin free and doesn't use animal tissues in its production.

- The active substance is BNT162b2 RNA.

After dilution, the vial contains 5 doses, of 0.3 mL with 30 micrograms mRNA each.

- This vaccine contains polyethylene glycol/macrogol (PEG) as part of ALC-0159
- The other ingredients are:
- ALC-0315 = (4-hydroxybutyl)azanediylbis(hexane-6,1-diyl)bis(2-hexyldecanoate)
- ALC-0159 = 2[(polyethylene glycol)-2000]-N,N-ditetradecylacetamide
- 1,2-Distearoyl-sn-glycero-3-phosphocholine
- cholesterol
- potassium chloride
- potassium dihydrogen phosphate
- sodium chloride
- disodium hydrogen phosphate dihydrate
- Sucrose

The COVID-19 Vaccine AstraZeneca

Is produced in genetically modified human embryonic kidney (HEK) 293 cells and contains genetically modified organisms (GMOs). It also includes alcohol

The other ingredients are:

- L-histidine
- L-histidine hydrochloride monohydrate
- magnesium chloride hexahydrate
- polysorbate 80
- ethanol
- sucrose
- sodium chloride
- disodium edetate dihydrate
- water for injections



BAME AND TRANSLATED ADVICE FOR NON ENGLISH SPEAKING RESIDENTS



Know the risks



Maintain good hygiene



Protect yourself and others



Stay healthy



Talk about your concerns

GOV.UK Coronavirus Social distancing.

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

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

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

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

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

UK.GOV: Guidance for arranging or attending a funeral. Arabic, Bengali, Simplified Chinese, Traditional Chinese,

French, Gujarati, Polish, Portuguese, Punjabi, Urdu.

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

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

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

Visit their [You Tube channel](#).

COVID-19 infographics. Created by a group of doctors, medical students and volunteers, infographics to help summarise key points about COVID-19 in a variety of languages to get the right information, in an easy to understand format, to these communities.

ECC Advice for people from Black, Asian and minority ethnic

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

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

GMCVO Information and advice. The Greater Manchester Centre for Voluntary Organisation (GMCVO) has

collected coronavirus information and sources of support. These include links to audio and written translated guidance for Black, Asian and Minority Ethnic (BAME) communities.

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

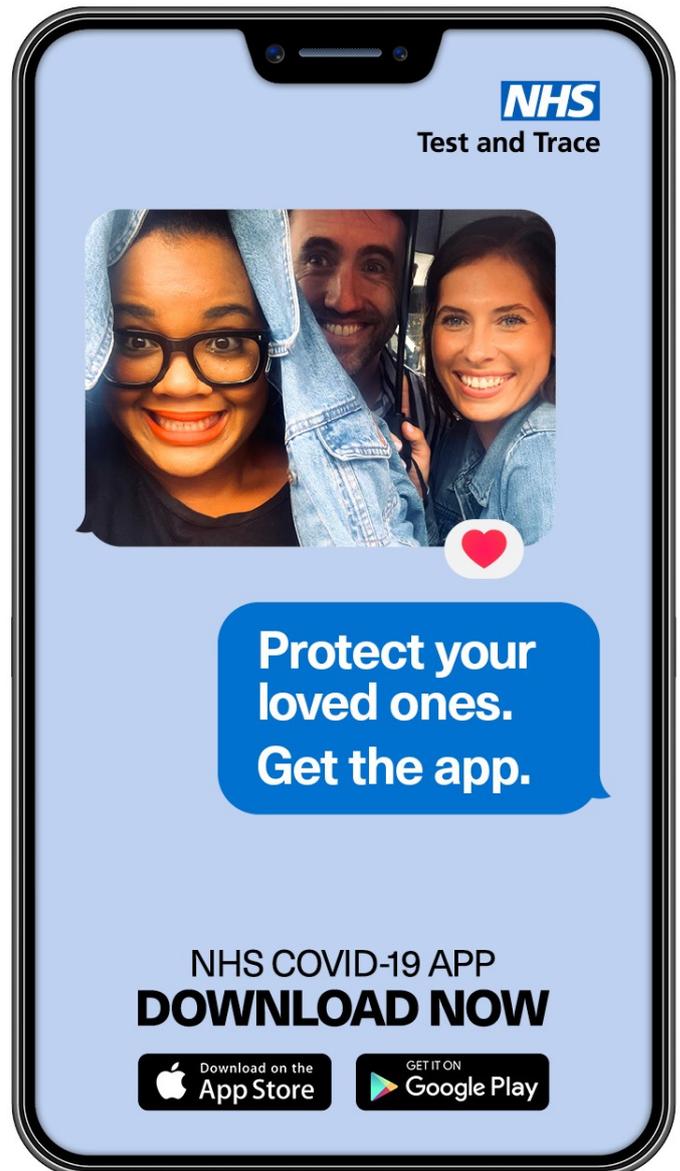
This first version is available initially 12 languages, with more to follow, and covers national guidance, health and hygiene, returning to school, support bubbles, shielding, face coverings, travel, life events and work.

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

Translated face covering guidance. Suffolk County Council produced these translated guidance documents around face coverings. English, Arabic, French, Kurdish Sorani, Lithuanian, Pashto, Polish, Portuguese, Romanian, Russian, Spanish, 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



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.

have addressed the most common issues on this page. English, Română, Português, Русский, Polski, Български, Italiano, Español.

Shareable and editable TEST and TRACE translated information in 19 languages and English.

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

What we must all continue to do to keep safe - translated.

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

Wearing a face covering in 11 languages.

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

Quarantine rules for travel, explained in Arabic.

Domestic abuse: get help during the coronavirus (COVID-19) outbreak.

Translated and easy read versions of guidance on getting help if you or someone

you know is a victim of domestic abuse.

Access support for domestic abuse during COVID: simple advice translated.

Migration Yorkshire has produced simple information on how to access domestic abuse services for people who feel unsafe in their home during covid-19

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

Test and Trace videos in 14 languages - Peterborough Council.

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

Modern slavery and C19: What to look out for and how to get help - translated into 11 languages.

Translated guidance on Modern Slavery. English, Arabic, Amharic, Kurdish, Farsi, Albanian, Hungarian, Polish, Romanian, Spanish, Urdu, Mandarin.

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

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

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

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

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

OM COVID-19 Migrant Information Service. The International Organization for Migration (IOM) has set up the COVID -19 Migrant Information Service, an online platform that provides multilingual information on COVID-19 measures and support in the UK context. The aim is to provide information to migrants living in the UK about Coronavirus (COVID-19)

and the various ways the virus and the associated government responses could affect their lives.

The information service includes:

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

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

The materials have been translated into the following languages: Arabic, Bengali, Chinese, Gujarati, Kurdish, Punjabi, Portuguese, Polish, Somali, and Urdu.



EMPLOYMENT, FINANCIAL SUPPORT

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

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

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

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

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

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

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

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

New Style Jobseeker's Allowance (JSA)

You could get New Style JSA if:

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

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

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

Universal Credit

You could get Universal Credit if:

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

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

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



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

Pension Credit

You could get Pension Credit if:

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

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

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

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

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

If you cannot work from home

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

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

Test and Trace Support Payment

Your local council might be able to give you £500 if:

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

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

Statutory Sick Pay (SSP)

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

You may be able to get Universal Credit

The graphic features the HM Government logo and the NHS logo in the top left and right corners respectively. The main text is in large, bold, green letters: 'SUPPORT THROUGH SELF-ISOLATION'. Below this, in white text on a dark blue background, it says: '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'.

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.](#)

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 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

[SignPost Facebook page](#)

USEFUL LINKS

[Unable to work - what to do if you are employed and cannot work](#)

[What to do if you were employed and have lost your job.](#)

[Self-employed - what to do if you're getting less or no work.](#)

[Already getting benefits - how they are affected.](#)

[Financial support for working families](#)

[Money advice service](#)

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

[Discrimination at work—your rights](#)

COLCHESTER FOOD BANK

List of Colchester Foodbank Referral Agents.

Please be aware that this list is changing daily. Please contact the Foodbank Referral Agent from the list and you will be given further information on obtaining a Foodbank Voucher.

Colchester Food Bank

E: info@colchester.foodbank.org.uk

T: 01206 621998

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

Greenstead Foodbank

Open Tuesdays and Thursdays 10am—12 noon

Stanway Foodbank

St Andrews Hall, Corner of Church Lane, London Rd, Stanway, CO3 8LR. Open every Tuesday 11am—1pm

FOODBANK VOUCHERS

The process for obtaining a food voucher is:

Residents contact a referral agency, who will then take some basic details to complete the voucher application. This will help to identify the cause of the crisis and offer practical guidance. It also means they can prepare suitable emergency food for the right number of people.

Once someone has been issued with a voucher, they can exchange this for three days of emergency food at their nearest foodbank centre.

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
Home Start	Yes	The Ark, Jack Andrews Dr, Highwoods, Colchester CO4 9WX	01206 854625
Job Centre Plus	Yes	Colchester Jobcentre Plus, 40 Chapel Street South, Colchester CO2 7AZ	0345 604 3719
MIND	Yes - referral from Mental Health practitioners	The Constantine Centre, 272a Mersea Rd, Colchester CO2 8QZ	01206 764600
Next Chapter	Yes - Next Chapter clients only	Foodbank voucher issued to existing clients only	01206 500585
NHS Specialist Mental Health Team	Yes - existing clients only	Foodbank voucher issues to existing clients only	01206 334100
Open Door	Yes - Working in a reduced service, open Mon, Wed, Fri 12- 1pm. Also providing takeaway lunches for those who need them	Open Door at Colchester Baptist Church, Eld Lane, Colchester CO1 1LS	07394 907998
Open Road Colchester	Yes	Pre-arranged appointment only. Open Door, 5a Queen Street, Colchester CO1 2PG (Near Firstsite and the Curzon Cinema) Open Road Colchester	01206 766096
Refugee Action - Colchester	Yes—existing clients only	Foodbank voucher issued to existing clients only	01206 638454
Sanctuary Supported Living	Yes	Queen Elizabeth Way, Colchester CO2	01206 762373
St Luke's Church, Highwoods	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 598234
St Margert's Church, Berechurch	Yes—Fridays 11am—1pm	People will need Foodbank vouchers or be eligible for them to be given out to access either one.	
St Stephen's, Church, New Town is on	Thursdays 11am-1pm	People will need Foodbank vouchers or be eligible for them to be given out to access either one.	

Foodbank Voucher Referral Agent	Voucher Information	Location and Updates	Contact Number
CARA	Yes - Existing CARA clients only	Foodbank voucher issued to existing clients only	01206 769795
CBH Housing Options and CBH Emergency Tenancy Services	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 282514
CBC Sheltered Housing (Older Persons Services)	Yes—existing clients only	Foodbank voucher issued to existing clients only	01206 282701
Colchester Citizens Advice Bureau (CAB)	Yes	Phone and email support to anyone that needs advice or Foodbank vouchers	0300 330 2104 or advice.colchester@cabnet.org.uk
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
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		www.victimsupport.org.uk
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 amlrenshaw@btinternet.com
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or maureenpowell1952@yahoo.co.uk
GO4 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or pepidepiter@gmail.com
West Mersea Porch Pantry	N/A not needed	Supporting West Mersea residents	Tel: 07593 429114 or email admin@freshsalt.uk
The Boaz Project	N/A not needed	Colchester	07940441756 or Cdemliftingland@gmail.com FB: @boazproject

SUPPORT FOR FAMILIES WITH CHILDREN

Essex Child and Family Wellbeing Service

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

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

Click here to enter [the hub](#)

The Parenting Together Support Programme

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

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

Colchester Gateway Club Update

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

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

Digital Safety and Wellbeing Kit

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

StarLine YouTube channel

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

Family Innovation Fund-Xtra Services

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

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

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

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

ECC Every Family Matters

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

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

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

USEFUL LINKS

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

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

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

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

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

[BBC Bitesize](#)

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

[Coping skills for kids](#)

Stay alert and safe: Social distancing guidance for young people.

Explains the new measures that will help young people stay safe as the rules change on being outside, or at school or work. The guidance covers visiting public places, meetings in groups, going to work, and going to other people’s houses.

It also includes advice for young carers and information on how to access health and care services



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

HOME-START COLCHESTER

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

Services include:

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

- Benefit advice.
- Foodbank vouchers including collection and delivery of food where needed.
- Grant application to help you with items you need but cannot currently afford.
- Group support for parents or children to build skills.
- Healthy eating.
- School readiness and play opportunities, help with education.
- Family events.
- Children workshops for children 5 – 11 years.
- Holiday fund.
- Home-Start have been able to purchase essential family items and delivering free much needed items such as nappies, wipes, food and crafts.

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.

CHILDCARE BUBBLES

A childcare bubble is where one household links with one other household to provide informal childcare to anyone under 14. All adults in both households must agree to this arrangement. 'Informal' childcare means it is unpaid and unregistered.

Members of either household can provide childcare in a home or public place. This includes overnight care.

You can only have one childcare bubble with one other household. This means no household should be part of more than one childcare bubble.

If you form a childcare bubble, it's best if this is with a household who live locally. This will help prevent the virus spreading from an area where more people are infected.

How childcare bubbles relate to other types of bubble

A childcare bubble is different to a support bubble and a Christmas bubble. Being in a childcare bubble does not stop you from forming a support bubble.

Support bubble

You might be able to form a support bubble to have close contact with another household. You have to meet certain eligibility rules to form a support

bubble. Find out more about [making a support bubble with another household](#).

You must avoid seeing members of your childcare and support bubbles at the same time, unless otherwise permitted by gatherings limits in your tier.

Changing a childcare bubble

From 2 December you may change your childcare bubble provided that:

- at least one person in the proposed new childcare bubble is under the age of 14
- neither household is part of a separate childcare bubble which they intend to remain a part of

If you decide to change your childcare bubble, you should treat your previous bubble as a separate household for 10 days before forming a new bubble. This means following the rules on meeting people from other households in the tier you are in. You should not provide childcare as if you are in a bubble during this period.

If someone in your previous childcare bubble develops symptoms or tests positive for coronavirus up to 48 hours after members of the bubble last met, all members of the bubble must [self-isolate for 10 days](#). You must not form a new bubble until you have completed your self

You can only use a childcare bubble for childcare. You cannot use a childcare bubble to mix with another household for other reasons.

-isolation.

Children turning 14

The childcare bubble only continues while there is anyone aged under 14 within that bubble.

Once everyone in a household is aged 14 or above, the childcare bubble arrangement must stop.

If your child lives in more than one location

You can mix indoors where necessary with the other parent to allow your child to move between homes.

A child moving between 2 parents who live separately is not counted as a childcare bubble. This means both you and the other parent can also form a childcare bubble with one other household.

If someone in your childcare bubble develops coronavirus symptoms or tests positive

If anyone in your childcare bubble develops symptoms or tests positive for coronavirus, follow the stay at home guidance.

If you share custody of your child, and you and your child's other parent are in separate childcare bubbles, members of both bubbles should stay at home if someone in either household develops symptoms or tests positive for coronavirus.

This is critical to controlling the virus, as it will help to stop it spreading across

multiple households.

If NHS Test and Trace contacts you or someone in your childcare bubble, you must follow their guidance.

If you're clinically extremely vulnerable

If you're clinically extremely vulnerable, you should reduce social contacts as much as possible. You will minimise your risk of infection if you limit all your contacts, particularly with people that you do not live with.

However, if you feel it is essential, you can maintain an existing childcare bubble, or form a new one as per the guidance on changing your bubble. This is a personal choice and should be balanced against the increased risk of infection.

Those defined, on medical grounds, as clinically extremely vulnerable to coronavirus are people with specific serious health conditions.

Other forms of childcare support

In addition to childcare bubbles, the following people can provide childcare support (including in private homes and gardens):

- registered childcare providers
- providers of other supervised activities for children, including wraparound care and children's groups
- paid in-home childcare providers

- people in your support bubble

Guidance on working safely in other people's homes is available.

Early years settings and childminders remain open, and you can continue to use these settings as normal. Nannies are able to work in your home or any other setting.

You can also get informal help with childcare from people who do not live with you, and are not part of your support or childcare bubble, so long as you follow the rules on meeting other people which apply in your area.



INFORMATION AND RESOURCES FOR DISABLED PEOPLE

GOV.UK—Supporting disabled people through the Coronavirus outbreak

GOV.UK—Financial help if you are disabled.

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

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

Contact. Information and advice for families with disabled children.

Public Health easy to read booklet.

Coronavirus advice for people with learning disability.

Scope coronavirus information and links.

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

British Sign Language Versions of Government Advice.

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

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

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

Guide Dogs. Coronavirus and guide dogs.

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

Action on Hearing Loss

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

NHS Get active with a disability.

Disability Grants

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

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

Information in British Sign Language

Essential coronavirus information

Face touching

Home isolation

How to use the NHS

Spot the signs of coronavirus

How virus spreads: Cash machine

How virus spreads: Door handle

How the virus spreads: pedestrian crossing

SignHealth and **BTM Projects** have also produced coronavirus information videos in British Sign Language

SUPPORT FOR CARERS

The current outbreak of COVID-19 may be particularly worrying for both carers and those they support. Carers especially may be facing increased caring challenges.

Below you will find some information and resources which offer advice support that is available.

The Government have released guidance for anyone who cares, unpaid, for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, mental health condition or addiction, cannot cope without their support. Please visit here to find out how to access this support.

Essex Welfare Service

The Essex Welfare Service is for people who are unable to access the support they need at this time and is run by Essex County Council and Provide. Telephone: 0300 303 9988.

Carers First

Essex County Councils commissioned

Carers Support service providing telephone and online support, wellbeing checks and helping carers to co-ordinate the support they need in their locality.

Telephone: 0300 303 1555 or email hello@carersfirst.org.uk

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

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

[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.

Feeling Good, Caring Well Project

Supporting the emotional and physical wellbeing of Carers across Essex

[For guidance on caring for friends or family during the virus and what to do if you or the person you care for has symptoms](#)

For information specifically related to people who look after someone, including resources and answers to frequently asked questions, please go to [Carers UK Coronavirus page.](#)

[For learning disability specific support](#)



SUPPORT FOR OLDER PEOPLE

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

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

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

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

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

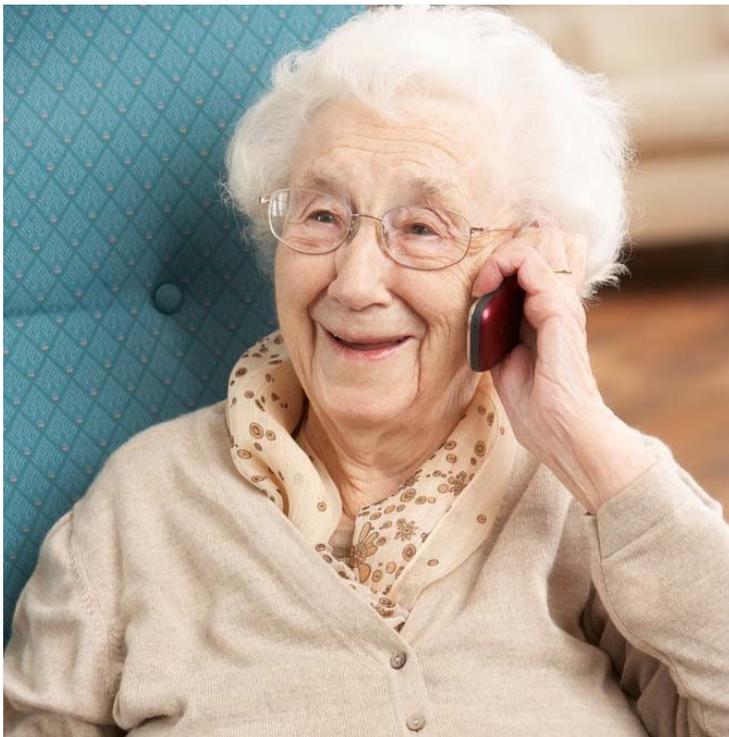
Make sure radiators are not obstructed by furniture or curtains

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/

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

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.

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

SUPPORT FOR STUDENTS

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 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



The poster features the NHS logo at the top right and the HM Government logo at the top left. The main text reads: "Even people without symptoms can spread coronavirus". Below this, it says: "It's been a tough year, but we all need to keep doing our bit. Every action counts." At the bottom, there are three icons: "HANDS" (hand washing), "FACE" (wearing a face mask), and "SPACE" (social distancing). The background image shows an elderly woman and a young child waving from a doorway.

Those students who are undertaking training and study for the following courses should return to face to face learning as planned and be tested twice, upon arrival or self-isolate for ten days:

- Medicine & dentistry
- Subjects allied to medicine/health
- Veterinary science
- Education (initial teacher training)
- Social work
- Courses which require Professional, Statutory and Regulatory Body (PSRB) assessments and or mandatory activity which is scheduled for January and which cannot be rescheduled (your university will notify you if this applies to you).

Students who do not study these courses should remain where they are wherever possible, and start their term online, as facilitated by their university until at least Mid-February. This includes students on other practical courses not on the list above.

The government have previously published guidance to universities and students on how students can return safely to higher education in the spring term. This guidance sets out how they will support higher education providers to enable students that need to return to do so as safely as possible following the winter break.

If you live at university, you should not move back and forward between your permanent home and student home during term time.

For those students who are eligible for face to face teaching, you can meet in groups of more than your household as part of your formal education or training, where necessary. Students should expect to follow the guidance and restrictions. You should socially distance from anyone you do not live with wherever possible.

Where to find information

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

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

[Office for students FQA's](#)

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

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

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

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

CULTURAL FOOD OUTLETS IN COLCHESTER FOR INTERNATIONAL STUDENTS

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

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



BUSINESS SUPPORT

Botolph's St, Colchester, CO2 7DU.
01206 766182.

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

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

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

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

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.

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



£4.6 BILLION IN NEW LOCKDOWN GRANTS

- ◆ RETAIL, HOSPITALITY AND LEISURE BUSINESSES CAN CLAIM UP TO £9K PER PROPERTY
- ◆ A £594 MILLION FUND TO SUPPORT OTHER IMPACTED BUSINESSES

ON TOP OF FURLOUGH EXTENSION UNTIL **END OF APRIL 2021**

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 12months

[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 £5million 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.

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

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

[Our Colchester BID](#)

[Federation of Small Business](#)



WHAT DOES LOCKDOWN MEAN FOR BUSINESSES

Businesses and venues which must close

To reduce social contact, the regulations require some businesses to close and impose restrictions on how some businesses provide goods and services. The full list of businesses required to close can be found in [the guidance on closing certain businesses and venues in England](#), but includes:

- Non-essential retail, such as clothing and homeware stores, vehicle showrooms (other than for rental), betting shops, tailors, tobacco and vape shops, electronic goods and mobile phone shops, auction houses (except for auctions of livestock or agricultural equipment) and market stalls selling non-essential goods. These venues can continue to operate click-and-collect (where goods are pre-ordered and collected off the premises) and delivery services.
- Hospitality venues such as cafes, restaurants, pubs, bars and social clubs; with the exception of providing food and non-alcoholic drinks for

takeaway (until 11pm), click-and-collect and drive-through. All food and drink (including alcohol) can continue to be provided by delivery.

- Accommodation such as hotels, hostels, guest houses and campsites, except for specific circumstances, such as where these act as someone's main residence, where the person cannot return home, for providing accommodation or support to the homeless, or where it is essential to stay there for work purposes.
- Leisure and sports facilities such as leisure centres and gyms, swimming pools, sports courts, fitness and dance studios, riding arenas at riding centres, climbing walls, and golf courses.
- Entertainment venues such as theatres, concert halls, cinemas, museums and galleries, casinos, amusement arcades, bingo halls, bowling alleys, skating rinks, go-karting venues, indoor play and soft play centres and areas (including

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

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

[For more information about the scheme](#)

inflatable parks and trampolining centres), circuses, fairgrounds, funfairs, water parks and theme parks.

- Animal attractions (such as zoos, safari parks, aquariums, and wildlife reserves).
- Indoor attractions at venues such as botanical gardens, heritage homes and landmarks must also close, though outdoor grounds of these premises can stay open for outdoor exercise.
- Personal care facilities such as hair, beauty, tanning and nail salons. Tattoo parlours, spas, massage parlours, body and skin piercing services must also close. These services should not be provided in other people's homes.
- Community centres and halls must close except for a limited number of exempt activities, as set out below. Libraries can also remain open to provide access to IT and digital services – for example for people who do not have it at home – and for click-and-collect services.

Some of these businesses and places will also be permitted to be open for a small number of exempt activities. A full list of exemptions can be found in the [guidance on closing certain businesses and venues in England](#), but includes:

- Education and training – for schools

to use sports, leisure and community facilities where that is part of their normal provision.

- Childcare purposes and supervised activities for those children eligible to attend.
- Hosting blood donation sessions and food banks.
- To provide medical treatment.
- For elite sports persons to train and compete (in indoor and outdoor sports facilities), and professional dancers and choreographers to work (in fitness and dance studios).
- For training and rehearsal without an audience (in theatres and concert halls).
- For the purposes of film and TV filming.

Businesses and venues which can remain open

Other businesses and venues are permitted to stay open, following COVID-19 secure guidelines. Businesses providing essential goods and services can stay open. The full list of these businesses can be found in the [guidance on closing certain businesses and venues in England](#), but includes:

- Essential retail such as food shops, supermarkets, pharmacies, garden centres, building merchants and suppliers of building products and off-licences.

- Market stalls selling essential retail may also stay open.
- Businesses providing repair services may also stay open, where they primarily offer repair services.
- Petrol stations, automatic (but not manual) car washes, vehicle repair and MOT services, bicycle shops, and taxi and vehicle hire businesses.
- Banks, building societies, post offices, short-term loan providers and money transfer businesses.
- Funeral directors.
- Laundrettes and dry cleaners.
- Medical and dental services.
- Vets and retailers of products and food for the upkeep and welfare of animals.
- Animal rescue centres, boarding facilities and animal groomers (may continue to be used for animal welfare, rather than aesthetic purposes).
- Agricultural supplies shops.
- Mobility and disability support shops.
- Storage and distribution facilities.
- Car parks, public toilets and

motorway service areas.

- Outdoor playgrounds.
- Outdoor parts of botanical gardens and heritage sites for exercise.
- Places of worship.
- Crematoriums and burial grounds.

Public services

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

- The NHS and medical services like GPs and dentists. We are supporting the NHS to carry out urgent and non-urgent services safely, and it is vital anyone who thinks they need any kind of medical care comes forward and seeks help
- Jobcentre Plus sites.
- Courts and probation services.
- Civil registrations offices.
- Passport and visa services.
- Services provided to victims.
- Waste or recycling centres
- Getting an MOT, if you need to drive when lawfully leaving home.

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

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 or call 01206 505250

Community360 also need your help. They need PPE including masks, gloves and aprons for hospital discharge work and volunteers. If you can help, please contact them at the email address opposite.

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 for a nominal charge.

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

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

VOLUNTEER ESSEX

Registration is now OPEN for any residents or businesses who want to volunteer in their local area. By using one of the forms below, your details will be passed directly to the group or groups that are operating near to you:

[INDIVIDUALS BUSINESSES](#)

[FACEBOOK GROUPS /
VOLUNTEERING GROUPS](#)

[INVOLVING AND MANAGING
VOLUNTEERS DURING THE](#)

[CORONAVIRUS PANDEMIC](#) This website provides a wealth of information on working with volunteers during the current pandemic - from safeguarding, DBS checks, data protection, paying for goods and services and much more.

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 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



THINGS TO CONSIDER WHEN VOLUNTEERING

Consider, are you well enough to volunteer? Your safety and limiting the spread of the virus is a priority. Don't put yourself or others at unnecessary risk.

Hand hygiene is critical: Ensure you have access to handwashing facilities before and after every contact, or use hand sanitiser with 60% alcohol.

Delivering shopping and prescriptions: Leave shopping and prescriptions at the doorstep. Knock at the door and wait 2m away. Wash or clean hands with sanitiser.

Money: Coronavirus can live on money for 24hrs. Where possible use electronic banking or shopping e-cards. Do not take credit or debit cards or PIN numbers. If possible, wear gloves when handling money. Always clean your hands afterwards.

Lack of response: If you are supporting an elderly or vulnerable person you need to have an agreement on what to do if you arrive and there is no response. This will differ from person to person.

Other things to remember: People may well be lonely and may want you to come in and have a chat. You need to say no if you are going to protect them. You could stop and have chat at their doorstep as long as you are 2m away. You can also swap telephone numbers and let them know you are available for a chat if they are feeling anxious or lonely.

USEFUL LINKS

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

[Safeguarding guidance](#)

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

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

[A GUIDE FOR COVID-19 RESPONDERS](#)

For anyone in a supportive role during the pandemic from NHS workers to volunteers this guide covers topics such as Your well-being, Supportive communication in everyday interactions and supporting people who are experiencing stress. These basic skills are at the core of supporting the emotional well-being of others during this challenging time.

The guide will show you how to use these skills to look after yourself and how to help others feel supported through your interactions.

HM Government **NHS**

Act like you've got it.
Don't accidentally spread coronavirus.

Illustration showing a person in a shop, a person with a shopping cart, and a person at a counter, with red arrows indicating potential contact between them.

Around 1 in 3 people with COVID-19 don't have any symptoms, but can still pass it on. **And now there is a new strain of the virus which spreads even faster.**

HANDS FACE SPACE

FUNDING OPPORTUNITIES FOR COMMUNITY GROUPS AND CHARITIES

National Lottery Community Fund priorities COVID-19 projects.

The National Lottery Community Fund will give priority to:

- Organisations supporting people who are at high risk from COVID-19.
- Organisations supporting communities most likely to face increased demand and challenges as a direct result of COVID-19.
- Organisations with high potential to support communities with the direct and indirect impact of COVID-19.

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

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

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

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

Comic Relief (UK) Capacity Building Grants Scheme

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

Morrisons Foundation - COVID-19 Homeless Support Fund.

Registered charities who care for the homeless can apply for support to cover the following broad areas:

- Outreach and support for rough sleepers, including provision of essentials.

- Delivery of services in hostels and shelters.
- Information and advice.

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

Essex Community Foundation Emergency Grants

Initially grants of up to £15,000 will be available. Priority will be given to those delivering vital services to older and vulnerable people, organisations helping to relieve pressure on public services and those co-ordinating a local community response.

What can be funded?

- Projects that have been established due to an increase in demand as a direct response to the pandemic.
- Projects that have been changed, or adapted, as a direct response to the pandemic and where additional costs are being incurred.
- Organisations that have experienced a loss of funding as a direct result of the pandemic.
- Organisations who have had their operations impacted by the pandemic.

Colchester Rotary Club

Members have decided to set aside up to £15,000 which will be distributed to local groups who they believe are struggling for funding during the Covid-19 outbreak.

The Foyle Foundation: Small Grants Scheme

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

National Emergencies Trust: LGBT+ Futures Grant Programme

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

be fully spent by 31 May 2021.

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

Postcode Recovery Fund Postcode Dream Trust

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

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

The Mrs Smith and Mount Trust, originally two separate trusts until 1992 when they were merged, offers funding to registered charities assisting disadvantaged people towards greater

independence or a better quality of life. Through the Mount Fund, the Trust will focus on the following priority areas from 1 January 2020:

- mental health
- homelessness
- health in the community

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

Armed Forces Covenant Fund: Tackling Loneliness Programme.

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



UTILITIES

Pre-Payment cards

If you have payment cards for your electric, please see the following advice. This [link](#) has some good information on what each energy company is doing to support their customers, currently.

You can ask for pre-loaded payment cards to be sent to your house. Most energy companies have put a hold on any debt too.

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](#).

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

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

Tips for saving energy can be found here [Energy Saving Trust](#) and [uswitch](#)

STRUGGLING PAYING YOUR BILLS?

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

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

PHONES, DATA AND WI-FI

Apps to help you stay in touch: you can video call in groups or one-to-one using apps like WhatsApp and Zoom and you can chat through apps like Facebook Messenger.

[Tips on using less data](#)

[How to use less data on your iPhone](#)

[How to use less data on your Android phone](#)

HELP CONTROL THE VIRUS

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

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

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

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

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

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



CLOSED

The following remain closed to the public

Colchester Museums

Colchester Castle, Hollytrees Musum and the Natural History Museum are closed
Check out our fun [#MuseumFromHome activities](#) for ideas and things to do.

Outdoor gyms, skateparks and sports courts

All outdoor gyms, skateparks and sports courts are closed

Leisure World

Aqua Springs

Visitor Information Centre

High Woods Country Park Visitor Centre

Weddings

Weddings cannot take place at our venues unless in extraordinary circumstances and upon request from Essex County Council



DISTRUPTED

Animals Services

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

Bereavement services

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

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

Colchester Market

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

Business Support

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

Environmental

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

NORMAL

Benefits and local council tax

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

Helpline

Helpline is running as normal to provide an alarm, response and monitoring service for older and vulnerable people living in Colchester and North Essex. Call 01206 769799 or visit helplineplus.co.uk.

Parking

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

Housing

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

Parks and countryside sites

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

Skateparks and sports courts

All skateparks and sports courts are open.

Rubbish and Recycling

Recycling collections are operating as normal (except textile recycling, which

Playgrounds

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

Building control

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

You can view what services are affected on our online Council Service updates webpage www.colchester.gov.uk/coronavirus/service-updates/



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.

HM Government **NHS**

Got any coronavirus symptoms?

Isolate and book a test.

Use the NHS COVID-19 app
or go to [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

- High temperature
- New continuous cough
- Change/loss of smell/taste

**STAY ALERT
CONTROL THE VIRUS
SAVE LIVES**

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 DURING WINTER?

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

Physical benefits of exercise include:

- **Physical resilience:** Our body fights viruses with our immune system, which is strengthened with exercise. There is the added benefit of increased oxygen in the lungs.
- **Better blood circulation:** Exercise pumps blood (including those handy white blood cells) around the body to where it's needed for repair.
- **Stronger bones and joints:** While we're sitting down working from home

MY WELLNESS APP
TECHNOGYM
 DOWNLOAD TODAY
 leisure world

Leisure World have launched a Free fitness app so you can enjoy the benefits of regular exercise from home!

It has a range of Train at Home workouts, from easy to hard, so everyone can challenge themselves and have fun, no matter their abilities. It's our small way to try and help you get through this difficult time.

Create your account today, [here](#)

everyday, our bones and joints are suffering. Exercise helps keep them in tip-top condition.

- **Stress reducing:** Exercise helps to regulate the levels of cortisol, the stress hormone, in our bodies.
- **Weight management:** Exercise burns calories, which helps many of us stay at a healthy weight, which in turn keeps our lungs and hearts healthy.
- **Improved quality of sleep:** If you find yourself waking up early in the morning or struggling to get to sleep

at night, then exercise could be the answer. In turn, sleep helps our cells repair themselves, along with helping the immune system and our general health.

Mental health benefits of exercise include:

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

Things to do

[Walk Colchester](#) and [Cycle Colchester](#) are local organisations which promote and recommend physical activity and access to the local green environment: [paths, trails, parks, woods and open spaces](#).

As well as guidance on [Getting active at home](#), Sport England's [Join the Movement](#) campaign provides all the latest advice on getting active, with tools to help you make the most out of the fresh air during your exercise. The [Active 10](#) app from the NHS is a great way to help you monitor and gradually increase your brisk walking levels over time. If you're feeling anxious in these uncertain times you could also consider some of the [Walking Meditations](#) from Headspace.

Alongside walking and running, cycling is one of the simplest ways to get active outside and can be done with the whole family. British Cycling have created [Lets Ride Local](#) to encourage safe and responsible cycling - the website includes tips and advice on riding locally, as well as instructions on teaching children how to ride.

[Daily Mile at Home](#) is an easy and fun way to keep fit and maintain good health and wellbeing for you and your children. The Daily Mile guidance for schools has been adapted for use at home to achieve the same benefits.

This comes from as little as 15 minutes or more of walking, running or jogging in the fresh air – doing it at whatever pace suits

you best and wearing what you'll feel most comfortable in. Every week on Monday, Wednesday and Fridays, a new challenge is set.

[Active Essex](#) have launched a livestream YouTube channel which features a full timetable of different activities by Essex deliverers to keep us moving more. The following week's timetable is launched every Sunday.

Physical activity helps our body and mind in many ways, and you can read more about getting the right amount of exercise at [Essex Livewell](#).

Finding your Feet Walks

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

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

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

Wednesdays 11.30am starting and finishing at Castle Park War Memorial

Places are currently limited to 5 attendees per walk. To book your place or find out further information please call 01206 505250. Email msh@community360.org.uk

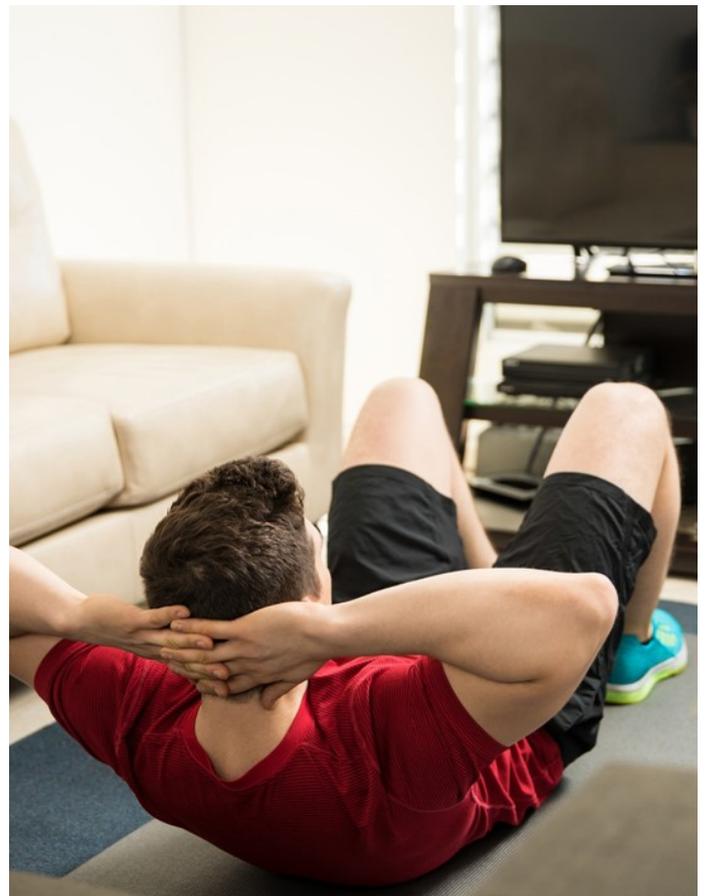
The Sport for Confidence team continue to support and deliver meaningful physical activity sessions to anyone that faces barriers to participation in North Essex. Whether you face barriers from a learning disability, the ageing process or mental health, the team will support you from the moment you walk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

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

They have classes for

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

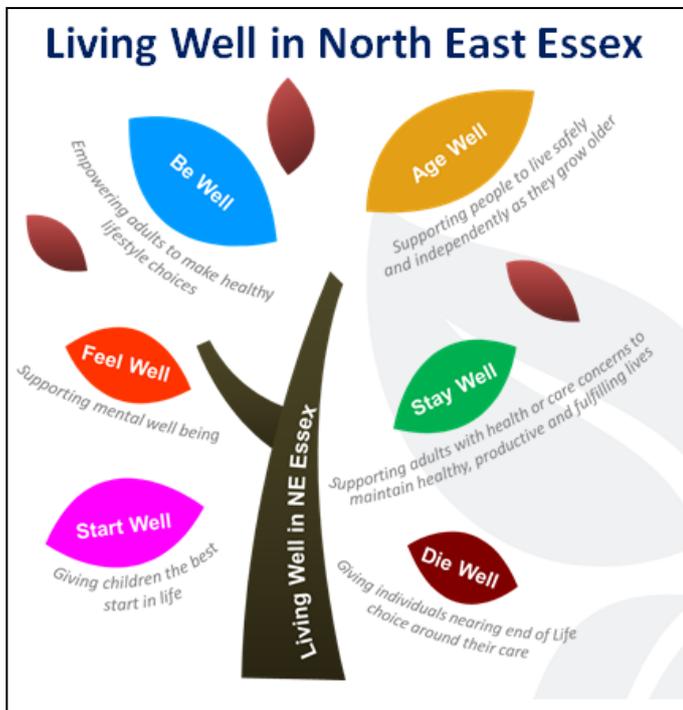
After lockdown they hope that these classes will go into a Zoom space - or an in-person space so they can continue to connect but for now, they want to encourage people to take part in their sessions and engage in dance during lockdown for their own physical and mental health and wellbeing.



ANXIOUS OR WORRIED

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

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



You can call NHS 111 if you or someone you know needs urgent care, but it's not life threatening.

If you have an existing mental health problem and your symptoms get worse.

If you experience a mental health problem for the first time.

If someone has self-harmed but it does not appear to be life

threatening, or they're talking about wanting to self-harm.

If a person shows signs of possible dementia.

If a person is experiencing domestic violence or physical, sexual or emotional abuse. Dial 111 and select the option for mental health crisis (option2) for immediate and specialist support 24 hours a day, 365 days a year. The service is for people aged over 18 and over and aims to ensure those in need of support can access it quickly when they need it most.

MIND telephone lines will remain open Monday to Friday 9am–5pm on 01206 764600. Alternatively, you can send them an email enquiries@mnessexmind.org.

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 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

Anxiety UK provides support if you have been diagnosed with an anxiety condition. Call 03444 775 774 (Monday to

Friday, 9.30am– 5.30pm

Men’s Health Forum offers 24/7 stress support for men by text, chat and email.

OCD Action provides support for people with OCD. Call them on 0845 390 6232 (Monday to Friday, 9.30am-5pm). Calls cost 5p per minute plus your phone provider’s access charge.

Samaritans provides confidential support for people experiencing feelings of distress or despair. Phone: 116 123 (free 24-hour helpline).

Textcare provides comfort and care via text message, sent when the person needs it most.

SHOUT Crisis provides 24/7 anonymous text support for when you feel you can’t cope. Text “SHOUT” to 85258 for non-judgemental support.

Zero Suicide Alliance Have a link 20 minute module to support those who are in touch with people who might be really struggling over the next few months. It is also helpful for community members as it has a section about talking with family and friends. It is free to access.

Specialist advice for those living with **Diabetes**. The Diabetes UK helpline is also open Monday to Friday, 9am to 6pm, at 0345 123 2399 for anyone living with diabetes, their friends or family and

anyone else with concerns.

#quitforCovid It is vitally important to quit as smokers are less protected against infections. For support to quit smoking please contact Essex Lifestyle Service on 0300 303 9988. Or visit [Essex lifestyle service - stop- smoking](#)

Combatting loneliness and isolation

Access online AA meetings. To access an online meeting on a smart phone download and install the GOTOMeeting app. In meeting Id box type 'ukna or 437-754- 909, (skip and email) then enter your name and save. You can then access the daily sound only meetings. Meetings are every morning at 11am and every evening at 7.30pm. Laptop/desktop users can go to <https://www.gotomeet.me/ukna> and sign in the same way. You can also download the Zoom app and scroll down the list of online meetings



Tips for dealing with loneliness:

- 1 Share your feelings**
- 2 Learn something new**
- 3 Find new ways to connect with people**

Find out more at Every Mind Matters

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](#)



livewell

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:

Fake lockdown fines - Bogus text message with scam message claiming to be from the Government, telling the recipient their movements have been monitored through their phone and they must pay a fine or face a more severe penalty.

Anti-virus kits claiming to cure or prevent Covid-19.

Fake companies offering to obtain refunds for individuals who have had their holidays cancelled.

Online shopping scams where people order protective face masks, hand sanitiser and other products that are never delivered. Fake products that are delivered can often be dangerous and unsafe and not gone through the proper

Fake Products / Websites

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

testing.

Criminals targeting older people on their doorstep and offering to do their shopping. Thieves take the money and do not return.

Coronavirus-themed phishing emails which try to trick people into opening malicious attachments that allow fraudsters access information such as passwords, email logins and banking details.

Doorstep cleansing services that offer to clean drives, letterboxes and doorways to kill bacteria and help prevent the spread of the virus.

Scammers targeting people on benefits by offering to 'help' them apply for interest-free government loans - once the scammers have the victim's personal details they use them to apply for an advance loan of Universal Credit which the scammers take, causing the victim's normal benefit payments to stop and leaving them with large loans to repay.

Donation scams - There have been reports of thieves extorting money from consumers by claiming they are

collecting donations for a Covid-19 'vaccine'.

Things to look out for.

- Fraudsters can fake telephone and text numbers so it might appear that the call or text is from your bank when it isn't.
- The caller will try to create a state of panic and fear, pushing you to act quickly. Please take a moment to think calmly about what you're being asked to do.
- The fraudster might know your personal details that you think only your bank will know – i.e. mother's maiden name and your address.
- Fraudsters can gather these details in the days and weeks running up to the fraud attempt from social media, and other sources
- The caller might take you through security questions, just like the bank would, to make it seem more real

What to do

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

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

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

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

Test and trace scam warning

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

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

The genuine advice is that if you've been in close contact with someone who has coronavirus and need to self-isolate, you may get an email, text or phone call from NHS Test and Trace, however no one would be advised to get tested unless they had symptoms, and if they do, they would never be asked to purchase a test or give their bank details.

Parcel Delivery Scam

A card is posted through your door from a company called PDS (Parcel Delivery



Service) suggesting that they were unable to deliver a parcel and that you need to contact them on 0906 6611911 (a premium rate number). If you call the number and you start to hear a recorded message you will already have been billed £315 for the phone call.

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

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



card from PDS

COVID-19 vaccination scam alert

Some people are receiving fraudulent calls and text messages offering the COVID-19 vaccination. In some cases, people are asked to press a number on their keypad or to send a text message to confirm they wish to receive the vaccine. Doing so is likely to result in a charge being applied to their phone bill. In other cases, callers are offering the vaccine for a fee or asking for bank details.

People are warned to be alert to these scams. The vaccine is only available from the NHS and the NHS will contact you when it is your turn. At present, appointments are only being offered to the public over 80 years old.

The NHS will NEVER ask you to press a button on your keypad or send a text to confirm you want the vaccine, and NEVER ask for payment or for your bank details.

If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Essex

FRIENDS AGAINST SCAMS aims to protect and prevent people from becoming victims of scams.

- Be aware of people offering or selling.
- Virus testing kits – these are only offered by NHS.
- Vaccines or miracle cures – there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus (COVID-19) such as antibacterial products.
- Shopping or medication collection services.
- Home cleaning services.



FOR ADVICE ON SCAMS

Citizens Advice Consumer Helpline on
0800 2231133

To report a scam call Action Fraud on
0300 1232040

Contact your bank if you think you have
been scammed

[Little Book of Scams](#)

[Victim Support Advice for Individuals
Scammers and Fraudsters](#)

[Victim Support Advice for Groups Scam-
mers and Fraudsters](#)

[Colchester Neighbourhood Watch](#)

SECURE/PROTECT/ PREVENT

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

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

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



Advice From The Fire Service

A few key messages from the Fire Service; with more people in their homes please remember.

- A minimum of one smoke detector is advised on each floor of a property. Test your smoke alarm. Smoke alarms are proven life savers. They give warning at the first sign of fire, waking you and your family up and giving everyone the time, they need to get safely out and call the fire service.
- Never leave candles unattended - near curtains / flammable materials.
- Discuss with your family your Fire Escape Plan - how / what to do / leaving items / not entering back into the property.
- The largest number of residential fires start in the kitchen - distraction (children / pets/ phone calls etc) being

a high proportion of incident causes with the kitchen left unattended.

- Hand Sanitiser in Cars: You may have heard reports that hand sanitisers left in cars can pose a fire risk, whilst there is not much evidence to suggest this is the case we would advise people to ensure they store their hand sanitisers in vehicles safely, which includes keeping bottles closed and out of direct sunlight, such as in the glove box.

This will ensure the contents do not deteriorate and means bottles cannot be magnified by the sun. Sanitiser should also be kept away from naked flame.

[For more advice from the Fire Service click here.](#)

DOMESTIC AND SEXUAL ABUSE HELP

Self-isolation will have a direct impact on anyone experiencing domestic abuse and sexual abuse. If you are experiencing domestic or sexual abuse, you can talk to someone in the agencies listed below. Support for people who feel they are at risk of domestic abuse can be found [here](#).

IF YOU ARE IN IMMEDIATE DANGER, PLEASE CALL 999 IF YOU CAN'T SPEAK PRESS 55

[Essex Police - Advice-and- information domestic abuse](#)

[SaferColchester Coronavirus and domestic abuse](#)



DOMESTIC VIOLENCE

COMPASS - COMPASS is a single point of access funded by Essex County Council in partnership with the Office of Essex Police, Fire and Crime Commissioner to support victims of domestic abuse across Southend, Essex and Thurrock. It is available 24hrs a day, for callers to speak with a trained member of staff who will complete an assessment and ensure contact is made with the most appropriate support service.

There is an easy to use online form for both the public and professionals wishing to make a referral. You can contact them on **0330 3337444** or by emailing enquiries@essexcompass.org.uk.

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.

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

HATE CRIME

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.

The police have advised that during this time there have been a small minority of people who have targeted individuals and communities for abuse in relation to COVID-19. There has been significant increase in hate crimes and incidents targeting the Chinese and South Asian communities and an increase in far right-right anti Muslim and antisemitic online activity. They are concerned that residents feel reluctant to report crimes and incidents as they believe the police have priorities elsewhere.

They are urging people to come forward if they have been a victim of a hate crime or incident. This will become even more important as lockdown restrictions ease and people from different communities come into regular contact with each other again.

What is a Hate Crime?

Hate crime is any incident, which may constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate because of a person's:

Race, colour, ethnic origin, nationality or national origins, includes Gypsies and Travellers.

Religion or faith and can include no faith.

Gender identity includes Transphobia - resentment or fear of transgender people or transvestites.



Sexual orientation. Including Homophobia - resentment or fear of gay, lesbian or bisexual people. Also resentment or hatred of heterosexual people.

Disability – any physical, sensory or mental impairment whether short or long-term. Includes learning disability or difficulty.

Hate Crime Can Take Many Forms Including:

Physical attacks – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson.

Threat of attack – including offensive letters, abusive or obscene telephone calls and other intimidating behaviour as groups or individuals.

Verbal abuse or insults, abusive gestures.

Other abuse – offensive leaflets and posters, dumping of rubbish outside homes or through letterboxes, unfounded and malicious complaints and bullying at home, on-line, in school or in the workplace.

WHAT CAN YOU DO?

Recognise that what is happening to you is a hate crime.

Understand that by reporting the incident you will get the help you need.

Don't suffer in silence, the help you need is available, call us now...

It will help police and support agencies if you keep a diary of events. Please remember to date and time entries and fully describe any individuals or vehicles involved.

In an emergency dial 999 or 112 (112 is a European equivalent number that works in UK.)

Call the Non-Emergency number for Essex Police on 101 to report any incident of crime.

If you feel that you are not confident in reporting the incident directly to the police you can complete a 'Hate Crime' reporting form at

[Essex Police - Report a Hate Crime](#)

Alternatively, you can call one of the Hate Incident Reporting Centres (HIRCs) whose details you can find at the link above or call

Crimestoppers 0800 555 111 and report it anonymously, your calls cannot be traced, nor recorded.

[SaferColchester - Hate Crime](#)



WHEN VISITING THE TOWN CENTRE

What to expect when visiting the town centre

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

Essex County Council has introduced some interim traffic measures to create more shared space for walking and

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

How to keep yourself safe in Colchester town

- Plan your visit, including how you will travel to the town centre.
- Always follow signage and keep left when walking.
- Clean your hands regularly at the provided hand sanitiser stations or use your own hand sanitiser.



- Follow shop procedures, including queuing guidelines.

Travelling to Colchester town centre

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

Walking and cycling

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

Public transport

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

Colchester town centre parking

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

We have installed hand sanitiser stations

at car parks so visitors who cannot access MiPermit can wash their hands before and after using payment machines.

Colchester town centre public toilets

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

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



SHOPPING AND SUPERMARKETS

IS SOMEONE ELSE GETTING YOUR SHOPPING FOR YOU?

Many major stores have launched a Volunteer Shopping Card e-gift. You can give these to a volunteer who is doing your shopping for you. Just complete the online form and receive a shopping voucher via email. You can then print or display on a smart phone.

[ASDA Volunteer Shopping Card](#)

[Waitrose Volunteer Cards](#)

[Marks and Spencer's Volunteer E Gift Card](#)

[Tesco Volunteer Shopping Card](#)

[Sainsburys Volunteer Shopper Card](#)

[Aldi Shopping Vouchers](#)

[Eastern CO-OP email vouchers@eastofengland.coop](#)

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

Many local shops have expanded by providing an online service. You can check CBC's [Residents Contact Pack](#) which gives a comprehensive list of support in your Neighbourhood.

Many supermarkets have tailored their opening times specifically for vulnerable residents and key workers.

Sainsburys - ..Are continuing to offer priority access to home delivery slots for the most vulnerable customers. For vulnerable customers who have been invited to register for online deliveries, you will still need to enter your postcode and find an available slot.

You can check your postcode by logging in [here](#), selecting Book Delivery at the top of the page and choosing home delivery as your shopping method. If you are unable to find an available slot you will need to check back regularly as we continue to release new slots.

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

Tesco's - Are still giving customers who are vulnerable priority access to online home delivery service. Still giving NHS, emergency service, and care workers priority access to stores to help them shop when they have the time. If there's a queue, please go to the front with your valid ID to enter.

All stores (except Express stores) will be

prioritising the elderly and most vulnerable for one hour between 9am and 10am every Sunday (for browsing only) and Wednesday.

M&S - First hour of trading will be for NHS and emergency services workers Tuesdays and Fridays; Vulnerable Mondays and Thursdays first hour of trading.

Have partnered with food delivery company Deliveroo to help give customers access to essential groceries and some of their M&S favourites and treats. Food boxes available for online delivery.

Asda - Some stores are now open 24 hours. To find out your local store opening times please visit [store locator](#).

Are still giving customers who are vulnerable priority access to online home delivery service. Essential food boxes available for online delivery

Aldi - All day everyday key workers in the NHS, Police and Fire Service, Social Care Workers, First Responders and St John's Ambulance staff, take priority ahead of queues into stores upon showing a valid ID. This is in addition to early access on a Sunday, where they can enter stores 30 minutes prior to opening.

Opening 30 minutes early Monday - Saturday for the Elderly (over 70) and vulnerable. Aldi food parcels containing 22 essential items are available for £24.99. [For more information and to](#)

[order a food parcel](#).

Lidl - Normal opening hours. Quantities may be restricted to 6 items per customer.

Waitrose - First hour of trading for vulnerable. Are offering 25% off their delivery slots to those who are most vulnerable. Offering elderly and vulnerable priority shopping Monday - Saturday 8 -9am. Sunday 10 -11am. NHS workers can visit at any time during opening hrs, and just need to show their ID at the door.

Iceland - Are still giving customers who are vulnerable priority access to online home delivery service. But no longer offer special opening times for elderly, vulnerable or NHS workers.

Eastern Co-op - No longer offer dedicated shopping times. Offering 10% off to anyone with an NHS card or a green 'Care' badge at Food stores (excluding forecourts).



Act like you've got it.
Don't accidentally spread coronavirus.



Around 1 in 3 people with COVID-19 don't have any symptoms, but can still pass it on. **And now there is a new strain of the virus which spreads even faster.**



CORONAVIRUS AND FAITH

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

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

Ceremonies

Weddings and funerals can go ahead with restrictions on numbers of attendees. This means:

- 15 people can attend wedding ceremonies and receptions
- 30 people can attend funeral ceremonies
- 15 people can attend linked commemorative events such as wakes or stonesettings

Test and trace

In line with government guidance for all venues, places of worship should keep a temporary record of visitors so the [NHS Test and Trace](#) service can contact people who come into close contact with somebody who has COVID-19. Test and Trace currently defines close contact as two people being within two metres of each other for 15 minutes or more.

Advice for faith communities

Congregational prayer and worship is allowed from 2 December under the guidelines mentioned above. If you wish to visit a place of worship, please note:

- If you or anyone in your household

has or shows symptoms of COVID-19, do not visit a place of worship. Stay at home.

- If you are over 60 or clinically extremely vulnerable, you should take particular care to adhere to social distancing and minimise contact with others outside your household.
- You must wear a face covering in any public indoor space and on public transport, unless you are exempt. Religious garments such as the Niqab are acceptable but must fit securely round the side of the face. See the [government guidance on face coverings](#) for details
- Singing or chanting should only be done by a limited number of performers. It should be in a large, well-ventilated place or outdoors. Performers should be at least two metres apart, or one metre with other safeguards in place, such as screens. Congregations should only join in with singing outdoors. All singing should follow the principles of the [performing arts guidance](#).

Funerals and mourning

Funerals can continue to take place. Up to 30 close family and friends can attend, depending on the capacity of the venue. The limit applies to the whole venue, including any outside space it has. The venue must have enough space for you

USEFUL LINKS

[Catholic Church England and Wales](#)

[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](#)

[Network of Sikh Organisations](#)

To contact Essex Resilience Forum's Faith & Communities Tactical Co-ordination Group, email faith.communities@essex.gov.uk.

to follow social distancing guidelines. Check with the venue or your funeral director.

Burials and cremations are both permitted.

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

Read the [government guidance for](#)

[managing a funeral during the coronavirus pandemic.](#)

Planning a funeral

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

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

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

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

Attending funerals

You should note the following:

- If you have any coronavirus symptoms you should not attend. Self-isolate immediately and get tested. Symptoms include a high temperature, new continuous cough or change of taste or smell. [Request a test online](#), or by phoning 119.
- If you have been instructed to self-isolate you must not attend. This applies whether you have tested positive or been in contact with

someone who has.

- There is a legal exception for close relatives of the deceased to attend but even they are strongly advised not to attend. If they do attend, they must inform the funeral director and other mourners in advance, and must wear a surgical grade Type IIR face mask or higher grade. See the [government's funerals guidance for people required to self-isolate](#).
- You must wear a [face covering](#) inside the funeral venue, in a funeral director's vehicle and travelling to and from it on public transport, taxi or private hire vehicle unless you have a valid exemption.
- Stay at least two metres (six feet or three paces) apart during funerals and when travelling to and from them.
- Wash your hands more often than usual or use hand sanitiser. Cover coughs and sneezes. There may be mourners present who are clinically extremely vulnerable or vulnerable.

If you are unable to attend

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

Some cemeteries and crematoria can web-cast the funeral for family and friends. Please check with your [local cemetery or crematorium](#).

What to do if the deceased had coronavirus

Take extra precautions if the deceased

had, or is suspected to have had coronavirus:

Mourners are strongly advised not to take part in rituals or practices that bring them into close contact with the body. This includes washing, preparing and dressing the body. There is a small but real risk of infection from the deceased.

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

Mourning

Whilst mourning the death of your loved one, do:

- Think about arranging a memorial or wake later in the year or the following year.

- Seek your faith leader's advice about ways to mourn while observing your faith during the pandemic
- Seek [bereavement support](#) from your faith group or voluntary sector organisations.

Remembering loved ones

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

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

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

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

Sudden is a charity that supports people after sudden death, including from COVID-19. It has other [ideas for memorialising somebody who has died](#)

Faith Action has links to [coronavirus](#)

[advice from leading faith organisations](#)

More information

You may also wish to visit our pages on [What to do when someone dies](#).



BEREAVEMENT SUPPORT

Many people in Colchester will sadly experience bereavement, grief and loss during the corona virus pandemic.

Measures to reduce the spread of Covid-19 may increase the emotional impact of losing somebody, whether as a result of the virus or not. Bereaved people may feel more isolated and cut off from support networks.

It is important that family, friends and communities seeking support at this time can talk to somebody they trust who will listen, empathise and point them to professional advice where necessary.

There are many online sources of trusted information and support in relation to bereavement and a number of these can be found by following the links opposite.

For those that require more structured support we suggest you contact your GP but you can also contact St Helena Hospice who provide clinical bereavement support. The Hospice team will talk to you about your bereavement and help to identify the right source of support. Contact detail are below.

St Helena Hospice SinglePoint

Members of the public, patients, relatives, carers, GPs and other health

and social care professionals can get advice and support over the phone 24/7 with regards anyone who may be in the last year of life or who have specialist palliative care needs. Call SinglePoint on 01206 890360.

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

[St Helena - Bereavement support leaflet Essex County Council Coronavirus-and-faith/ bereavement-support](#)

[NHS - Coping with bereavement](#)

[Curse Bereavement Care](#)

[Greater Essex Bereavement support in the community leaflet](#). Includes faith contacts within the community who can provide a listening ear and help sign post you to other support

[ACC's COVID-19 Crisis Counselling Support Service](#)

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

Hands/Face/Space/Ventilation