

# CORONAVIRUS (COVID-19) UPDATE

CARLISLE

2<sup>nd</sup> April 2020

This is the second edition of a weekly newsletter from agencies responding to the coronavirus outbreak. The newsletter aims to provide information, advice, guidance and details of useful contacts during these challenging times.

Daily updated information is available on the Cumbria County Council website at [cumbria.gov.uk/coronavirus](http://cumbria.gov.uk/coronavirus).

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## Local Government information

### Cumbria County Council

All latest information regarding the coronavirus can be accessed at [cumbria.gov.uk/coronavirus](https://cumbria.gov.uk/coronavirus). Our website is regularly updated and has information on:

- Full guidance on staying at home and away from others
- Stay at home guidance for households with possible coronavirus (COVID-19) infection
- Shielding and how to protect extremely vulnerable people
- Information regarding closure of schools and nurseries to all except essential workforce
- Volunteering in your local community and volunteer guidance
- You can also subscribe to email alerts for your area. The link for Carlisle is [https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic\\_id=UKCCC\\_116](https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic_id=UKCCC_116)
- Cumbria County Council Service Updates including Highways, Fire, Cumbria Care, Household Waste and Recycling Centres, Registration Services, Libraries and Archives, Public Buildings.

Please note that Cumbria County Council has now temporarily closed all of its buildings to the public and will no longer provide non-essential 'face to face' services. Alternative contact can be made online by visiting [www.cumbria.gov.uk](http://www.cumbria.gov.uk) or by phone, call 01228 606060.

The only essential Council 'face to face' services that will continue to be provided are as follows:

- Registration Services for births and deaths **only** at the following locations
  - County Offices, Kendal,
  - The Nan Tait centre in Barrow,
  - The Lady Gilford's building in Carlisle,
  - Penrith Library,
  - Whitehaven Library.
- Coroner's Office on Station Road, Cockermouth, CA13 9PT
- Family Centres (for supervised contact ONLY)\*

*Services marked with \* are under review and there will be further announcements about them shortly.*

### **Emergency support line launched for vulnerable people needing urgent help**

Cumbria County Council and partners have launched an emergency support service for people at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours.

Those at high risk include people who are shielding after advice from the NHS, over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

**The Emergency telephone support line is 0800 783 1966. Or you can email your request for help to [COVID19support@cumbria.gov.uk](mailto:COVID19support@cumbria.gov.uk).**

Further details about this support service can be found online at [cumbria.gov.uk](http://cumbria.gov.uk).

The telephone 'call' centre will operate Monday to Friday 9.00am to 5pm and 10am to 2pm at weekends. The service will also accept referrals from members of the public who may be concerned about people in their community.

## **NEW EMERGENCY SUPPORT HELPLINE**

**0800 783 1966**  
**[COVID19support@cumbria.gov.uk](mailto:COVID19support@cumbria.gov.uk)**

**Only for people at high risk of becoming seriously ill as a result of COVID-19 and who do not have support available from friends, family or neighbours.**

**Full details can be found online at [cumbria.gov.uk](http://cumbria.gov.uk)**  
Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



### Carlisle City Council

Carlisle City Council is constantly reviewing their services and may announce alterations as the situation changes. These will be posted on [www.carlisle.gov.uk](http://www.carlisle.gov.uk) website, and via their Twitter and Facebook accounts.

Some of the key measures are:

- Suspension of garden waste collections to free up resources to allow the other services to continue as normal.
- Leisure partners, GLL announced they would be closing our leisure centres in accordance with government advice from Friday 20 March 2020  
<https://www.better.org.uk/leisure-centre/carlisle>
- Closure of our play areas, open-air exercise areas and equipment, Multi-Use Games Areas and Skatepark until further notice.
- Our parks and greens spaces remain open for exercise, but gatherings will be dispersed. When using parks & green spaces follow social distancing rules - stay two metres (6ft) away from other people.
- If you need to contact us, please phone us on 01228 817200 or email [customerservices@carlisle.gov.uk](mailto:customerservices@carlisle.gov.uk)
- Bereavement Services is continuing to take both burial and cremation bookings but the Cemetery and Crematorium offices are closed to the public. However, Bereavement Services can be contacted on 01228 817390 or email [bereavement@carlisle.gov.uk](mailto:bereavement@carlisle.gov.uk)
- All forthcoming events have been cancelled or postponed.
- Shopmobility service has closed until further notice.
- Talkin Tarn car park is closed (as of 30 March). Government advice is that daily exercise should not involve travelling to another area that in which you live - the country park remains open but is only accessible to those who can walk there.

### Business Support update

Our staff are working hard to support our residents, businesses and local communities.

We have followed government guidance regarding the business grants and to ensure that all eligible businesses access the grants as quickly as possible, we are targeting our approach rather than asking businesses to apply. The government has made it clear that this is **not** an application process and that councils should be proactively contacting businesses that could access the funding. Within their **guidance**, updated and reissued today (Wednesday 1 April), they state that 'Local Authorities will contact eligible businesses to arrange payment of the grants'.

We will be sending letters to around 3,275 businesses on Wednesday 1 April within the Carlisle area and will process the grants within five working days of receiving the necessary information. We expect to be awarding over £30million in grants through this process.

Within the letter we'll be asking for some company details and for some businesses, their bank details. We need this information to process the payment and to ensure that the funding goes to the right place and that all eligible businesses get access to the grants, we don't want any business to miss out.

We'll be asking for the bank details from some businesses because they have cancelled their direct debit meaning that we will no longer have access to their details.

We'll ask businesses to send the information to us electronically to speed up the process. This could be a scan or a photo using your phone of the completed form.

If any business is struggling to get to their business address to get hold of their mail, we're asking them to please contact us by calling 01228 817234 or emailing [NDR@carlisle.gov.uk](mailto:NDR@carlisle.gov.uk)

Any eligible business that has any concerns or does not receive a letter by **Monday 6 April**, is asked to us contact us by calling 01228 817234 or emailing [NDR@carlisle.gov.uk](mailto:NDR@carlisle.gov.uk)

We will be sending nil balance bills to businesses that are eligible for business rate relief.

We are also promoting other grant and funding opportunities. We are also searching out other funding opportunities which we are also promoting to partners. Our website provides up-to-date information on the government funding and is regularly updated when new schemes or guidance is provided.

We are working closely with Cumbria Local Enterprise Partnership, Cumbria Chamber of Commerce, Cumbria Tourism and Carlisle Ambassadors to support local businesses.

### **Advice for allotment holders**

To ensure our allotment sites can remain open and users are safe, we've asking allotment holders to follow the National Allotments Society guidelines and government advice.

If an allotment holder has been advised to self-isolate, they should not visit the allotment and stay at home: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

The National Allotments Society guidance in summary is as follows:

- Keep hand sanitiser in your shed and wash your hands regularly.
- Use hand sanitiser before opening and closing any gate locked.
- Observe "Social Distancing" - stay two metres (6ft) away from other people.
- Do not share tools.
- Minimise the contact with each other for example no handshakes.
- Do not wash your hands in water troughs.
- All communal facilities are closed.

Further advice from the Association can be found at the following link:

<https://www.nsalg.org.uk/news/covid19-information/>

### **Car Parking**

We've taken the decision to make all our car parks free to use until further notice.

The impact of Coronavirus has resulted in low occupancy within our car parks as residents and visitors follow advice to stay at home. However, parking is still needed for NHS staff, key workers and volunteers supporting those affected by the Coronavirus outbreak.

We fully support the government's efforts to prevent all unnecessary travel and this move is not designed to encourage shoppers or visitors to the area. We continue to ask people to stay at home, to help protect the local NHS services.

Our decision is in line with government advice and is supported by the British Parking Association.

### **Homelessness Support**

We are continuing to respond to the COVID-19 crisis and are doing everything we can to support the Government and NHS responses in meeting the needs of people facing homelessness in Carlisle.

We are actively engaged in countywide discussions and plans to coordinate and manage responses to COVID and rough sleeping with key partners. This includes stopping homeless

people from congregating where there is a higher risk of transmission; and procuring emergency accommodation for those confirmed as rough sleeping.

We continue to provide emergency accommodation to men, women and families in line with our statutory responsibilities; and support those who are in our emergency accommodation where it is difficult to self-isolate, making sure that these people have access to the facilities that enable them to adhere to public health guidance on hygiene and self-isolation. We are utilising alternative powers and funding to assist those where there is no duty owed, to access shelter due to the COVID-19 pandemic and will actively seek to procure additional emergency provision should this be required in the coming weeks.

We currently have a range of emergency accommodation options including 'hostels' 'safe house' and 'self-contained dispersed' provision which are all still operational; we are having to temporarily reprioritise our operational delivery to ensure that critical services, with safe levels of staffing, can continue to be provided to vulnerable people.

We will continue to deliver responsive services 24 hour a day and will continue to do all we can to support vulnerable residents; including those at risk of or experiencing domestic abuse and rough sleeping.

We will support people to access basics such as food and clinician care who need it, and where possible separate people who have significant drug and alcohol needs from those who do not.

We are delivering essential services safely in line with government guidelines to protect vulnerable people and staff. This includes following our usual out of hours approach via telephone interview.

To contact the service:

- **You can contact our services directly using this link <https://hpa2.org/refer/CARL>**
- **If you are unable to complete the online referral link you can email us via [dutytorefer@carlisle.gov.uk](mailto:dutytorefer@carlisle.gov.uk)**
- **You can also contact us during normal office hours by calling 01228 817200.**
- **Our out of hours contact numbers are 01228 817386 (single women and families) and 01228 817373 (single men).**

## **Refuse and Recycling**

We're asking residents to support us by doing the following:

1. Please remember - to help protect our crews and you and your family please wash your hands before you put anything in your bin. Also wash your hands before putting your bin out for collection and when bringing it back in. Handwashing with soap and warm water for 20 seconds is still the most effective way to prevent the spread of infection. Our crews



are wearing gloves, however, if you do this it will help keep our team safe, so we can continue to collect household waste and recycling.

2. Make sure cars are parked so they do not block access for the bin wagons. With more cars at home, it is making it difficult to get around the streets easily.
3. Show your support to our crews with a wave!

### **What to do with waste if a household is affected by coronavirus**

#### **Cleaning and disposal of waste**

When cleaning you should use your usual household products, like detergents and bleach, as these will be very effective at getting rid of the virus on surfaces. Clean frequently touched surfaces such as door handles, handrails, remote controls and tabletops. This is particularly important if you have an older or vulnerable person in the house.

Personal waste (such as used tissues) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. This should be 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.

For more information, go to <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

### **Trading Standards – Scams**

#### Scams related to COVID-19

Unfortunately, scammers are taking advantage of the spread of Coronavirus to exploit and play on the fears of consumers across the country.

There have been an increasing number of reports of potential scams which could affect you. We want to make sure that whilst you may be self-isolating and spending more time at home, you do not become a victim.

To report a scam please contact **Action Fraud** on 0300 123 2040.

For all consumer advice visit [//citizensadvice.org.uk/consumer](https://citizensadvice.org.uk/consumer) or contact the Citizens Advice consumer helpline on 0808 223 1133 if you need more help - a trained adviser can give you advice over the phone.

## Health Protection Information

The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives.

### Stay at home

You must stay at home, only leaving for the following very limited purposes:

- Shopping for basic necessities, as infrequently as possible.
- One form of exercise a day – for example, a run, walk or cycle – alone or with members of your immediate household.
- Any medical need, to provide care or to help a vulnerable person.
- Travelling to and from work, but only where this absolutely cannot be done from home.

### Protect the NHS

You must stay at home to protect the NHS:

- The NHS only has a limited number of doctors, nurses and specialist equipment.
- We are working around the clock to increase NHS capacity.
- The more people who get sick, the harder it is for the NHS to cope.
- We must slow the spread of the disease so that fewer people are sick at any one time.

### Save lives

You must stay at home to protect the NHS and save lives:

- Police will disperse gatherings of more than two people in public, excluding people you live with.
- Police will issue fines to anyone who does not comply with these rules.
- Police will close all shops that are not essential, as well as playgrounds and places of worship.

### **Stay at home guidance for households with possible coronavirus (COVID-19) infection**

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature

For most people, coronavirus (COVID-19) will be a mild illness.

It is very important that individuals with symptoms that may be due to coronavirus and their household members stay at home. Staying at home will help control the spread of the virus to friends, the wider community, and particularly the most vulnerable.

Those with symptoms and living alone should remain at home for 7 days after the onset of their symptoms (see [ending self-isolation](#)). This will reduce the risk of you infecting others.

If you live with others and you or one of them have symptoms that may be caused by coronavirus, then household members must stay at home and not leave your house for 14 days (see [ending self-isolation](#)). If possible, you should not go out even to buy food or other essentials, other than exercise, and in that case at a safe distance from others.

Ask friends or family to drop off anything you need or order supplies online, but make sure these are left outside your home for you to collect.

**More online at > [Stay at home guidance for households with possible coronavirus \(COVID-19\) infection](#)**



HM Government



# Coronavirus

## Isolate your household

## Stay at home

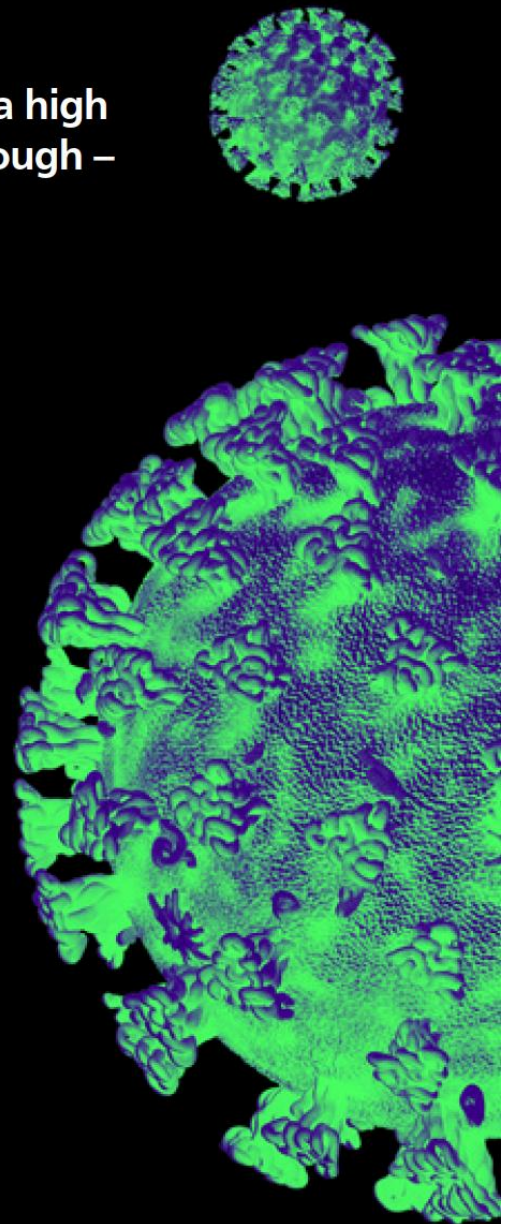
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ Everyone in your household must **stay at home** for 14 days and keep away from others.
- ✘ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

CORONAVIRUS

**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**



### **Shielding and how to protect extremely vulnerable people**

If you have a serious underlying health condition, you are at very high risk of severe illness as a result of coronavirus (COVID-19) requiring admission to hospital.

Shielding is a practice used to protect extremely vulnerable people from coming into contact with coronavirus.

You are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day you receive your letter. Please note that this period of time could change.

Ask family, friends and neighbours to support you and use online services. If this is not possible, then the public sector, business, charities, and the general public are gearing up to help those advised to stay at home.

People who will be notified that they are to shield have been given advice to give to people who may visit the house and will be encouraged to draw on support they might have through your friends, family and other networks during this time to keep in touch with people over the phone, by post, or online.

**More online at > [Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19](#)**

### Other useful web links

- [Coronavirus \(COVID-19\): UK government response](#)
- [Find out how to protect yourself or check if you need medical help on the NHS website](#)
- [Guidance on social distancing for everyone in the UK and protecting older people and vulnerable adults](#) (includes translations)
- [COVID-19: stay at home guidance](#)
- [Gov.uk Coronavirus \(COVID-19\) - Guidance collection](#) for health professionals, employers, businesses and other organisations
- [5 things you can do to protect yourself and your community](#) - Public Health England
- [General Frequently Asked Questions \(FAQs\)](#) - Public Health England
- [Cumbria County Council - Coronavirus \(COVID-19\)](#) latest information
- [Inclusion North](#) - Information for all people with a learning disability or autism and their families

## Local Support Groups

### Social media groups

A number of social media groups are offering help and support at a local level; you may wish to search for and follow:

**Coronavirus Community Support Group Carlisle - Facebook**

**Spotted Carlisle - Facebook**

**Carlisle Covid-19 Community Help group – Facebook**

**B.A.T Brampton Acting Together Group – Facebook**

In rural areas, many parish councils and village halls also have dedicated Facebook pages that you can join to find out information and support at a local level.

### Volunteering in your community

Vulnerable people and elderly people in your community who are social distancing or self-isolating may need the support of volunteers - could you help?

Support Cumbria are looking for volunteers of all levels to support local charities and organisations in local communities.

You might have specific skills to offer or may want to help with tasks like shopping, dog walking, collecting prescriptions or other help.

**Go to [SupportCumbria.org.uk](https://supportcumbria.org.uk) to register as a volunteer or to register a volunteer or community support group.**

## Information for local support groups

### **Cumbria County Council Community Development Team (Carlisle)**

#### **County Council Members and community grants**

The Community Development Team continue to support members and although working from home are contactable as usual through the usual methods. This may be particularly relevant if members are aware of local projects or support groups that may require additional small grant funding to deliver or develop their service, and the local member's community grants are still available and able to be processed during this period. Please contact for more information about community grants:

#### **Niall McNulty**

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#### **Joanne McKenna**

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[joanne.mckenna@cumbria.gov.uk](mailto:joanne.mckenna@cumbria.gov.uk)

### **ACTion with Communities in Cumbria**

Please visit our website for updated 'Coronavirus (COVID-19), Communities and Community Buildings' guidance, including 10 simple ways you can help people in your community.

Visit: [www.cumbriaaction.org.uk/News-Events/News](http://www.cumbriaaction.org.uk/News-Events/News)

In response to the current COVID-19 pandemic, we've made some changes to how we're operating with all staff now working remotely from home. We have IT systems in place so you can continue to contact us as usual by phone and email.

Visit: [www.cumbriaaction.org.uk/Contact-Us](http://www.cumbriaaction.org.uk/Contact-Us) for details.



### **Cumbria Community Foundation**

Cumbria Community Foundation is promoting a new Cumbria Covid-19 Response fund and can be contacted at <https://www.cumbriafoundation.org/2020/03/17/community-foundation-launches-cumbria-covid-19-response-fund/>

Cumbria CVS will help people fill in application forms. For further information please contact Cumbria Community Foundation on **01900 825760**.

### **Third Sector Organisations and Volunteer Groups**

Cumbria CVS has created a resource page to help support the third sector organisations in Cumbria access information around the current COVID-19 pandemic.

Currently there is not a lot of information from national government around the needs of small, local third sector organisations (it has been focused on businesses and individuals). This webpage aims to direct you to the information that is available, and to fill some of the gaps, bringing together information from the TSNE, Cumbria County Council, Public Health along with national government and charities advice.

You can access the resource here at [www.cumbriacvs.org.uk/coronavirus](http://www.cumbriacvs.org.uk/coronavirus)

Cumbria CVS Health and Care Project Funding Officers will be supporting groups to apply for funding for support needs around Coronavirus. See [www.cumbriacvs.org.uk](http://www.cumbriacvs.org.uk) or call 01768 800350.

## Transport

### **Changes to Bus Services across Cumbria**

We have been advised by Stagecoach of some changes to their bus services across Cumbria during the current health emergency. This is due to fewer drivers being available, and also significant falls in bus usage.

A summary of the Monday to Friday changes in each District can be found from links at the top of the County Council's website page for bus services: [www.cumbria.gov.uk/buses](http://www.cumbria.gov.uk/buses).

**For impartial and comprehensive information about public transport please contact Traveline on 0871 200 22 33.**

This information will be updated and refreshed as extra information becomes available, including for Saturdays, Sundays and for other operators services. As the new timetables become available, they will be added to the website, but with the likely high volume of change, this may take some time.

Services are maintained to all areas. On routes with low frequencies existing timetables have been maintained, whilst more frequent services may run less often. All the normal Summer timetable enhancements have been postponed until the end of the isolation period

The revised timetables came into effect on **Monday 23 March**

### Useful Contact Details

**Age UK Carlisle & Eden:** 01228 536673 or 01768 863618 or visit website

<https://www.ageuk.org.uk/carlisleandeden/> We are continuing to offer an essentials only shop 🛒🛒🛒 and prescription pick up service for the most vulnerable individuals in our community, who have no other means of accessing these. Please contact our office on 01228 536673 and leave a message with your details. Please note, due to the unprecedented demand, it may take several working days to receive a response, but be reassured that we will get back to you.

**Carlisle City Council:** 01228 817100

#### **Carlisle & Eden Citizens Advice Bureau (CAB)**

Citizens Advice Carlisle & Eden provides free, confidential, impartial and independent advice and information.

We can help with a wide variety of issues, including the following:

- Benefits (including Universal Credit)
- Debt and money
- Work
- Housing
- Family
- Consumer
- Law and courts

Please note, at present we are not providing a face-to-face service but can be contacted via:

- **Telephone:** 03300 563 037
- **Email:** via [www.ca-ce.org.uk/contact-us/email-advice/](http://www.ca-ce.org.uk/contact-us/email-advice/)  
OR [advicehub@ca-ce.org.uk](mailto:advicehub@ca-ce.org.uk)
- **Website:** [www.ca-ce.org.uk](http://www.ca-ce.org.uk)

Up-to-date advice and information can be found at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Carlisle Eden Mind** - 01228 543354 or for Connect 01228 370633 and leave a voicemail message. We are monitoring the voicemail very regularly but there may be a delay before we respond so please bear with us. We will return your call. In addition you can email us on [enquiries@cemind.org](mailto:enquiries@cemind.org) or visit <http://www.cemind.org/>

**Carlisle Law Centre** – 01228 515129 or email [reception@cumbria-law.org.uk](mailto:reception@cumbria-law.org.uk) or visit website <https://www.cumbrialawcentre.org.uk/> for helpful updates in relation to the developing legal and policy situations in respect of such issues as rent, employment, DWP appointments, sick pay etc. Or follow the Law Centres Network page - <https://www.facebook.com/LawCentres/>  
Cumbria Chamber of Commerce: 0845 226 0040

**Cumbria Community Foundation:** 01900 825760 or <http://www.cumbriafoundation.org/>

**Cumbria County Council** General Enquiries: 01228 606060

**Consumer Direct** (to report bogus tradesmen): 08454 040506

# CORONAVIRUS (COVID-19) UPDATE

CARLISLE

## **Family Action:**

Family pressures can sometimes be difficult to manage without emotional support and guidance to help. Many people feel confused by what information is available or struggle to access the services close to home.

We use a team of trained volunteers with the knowledge and experience of family issues to support service users via telephone, text, web chat and email.

**Opening times:** Monday to Friday, 9am to 3pm and 6pm to 9pm

Contact details:

Telephone: **0808 802 6666**

Text message: **07537 404 282**

Email: **familyline@family-action.org.uk**

**First Steps: 0300 123 9122**

**Meals on Wheels** - 01228 267167 or visit website <https://www.mealsonwheelscumbria.org/>

Water (United Utilities) – Domestic: **0800 912 7239** Business: **0345 072 6072**

Gas (National Gas Emergency service) – **0800 111 999**

Electric North West – **0800 195 4141**

## Funding and financial support

### **DWP - Coronavirus support for employees, benefit claimants and businesses**

A range of extra support and measures will be in place to help workers, benefit claimants and businesses affected by coronavirus.

Following announcements in the Budget, the Department for Work and Pensions is making temporary arrangements to support those impacted by coronavirus.

Read more information about coronavirus and claiming benefits:

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

**Follow DWP on:**

- Twitter – [www.twitter.com/dwppressoffice](http://www.twitter.com/dwppressoffice)
- Facebook – [www.facebook.com/dwp](http://www.facebook.com/dwp)
- LinkedIn – [www.linkedin.com/company/dwp](http://www.linkedin.com/company/dwp)

YouTube – [www.youtube.com/dwp](http://www.youtube.com/dwp)

### **Support for businesses**

Businesses can get advice and assistance from Cumbria Tourism, the Cumbria Chamber of Commerce, and the Local Enterprise Partnership.

**Find out about government support for businesses**

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

### Electricity North West

Self-isolating households may be unable to top up pre-pay electricity or gas meters, so the Department of Business, Energy & Industrial Strategy have made a press announcement outlining the commitment of suppliers to ensure people are not left off-supply.

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

For any queries call ENW on 0800 195 4141.

## Food and shopping advice

### **Carlisle Foodbank**

Carlisle Foodbank centre is open as normal details can be found at:

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

Collection points can be found participating supermarkets including: Asda, Co-op, Morrison's, Sainsbury's, SPAR and Tesco. (Please note - you can deposit food from any supermarket at these collection points, the food does not have to be purchased from that particular store)



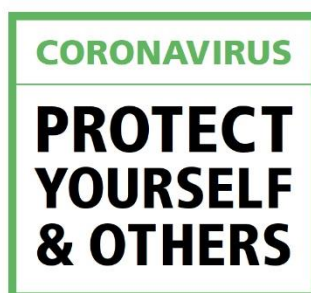
**CORONAVIRUS**  
**WASH YOUR HANDS**  
**MORE OFTEN**  
**FOR 20 SECONDS**

**Use soap and water or a  
hand sanitiser when you:**

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food



For more information and the Government's  
Action Plan go to **[nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)**



# Safeguarding Adults



### **We want to make sure that people are safe in their communities.**

Here are some things to think about if you are offered, or need, support during this time.



**Try to use existing and trusted community groups.** If not, could a family member, friend or neighbour who you know and trust help?



**Not sure? Don't answer the door.** If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.



### **Contact us**

If you are concerned that an adult is at risk of abuse or neglect please call:

<b>Copeland and Allerdale</b>	<b>0300 303 3589</b>
<b>Carlisle and Eden</b>	<b>0300 303 3249</b>
<b>Furness and South Lakes</b>	<b>0300 303 2704</b>
<b>Out of Hours</b>	<b>01228 526690</b>
<b>In an emergency, call 999</b>	

For concerns about a child, report to:  
[cumbriasafeguardingchildren.co.uk](http://cumbriasafeguardingchildren.co.uk)

# **COVID-19 EMERGENCY SUPPORT HELPLINE**

**Call: 0800 783 1966**  
**or email: COVID19support@  
cumbria.gov.uk**

**Only for people at high risk of  
becoming seriously ill as a result  
of COVID-19 and who do not have  
support available from friends, family  
or neighbours.**

**Full details can be found online at  
[cumbria.gov.uk](https://www.cumbria.gov.uk)**

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.

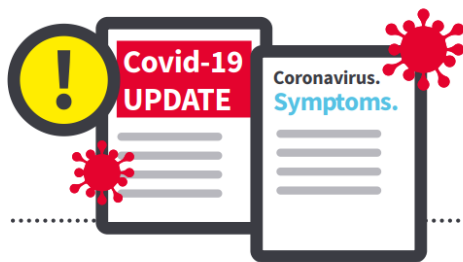


**SUPPORT EACH OTHER**  
**#TogetherWeCan**

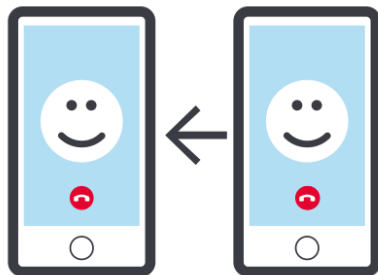
We are People First.



## People First **NEW Chat+Check Service** for people with learning difficulties and/or autism - Covid-19.



At People First we are doing our best to support people in need during this difficult time.

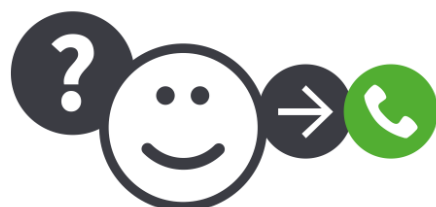


We want to help people stay safe and healthy and not feel alone. We are setting up a new telephone Chat+Check service for people who have learning difficulties and/or autism who need some support.

For more information contact  
**chris.tolley@wearepeoplefirst.co.uk**  
**07763 546116**



We will have regular calls with people who need support. We want people to know that we are here to talk to.



If you know someone who could benefit from this service please contact us on the details above with the name and contact details of the individual in need of support.

[wearepeoplefirst.co.uk](http://wearepeoplefirst.co.uk)

**Take care. Stay Safe.**