

Prevent - Inform - Assist

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

VERSION 4

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



Stay at Home | Protect the NHS | Save Lives

## 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 to support each other as much as possible during this time.

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

Organisations or groups who need advice or support are encouraged to contact the Communities Response team by emailing [communities@colchester.gov.uk](mailto:communities@colchester.gov.uk)

C360 is already co-ordinating an extensive volunteer response, along with many local communities who are mobilising themselves into action. Contact them at [information@community360.org.uk](mailto:information@community360.org.uk)

We will update the pack on a regular basis as more information becomes available.



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## USEFUL LINKS AND PHONE NUMBERS

- [Overview of COVID-19 - what is it? NHS guidance - Coronavirus.](#)
- [World Health Organisation - World Health Organisation Coronavirus Advice.](#)
- [Government advice: Gov.Uk Coronavirus Guidance.](#)
- [Follow the latest stay at home advice.](#)
- [Questions & Answers on COVID-19](#) including advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel.
- [NHS 111](#) – information can be found on our website.
- [The NHS Every Mind Matters website](#) has some really useful tips and advice to support good mental health if the outbreak is causing you anxiety.
- [Public Health Campaign Resource Centre](#) (you'll need to register). For the latest posters, videos and social media graphics.
- [COVID-19 Mutual Aid UK](#) - support for local community groups organising mutual aid throughout the COVID-19 outbreak in the UK.
- [Age UK: Doorstep Scams](#) - advice on how to protect yourself and stay safe on your doorstep.
- [Translated information](#) about COVID-19: advice in other languages NHS and Government statements updated and translated into 36 different languages .... all available to download
- [Stay at home guidance.](#)
- [Advice for vulnerable people and guidance on social distancing.](#)
- [www.livewellcampaign.co.uk](http://www.livewellcampaign.co.uk)
- [Voucher scheme launches](#) for schools providing free school meals.
- [Colchester Neighbourhood Watch.](#)
- [Combatting loneliness and social isolation.](#)
- [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 Single Point on **01206 890360**.
- [The Essex Welfare Service:](#) **0300 3039988**. Opening hours Mon- Fri 8am – 7pm. Sat – Sun 10am – 2pm. The Essex Welfare Service is there to help you find and access support during the COVID-19 crisis. If you need support with advice, daily living tasks and wellbeing, then please contact them, email [provide.essexwelfareservice@nhs.net](mailto:essexwelfareservice@nhs.net)
- [Essex County Council Advice on COVID-19.](#)
- [Follow Public Health England on Twitter](#) for the latest advice, facts and figures as they are announced.
- [Government launches Coronavirus Information Service on WhatsApp](#) This new free to use service aims to provide official, trustworthy and timely information and advice about COVID-19, and will further reduce the burden on NHS services.
- [Countryside Alliance Rural communities COVID-19](#) will have a huge impact and present many challenges for everyone in the country. To support rural communities the Countryside Alliance has launched a Rural Communities Hub.
- The Hub contains clear signposting to the relevant information from Government and other essential services, to providing a resource for those looking for ideas on how to support their community, share ideas and stories, and simply to connect with others at a time when isolation and loneliness are a particular challenge. The Hub will also host a few events from a virtual pub night with the BIG Countryside Quiz to online chats.
- [Talking Newspaper Access](#) downloadable copies of weekly news recordings.
- Financial advice and guidance relating to COVID-19 is available on the [MoneySavingExpert](#) site.



- Colchester Citizens Advice: Advice Line **0300 330 2104** which is usually managed between the hours of 10am to 4pm Monday to Friday. This number is part of an Essex wide group of Citizens Advice offices so if the Colchester office is unavailable another local office will pick the call up. The calls into the line are charged at the local rate or that charged by the caller's phone provider if calling from a mobile. Or email **advice.colchester@cabnet.org.uk**. Additionally, [this link](#) from their website has some really useful, specific COVID-19 information and advice.

- 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

workers are all available to support you and your family with children's health and wellbeing, preparing for baby and antenatal contacts, new birth contacts, development reviews at 1yr, 2-3yr and school readiness, transitions to primary and secondary school etc Please see our website for Covid-19 pandemic resource hub.

- Books beyond words: have produced 4 books that are free to download providing help in explaining the virus to members of your family or those you support.
- 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.



## COLCHESTER KEY CONTACTS

- Citizens Advice Now offering a telephone and email service. Telephone Advice: Advice Line **0300 330 2104** (usually manned between 10am and 4pm Monday - Friday). Email advice: **advice.colchester@cabnet.org.uk**  
Debt and money advice helpline: 07984 405190. A specialist debt adviser accredited by the Institute of Money Advisers is available 9am to 5pm Monday to Wednesday. Calls into the line are charged by the caller's phone provider, but voicemail messages can be left and the adviser will call the client back to reduce their call costs. Virtual interviews for more complex enquiries can be arranged.  
Help to Claim - 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.  
Food Bank - Have by arrangement, set up an E-voucher system with Colchester Foodbank which enables clients to access a food parcel within any of the Trussell Trust's food banks
- Colchester Borough Council Community Response team **communities@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 is supporting residents who are self-isolating to get connected. Whether you need support setting up your online grocery shop, ordering your repeat

prescriptions via the NHS app, or Skyping loved ones - they're able to help. Residents can contact the team by email at **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**
- Council Tax: there are currently no government announcements in respect of a Council Tax freeze. However, if you are on a low income your Council Tax bill could be reduced through a scheme Colchester Borough Council administers called Local Council Tax Support (LCTS). To apply please [click here](#).
- The Essex Welfare Service: **03003039988**. Opening hours Mon- Fri 8am - 7pm. Sat - Sun 10am - 2pm. The Essex Welfare Service is there to help you find and access support during the COVID-19 challenge. If you need support with advice, daily living tasks and wellbeing then please contact them.
- Essex County Council Advice on COVID-19

## COMMUNITY RESPONSE TEAM

- Neighbourhood 1:  
**Yovone Cook 07976794789**
- Neighbourhood 2:  
**Lisa Hobson 07985383321**
- Neighbourhood 3:  
**Abby Housdon 07966239441**
- Neighbourhood 4:  
**Cathy Doyle 07970991601**
- Neighbourhood 5:  
**Chrissy Henegan 07966235791**
- Neighbourhood 6:  
**Siobhan McLeod 07966240457**

## ORGANISATIONAL ROLES

Throughout the COVID-19 pandemic it is important to outline the roles of key organisations who will be able to support and enable communities to deal with consequential issues that COVID-19 may pose.

**Residents** - To support each other, whether that be random acts of kindness, offers of support or a friendly chat or wave.

**Parish and Town Councils** - To work closely with local organisations and community groups to provide a coordinated community response where it is required to support local people. To champion local support networks. Parish Council details can be found [here](#).

**Colchester Borough Council** - To jointly coordinate activities, communication and interaction with partner organisations and communities. Specifically, to lead on creating a community database for vulnerable people and distributing this information to partner organisations.  
**communities@colchester.gov.uk**

**Community360** - To jointly coordinate activities, communication and interaction with partner organisations and communities. Leading on volunteer and referral coordination [click here](#) email **information@community360.org.uk**

**Rural Community Council of Essex (Community Agents, United In Kind)** - Utilising specialist local knowledge to support people in the community please contact the **ESSEX WELFARE SERVICE** 0300 303 9988.

## COMMUNITY RESOURCES

It is important that as key community organisations, we recommend to our Parish/ Towns and communities, resources and steps that could reduce any potential issues.

- **Vulnerable people** - While the implications will be similar across different demographics, it is important that vulnerable groups are recognised and planned for.

**We must consider the implications to vulnerable groups including:**

- Increased social isolation issues.
- Missed Doctor's/medical appointments

- Increased difficulty to access food shopping/ groceries.
- Unable to exercise/ carry out regular physical activity.
- Unable to support with childcare and implications as schools are forced to be closed.
- Increased mental health issues.
- Reduced physical activity levels.
- Disengagement with education and self-reliance/ accountability of learning/ revision.

## COMMUNITY SAFETY

- Colchester Borough Councils Community Safety team  
**Safer.Colchester@colchester.gov.uk**
- Essex Police: **101/999**

## ARE YOU IN NEED OF SUPPORT DURING THIS TIME?

- Colchester Borough Council is working with various partners and voluntary groups to offer support to our residents. From practical help with shopping deliveries, to mental health support, this pack has information and contact details of services which are available to people living in Colchester.
- Local groups are also working hard to help their communities, the vast majority of them offering their services for free, while some groups request a payment.
- All support coordinated through Community360 is free. Residents can access any support that suits their needs, but can contact their local Community Enabling Officer for advice. Contact details are included on page 7.

## THE ESSEX MAP: CONNECTING COMMUNITIES DURING THE CORONAVIRUS OUTBREAK

The Essex Alliance, a co-operative of charities and social enterprises in Essex, are utilising their existing community asset map to help the people of Essex find support, activities, and deliveries 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 as well as 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. Visit [www.EssexMap.co.uk/coronavirus](http://www.EssexMap.co.uk/coronavirus) to find out more.



## USEFUL SOCIAL MEDIA CHANNELS

### Colchester Borough council website

Colchester Borough Council [Facebook page](#)

Colchester Borough Council [Twitter](#)

Community360 [Facebook Page](#)

### Colchester Borough Emergency Coordinations Facebook Page

**The Warm and Toasty Club** are holding a weekly Online Memory Afternoon on its Facebook page every Friday at 1pm that anyone can join in and watch, and have a telephone number for members to call and have a chat. This is all about helping older people feel less lonely and isolated and to remain connected during the isolation period.

## LOCAL FACEBOOK SUPPORT GROUPS

This is not an exhaustive list and new groups are appearing all the time. Some of these groups maybe private and you may need to request to join them.

### Colchester Borough Emergency

**Coordinations Group** Borough wide help for residents in Colchester who are self-isolating and/or shielding and have no one to help them. The DBS volunteers can help with getting essential items and medication. [Offer to volunteer or register for help.](#)

### Abberton & Langenhoe Parish

**Council** Offering assistance or volunteer opportunities to help with shopping or prescriptions Telephone: Sue King on 01206 735683, or Margaret Palmer-Slatter on 01206 735980. Email [alcoholhelp@gmail.com](mailto:alcoholhelp@gmail.com)

**Aldham Parish Church:** Co-ordinating volunteers and support for local residents. A WhatsApp support group for the Ford Street area has also been created. Email [ian.scott-thompson@virgin.net](mailto:ian.scott-thompson@virgin.net)

### Birch Village Facebook Community

**Group:** Volunteers helping those who are self-isolating with collecting food and takeaways. Also offering a befriending / communicating service for those feeling lonely.

**Boxted Community Hub** Offering support for elderly and vulnerable residents who may need help with essentials like food, prescriptions, dog walking, phone call support and meals on wheels. Call: 01206 272129 or 07488 345019.

### Chappel and Wakes Colne Local Events and Local Matter Facebook

**Group** Offering to deliver and/or cook meals and pick up prescriptions for other local residents.

**Chappel Parish Council:** Offering support for the local community including essential shopping, prescription collection and delivery. Residents can also call if they are self-isolating and in need of urgent supplies. If you are able to volunteer, you can also get in touch. Call Helen Cook: 01206 589095 Email [parishclerk@chappel.org](mailto:parishclerk@chappel.org) or [wormingford@outlook.com](mailto:wormingford@outlook.com)

### Eight Ash Green Community Group:

Volunteer or ask for help due to the COVID 19 situation.

### Great Horkesley and Boxted

**Community Facebook Group:** Group of volunteers helping with collecting and delivering items needed by vulnerable and elderly people within the area.

### Great Tey - All Street / Village

**Matters Facebook Group:** Offering to collect essential food, prescription and shopping for residents in the area.

### Highwoods Colchester Community

**Group:** Facebook group for local residents offering support, general news.

**Hugh Dickenson Road Neighbours:**

Facebook group for residents of Hugh Dickson Road, Golden Dawn Way, Prior Way, Longacre, Rose Crescent and Enid Way. Offering cooperation & support to help each other get through this together.

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

**Layer Parish Council:** Volunteers available to help collect shopping or for a friendly chat.

**Marks Tey Parish Council:** Organising volunteers to help residents in the area.

**Mersea Island Coronavirus Community Support Group:** Organised by West Mersea Town Council, a team of volunteers who are helping with shopping, collections of prescriptions and are also offering a meals on wheels service. £5 a meal or £30 for 7 plus anything else they can help with. Call: 01206 489240 (8am to 5pm Monday to Friday).

**Mile End & Braiswick Community Hub:** Offering support for residents of the area.

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

A group of local residents of Old Heath, New Town & The Hythe, offering help to the most vulnerable within the area.

**North East Colchester Support Network:**

Run by St John's Church the group focuses on those who are elderly/vulnerable & self-isolating and signposting them to organisations who may be able to assist them further. They will try to help with picking up shopping, posting mail, a friendly phone call, urgent supplies and dog walking. Call or Text: 07858 651871. Email: [help@colchestersupport.co.uk](mailto:help@colchestersupport.co.uk)

**Rowhedge Covid-19 Support Facebook Group:**

Offering support those self-isolating including picking up shopping, post mail, have a friendly phone call, get urgent supplies, medicines delivered.

**Rowhedge Wharf Bloor/Hills "residents" Development Facebook Page:**

Offering support for those self-isolating with shopping, collection and or delivering items for those residents who are self-isolating.

**Rowhedge Wharf Bloor/Hills "residents" Development Facebook Page:**

Offering support for those self-isolating with shopping, collection and or delivering items for those residents who are self-isolating.



**Secret Layer Facebook Group:** Offering help to residents who are vulnerable or isolated with small jobs like collecting food, cutting the grass and general support and assistance.

**Stanway Parish Council:** Offering help and support with collecting shopping, posting mail, urgent supplies/meal service delivery as well as a friendly phone call. Their **Facebook page** shares key information with residents as well as a way of contact them easily for assistance. Call Catherine Clouston (Deputy Clerk): 01206 542221. Email: [enquiries@stanwaypc.org.uk](mailto:enquiries@stanwaypc.org.uk)

**Stanway Residents Group Facebook Page:** Residents are offering to help and support each other.

**St John's and St Anne's Colchester Community Group:** Offering help and support for vulnerable/elderly people with lack of supplies in area.

**Tiptree Good Neighbours Private Facebook Group:** Offering a helping hand to Tiptree residents who may find themselves in need.

**Wakes Colne Parish Council:** Offering to help those isolating with things like collecting shopping and prescriptions. Call: **07508 787869** Dianne Jacobs. Email [parishclerk@wakescolne.org](mailto:parishclerk@wakescolne.org)

**West Bergholt Care Network:** Offering to help collect prescriptions and shopping for residents within the West Bergholt area. Can also help those self-isolating with odd jobs e.g. cutting the grass.

**Wivenhoe Mutual Aid Facebook Page:** A network of volunteers providing, practical support to people in Wivenhoe, who are self-isolating.

## SOCIAL DISTANCING AND AT RISK PEOPLE

The government has categorised 'At risk people' in the following way.

### AT RISK PEOPLE

#### Category A - Government identified group at especially high risk

- People who have received an organ transplant and remain on ongoing immunosuppression medication.
- People with cancer who are undergoing active chemotherapy or radiotherapy.
- People with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment.
- People with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets).
- People with severe diseases of body systems, such as severe kidney disease (dialysis).

#### Category B - Wider at-risk group

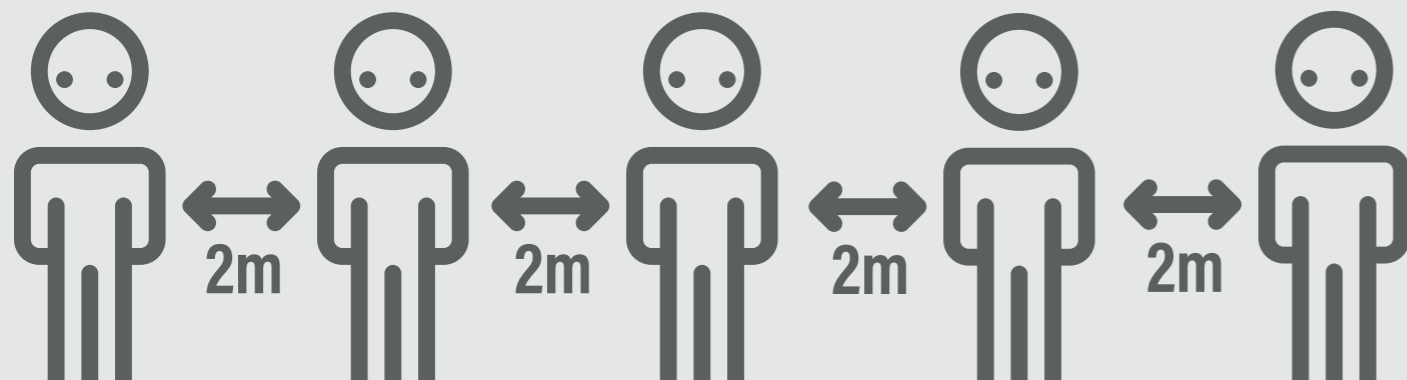
- People who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures.

#### This group includes those who are:

- Aged 70 or older (regardless of medical conditions).

#### Under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):

- Chronic (long-term) respiratory diseases, such as Asthma, Chronic Obstructive Pulmonary Disease (COPD), Emphysema or Bronchitis; Chronic Heart Disease, such as Heart Failure; Chronic Kidney Disease; Chronic Liver Disease, such as Hepatitis; chronic neurological conditions, such as Parkinson's Disease, Motor Neurone Disease, Multiple Sclerosis (MS), a learning disability or Cerebral Palsy; Diabetes; problems with



your Spleen – for example, Sickle Cell Disease or if you have had your Spleen removed; a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy; being seriously overweight (a body mass index (BMI) of 40 or above).

- Those who are pregnant.

#### Category C - Vulnerable individuals

There are a number of vulnerable individuals who, while not at increased risk of severe illness, are at risk due to the restrictions that have been put in place through increased social isolation, worsening mental and physical health, increased domestic violence etc.

#### Category D - Frontline workers

There are a number of frontline workers who are providing essential services, we will need to ensure they are adequately supported and so they can remain on the front line.

#### SUPPORT FOR UNPAID CARERS

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 [www.gov.uk](http://www.gov.uk) to find out how to access this.

## WHAT IS SHIELDING

- Shielding is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19), from coming into contact with the virus.

If you think you have a condition which makes you extremely vulnerable or have received a letter from NHS England you are strongly advised to shield yourself, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

#### The measures are:

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or a new and continuous cough.
- Do not leave your house.
- Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.





### What should you do if you have someone else living with you?

- While the rest of your household are not required to adopt these protective shielding measures for themselves, we would expect them to do what they can to support you in shielding and to stringently follow guidance on social distancing.
  - Minimise as much as possible the time other family members spend in shared spaces such as kitchens, bathrooms and sitting areas, and keep shared spaces well ventilated.
  - Aim to keep 2 metres (3 steps) away from people you live with and encourage them to sleep in a different bed where possible. If you can, you should use a separate bathroom from the rest of the household. Make sure you use separate towels from the other people in your house, both for drying themselves after bathing or showering and for hand-hygiene purposes.
  - If you do share a toilet and bathroom with others, it is important that they are cleaned after use every time (for example, wiping surfaces you have come into contact with). Another tip is to consider drawing up a rota for bathing, with you using the facilities first.
  - If you share a kitchen with others, avoid
- Do not go out for shopping, leisure or travel and when arranging food or medication deliveries, these should be left at the door to minimise contact.
  - Keep in touch using remote technology such as phone, internet, and social media.
  - Do use telephone or online services to contact your GP or other essential services.

using it while they are present. If you can, you should take your meals back to your room to eat. If you have one, use a dishwasher to clean and dry the family's used crockery and cutlery. If this is not possible, wash them using your usual washing up liquid and warm water and dry them thoroughly. If you are using your own utensils, remember to use a separate tea towel for drying these.

- We understand that it will be difficult for some people to separate themselves from others at home. You should do your very best to follow this guidance and everyone in your household should regularly wash their hands, avoid touching their face, and clean frequently touched surfaces.
- If the rest of your household stringently follow advice on social distancing and minimise the risk of spreading the virus within the home by following the advice above, there is no need for them to also shield alongside you.

Guidance for people, including children, who are at very high risk of severe illness from coronavirus (COVID-19), because of an underlying health condition, and for their family, friends and carers can be found [here](#).

[More information on shielding can be found here](#).

There is a three-fold offer to support those who are being shielded, but do not have a support network that they can rely on:

- **Food:** The Government is working with the food industry to deliver basic food parcels directly to their doorsteps, and over time will look at other ways to help. There may be a role for Councils here.
- **Medicines:** community pharmacies will supply and organise delivery.
- **Social contact:** local authorities, working with the voluntary and community sector, are asked to continue to care for those who might be feeling very isolated.

Register if you have a medical condition that makes you extremely vulnerable to coronavirus (COVID-19). For example, you'll be able to ask for help getting deliveries of essential supplies like food.

If you're not sure whether your medical condition makes you extremely vulnerable, register anyway. [You can register yourself, or on behalf of someone else.](#)

## COMMUNITY360

Community360 are focussing on the following five priority areas.

- **My Social Prescription™ (MSP™):** Supporting 17 GP practices in Colchester to receive referrals to support patients. They will continue to receive MSP™ referrals from all partners across the community, to provide advice, guidance, and welfare checks.
- **Community Transport:** Conducting welfare calls to their 1200+ members and supporting critical trips.
- **Distribution of Welfare Packages:** With support from the North East Essex Health and Wellbeing Alliance they are distributing welfare packs containing key items and information to support those who are currently isolating or most at risk in the Colchester area.
- **Colchester and Braintree Volunteer Centres:** Managing the influx of volunteers coming forward to support communities, including key services such as the NHS.
- **Community Development:** Supporting all their statutory and VCS partners by sharing information on key services and updates as they come through.

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 below.

Community360, on behalf of the One Colchester Partnership, are here to help. Please let them know how they can help you.

- Welfare packs for high risk individuals.
- Picking up shopping.
- Collecting prescriptions.
- Transport.
- A friendly phone call.
- Providing local information.
- Posting mail.

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

**T: 01206 505250**

**E: [information@community360.org.uk](mailto:information@community360.org.uk)**

**[Sign up for regular updates.](#)**

## VOLUNTEERING OR REFERRING PEOPLE

### What can you do as a community?

Your communities are strong and resilient and there are simple things you can do to help them continue to thrive:

- **Check in** - on any vulnerable family, friends and neighbours. Sometimes just helping them with their shopping and checking they have everything they need can make a big difference. Remember to keep your distance.
- **Contact** - if you know someone who is self-isolating, contact them via phone or text to check that they're ok. By its very nature, self-isolation is a solitary experience and their wellbeing will likely be improved by talking to someone.
- **Community point of contact** - appoint someone in your community/ neighbourhood as the main gatherer of information so that everyone in your area gets access to the same and most accurate information.
- **Stay factual** - please be mindful with your comments and actions, so as not to cause undue concern or anxiety within your community. If you hear mis-information that may cause issues, respectfully challenge if you're able to.
- **Be respectful** - of anyone you know who has been diagnosed with coronavirus (COVID-19) as it's likely to be an anxious time for them. Due to patient confidentiality their details will not be publicly confirmed, so please do what you can to respect and protect their privacy, and do not speculate with the local media or on social media.
- **Social distancing** - PHE has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door. Please ensure that this advice is followed when providing support.
- **Help Cards** - if you post them through the letterboxes of people that you think may require assistance due to self-isolation make sure you offer this service for free.
- **Be safe** - unfortunately some individuals may look to take advantage of the vulnerable in our communities. Please look out for one another and report any suspicious behaviour to Essex Police using 101 for non-emergencies and 999 in case of an emergency.

## VOLUNTEERING

It is recognised over the coming months that the call upon volunteers will be drastically increased for a variety of support mechanisms.

Resources for groups can be found [here](#).

**Volunteering** - If you know someone in the Colchester borough who would like to volunteer to support vulnerable/ identified residents, organisations/ charities or general help during the ongoing coronavirus (COVID-19) crisis please visit contact Community 360 at [information@community360.org.uk](mailto:information@community360.org.uk) or call 012016 505250. Community 360 can carry out DBS checks on volunteers that register with them safeguarding vulnerable residents.

Or alternatively please click on the [link](#) to complete an Essex Coronavirus (COVID-19) Action volunteer form.



### PLEASE REMEMBER TO MAKE YOUR KINDNESS

- **CLEAN:** wash your hands for 20 seconds with warm soapy water before and after every contact. (Watch the NHS video on how to wash your hands properly [here](#).)
- **CLEAR:** be clear about what you can and can't offer. If you are unsure say no.
- **CONTACTLESS:** Think about your safety first and the person you are supporting. Don't touch other people and wash hands after touching surfaces.

### VOLUNTEER CODE OF PRACTICE

#### DO

- Practice infection control measures/ advice as instructed, including social distancing (more than 2 meters apart) 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.
- Conduct tasks allocated to you, such as food shopping, delivering medicines, telephone support, dog walking etc.
- Maintain confidentiality.
- If using your own vehicle, ensure this is done so safely and legally.
- Carry your mobile phone and ensure someone knows where you are going.

#### DON'T

- Continue volunteering within the community if you develop symptoms. Self-isolate in line with Government guidance.
- Go into people's houses.
- Take any payment for services or goods provided, unless following specific instructions given to you by us.
- 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 for example.
- Contact or meet vulnerable people, except for the specific purpose of undertaking the tasks you have been given during your period of volunteering.
- Share any personal information you have been entrusted with in your volunteering role, including posting any information on social media relating to vulnerable people, staff or other volunteers.



### VOLUNTEER ESSEX

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

[INDIVIDUALS](#)

[BUSINESSES](#)

[FACEBOOK GROUPS / VOLUNTEERING GROUPS](#)

**WANT TO VOLUNTEER IN A SCHOOL - [complete this form](#).** It will go direct to Active Essex who are co-ordinating this piece of work.

## BEFORE 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. Avoid touching your face, especially your eyes, nose and mouth with unwashed hands. The virus can last up to 72 hours on untreated hard surfaces (like plastic and stainless steel), so regularly disinfect surfaces and door handles you come in contact with. Always wash your hands properly before eating, and on returning to your home - before you touch anything or anyone.
- **COLLECTING REPEAT PRESCRIPTIONS:** Repeat prescriptions can be collected from the chemist and delivered to individuals but must be left at the doorstep. If you have their phone number, phone them and let them know you have left them on the door step. Wait a distance of 2 metres away until they have been collected. If you don't have their phone number, knock on their door and wait 2 metres away. Wash hands or clean with sanitiser.
- **SHOPPING:** Shopping can be delivered to the doorstep, but please minimise any handling. If you can, wear disposable gloves and bin after each visit. Ensure

shopping bags are not heavy as an elderly person may not be able to lift them in. If possible, bag in small amounts. Ideally, wait to see the groceries being collected, and to ensure they are okay. Keep a distance of 2 metres away, whilst they are being collected. Wash your hands or use hand sanitiser before moving on to the next contact.

- **MONEY:** It is understood that coronavirus (COVID-19) can live on money for 24 hours. Consider how you can handle money safely and securely. Where possible use electronic banking for transfer of required money. Volunteers should not take debit or credit cards from individuals or take any PIN numbers for cards. If possible, wear disposable gloves whenever touching cash. Cash to pay for shopping can be put in an envelope and posted in a box (e.g. reusable plastic box). The box can be removed to a safe place and contents left untouched for 24 hours. If you are giving change for shopping then you must inform the person you are supporting that their change is in an envelope in their shopping bag and they must leave it untouched for 24 hours before opening.
- **HEATING AND POWER:** Many people have pay-as-you-go meters requiring a 'charging key' to be topped up at a pay point shop. There is a risk of cross contamination here, from the



householder to yourself, the shopkeeper and back. Wear disposable gloves to accept the power key. On receiving the key, clean it with 60% alcohol wipes or sanitiser. Before returning the key to the householder clean the key again with 60% alcohol wipes or sanitiser. Pop it through the letterbox with instructions to leave it untouched for 24 hours.

- **SAFETY:** If you are supporting someone you know, they will trust you. But remember some people may be anxious about having strangers help them. Do not assume that someone needs help, or call unexpectedly, especially if they live alone.
- Requests from additional volunteers to help show good community spirit, but you will have to consider safeguarding vulnerable people when you consider these offers of support.
- Ideally, pair up new volunteers with existing volunteers who have DBS in place. Also consider other jobs for those without DBS, not requiring face to face contact.
- On the flip side it may be worth having someone to 'buddy up' with if you are calling on people you don't know, or an area you are not familiar with.
- DBS is obviously not a requirement of volunteering, as kindness and a willingness to help each other in the community are vital to get through these difficult times. However, knowing a volunteer is DBS cleared does provide vulnerable individuals with a bit of security and may help ease their anxiety in

dealing with strangers. Community360 has the ability to DBS check volunteers – they would need to sign up with C360 first and then they can volunteer for your organisation/group.

- **LACK OF RESPONSE:** If you are supporting an elderly or vulnerable person there needs to be an agreement on what to do if you arrive and there is no response. This will differ from person to person.
- Give them your contact details and ask them to let you know if their circumstances change.
- If they live alone then you need to have a pre-agreed plan in place.
- If they have a relative somewhere else and you have their details then contact them first.
- Is there a TV or radio on? You may have to look in a window or letter box to see if there are signs of recent activity. If they have dementia they may have gone out. Perhaps they are hard of hearing, or have mobility issues which mean they take longer than average to get to the door or window?
- Having considered all of the above, consider if it is appropriate to contact the emergency services. This should be a last resort and only taken if you are sure they are inside but not responding.
- Remember we are doing all this to keep our vulnerable population, you, and your family safe. If you are unsure

whether something is safe, then say NO.

- If you feel unwell or have a temperature you must stay at home.

#### **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 a chat at their door as long as you are 2 metres away. You can also swap telephone numbers and let them know you are available for a chat if they are feeling anxious or lonely.

#### **WHAT YOU NEED TO KNOW ABOUT DATA PROTECTION**

As coronavirus (COVID-19) continues to sweep across the UK, more and more people are driven to help the most vulnerable in our communities. Church groups, neighbourhood and residents' associations are being set up to support the work of existing community groups, services and charities.

- If you've just formed a community group, this may be the first time you've had to think about data protection. Put simply, the law is a set of sensible standards that will help you handle people's information responsibly. That means taking proper care of things like people's names and addresses as well as more sensitive details about their health or religion. [Read more here.](#)
- Safeguarding guidance from the [Disclosure and Baring Service](#) (Published 25 March 2020).

## **FUNDING OPPORTUNITIES FOR COMMUNITY GROUPS AND CHARITIES**

### **NATIONAL LOTTERY COMMUNITY FUND PRIORITISES COVID-19 PROJECTS**

Over the next six months, up to £300 million of National Lottery funding will be awarded across the UK, to address the current crisis. 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](#).

### **TESCO BAGS OF HELP COVID-19 COMMUNITIES FUND ACCEPTING UK APPLICATIONS**

Tesco has created the new short-term Tesco Bags of Help COVID-19 Communities Fund to support local communities response to the coronavirus/COVID-19 crisis. It will support organisational needs rather than fund specific projects. Applications will be accepted from organisations such as women's refuges, food banks, hospices, homeless charities, charities supporting the elderly, and charities supporting children's

activities. This list is not exhaustive and other organisational types will be considered.

#### **Tesco is looking to support organisations:**

- Whose need for services has been disrupted – e.g. a food bank whose stocks are running low and need an immediate donation to enable the food bank to restock.
- Who require to put in place new services – e.g. charities setting up a new home service to the elderly who usually attend a monthly lunch club or a charity needing to set up a telephone service to support beneficiaries.
- Finding increased demand – a holiday hunger club needs more resources due to schools closing, or a children's centre needs an additional temporary staff member.
- A streamlined application process and payment process has been set up to make it easier to get funds distributed quickly. This is a rolling programme. Applications can be made at any time during the next few months.

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

## BARCLAYS - EMPLOYEE MATCHED DONATIONS PROGRAMME

- A £50 million commitment. Barclays will match an individual colleague's donations to charities working to support vulnerable people impacted by COVID-19, and in alleviating the associated social and economic hardship caused by the crisis.
- A colleague may select a charity of his or her choice for their donation and matching programme, provided the charity is officially registered, and is engaged in supporting communities impacted by COVID-19.

For further information click [here](#).

## MORRISONS FOUNDATION - COVID-19 HOMELESS SUPPORT FUND

The Foundation Trustees have pledged support for the Homeless Support Fund, aiming to fund charities caring for the homeless during the coronavirus/COVID-19 outbreak and ensure help gets to those who need it most.

### APPLICANTS SHOULD:

- Be registered with the Commission/OSCR for a minimum of one year and have filed their documents (i.e. trustee's reports and financial accounts) on time.
- Work directly with homeless people and provide support of one or more of the areas the fund covers.

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

The purpose of the Essex Coronavirus Response and Recovery Programme is to get help quickly to voluntary and community organisations in Essex, Southend and Thurrock that are in crisis as a result of the pandemic and need emergency funding to keep their vital services running.

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.

### WHO CAN APPLY?

- Registered charities, including charitable incorporated organisations.
- Constituted organisations and non-registered charities.

- Community interest companies and community benefit societies.
- Non-constituted or recently established organisations that can be endorsed by a statutory body, established charity, parochial church council or parish/town council.
- Parish and Town Councils (if the activity is not deemed part of their statutory duties).
- Churches and other religious organisations (if the activity is not deemed to be proselytising).
- Partnerships or organisations working collaboratively can apply. The lead applicant would need to be one of the above.

### 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 including, but not limited to, general fundraising, the need to close services or postpone projects which would normally generate an income.
- Organisations who have had their operations impacted by the pandemic..

## FUND LAUNCHED FOR MENTAL HEALTH CHARITIES DEALING WITH INCREASED DEMAND DURING CORONAVIRUS CRISIS

- A £5 million funding pot has been made available to enable England-based mental health organisations from the voluntary and community sector to deal with the increase in need for their services arising from the coronavirus crisis.

### Organisations can apply for funding to:

- Scale up existing activities: For example, the organisation may manage a helpline or a forum that is experiencing an unprecedented amount of requests.

- Adapt existing activities: For example, the organisation may have traditionally delivered all of their services in-person and now wants to adapt them in order to continue meeting the needs of existing, or new, service users.
- Introduce new activities: For example, organisations may want to introduce a new service that will meet the specific needs of service users that arise due, in part, to the coronavirus crisis.

For more information click [here](#).

## DWP UPDATE AND IMPROVING YOUR SKILLS

New claims to Universal Credit should be done **online where possible**. Customers do not need to call DWP to arrange an appointment and they shouldn't attend the jobcentre.

People making new claims for Universal Credit no longer need to call DWP as part of the process. Instead teams are calling claimants back if they need to check any of the information provided as part of the claim. This change has been in effect since 9 April. It should free up phone lines for those unable to claim online.

Within Essex, many of the Disability Employer Advisors, Employer Advisers and Team Leaders have been redeployed. DWP have a central in-box for current enquiries which is being regularly monitored. If you have any queries, you can direct them to

[employer.serviceessex@dwp.gsi.gov.uk](mailto:employer.serviceessex@dwp.gsi.gov.uk)

**The DWP's employment and benefits support website** includes the latest guidance and messages on sick pay, existing benefit claims, new claims to benefit, self-employment, housing and more.

**The business hub on GOV.UK** is the first point of call for people seeking government information on support for business.

### 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.

### THE SKILLS TOOL KIT

A new online learning platform to help boost the nation's skills while people are staying at home. Free courses are available through a new online platform hosted on the gov.uk website, called The Skills Toolkit. The new platform gives people access to free, high-quality digital and numeracy courses to help build up their skills, progress in work and boost their job prospects.



### SIGNPOST

Based at Greenstead Library - Signpost are no longer able to provide face to face services, but continue to provide support for the community.

Their HeadsUp service is for anyone who is unemployed and who has experienced common mental health problems such as anxiety and/or depression. Clare, the Peer Support Worker, is on hand via the phone

and email, to provide one to one support and mentoring. You can self-refer by calling the number below, or Clare on 07801 329321.

Also offer help with improving digital skills writing CV's.

Telephone **01206 890908** or email [info@sign-post.inf](mailto:info@sign-post.inf)

**[SignPost Facebook page](#)**

## 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 further information on obtaining a Foodbank voucher will be given.

#### Colchester Foodbank:

E: [Colchester.foodbank.org.uk](mailto:Colchester.foodbank.org.uk)

T: 01206 621 998

#### Moorside Foodbank:

Moorside Business Park, Eastgate, 33 Moorside, Colchester CO1 2ZF  
Open Mon - Sat 10am - 2pm  
Closed Sunday

#### Greenstead Foodbank

Open Tuesdays and Thursdays  
10am - 12noon

### 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 are able to 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.

#### [Details about volunteering with the Food Bank](#)

Foodbank Voucher Organisation/ Group Name	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

Foodbank Voucher Organisation/ Group Name	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
Colne Housing	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 Organisation/ Group Name	Voucher information	Location and updates	Contact Number
Hawthorn GP Surgery	Yes	St. Edmunds Centre, Tamarisk Way, Colchester CO4 3GW	01206 517100
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 - For 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

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
St Peters Church North Hill	Yes - Currently issuing vouchers from the Church, however, should this close, will be from vicarage	St Peter's Church, North Hill, Colchester CO1 1DZ	01206 572529
Victim Support	Yes		<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>
Willow Brook Primary School and Nursery	Yes - Pupils and families of Willow Brook School and Nursery only	Willow Brook Primary School and Nursery, Barnardiston Road, Colchester CO4 0DT	01206 864375
Wivenhoe Congregational Church	Yes	Wivenhoe Congregational Church, 101 High Street, Wivenhoe CO7 9AB	01206 826553
YMCA	Yes - YMCA Tenants only	Foodbank voucher issued to existing clients only	01206 579415
Youth Enquiry Service YES	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 710771

#### OTHER FOOD PROVISION PROVIDERS - Please contact direct to discuss requirements

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
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 Anne-Marie Renshaw - <a href="mailto:amlrenshaw@btinternet.com">amlrenshaw@btinternet.com</a>
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or <a href="mailto:maureenpowell1952@yahoo.co.uk">maureenpowell1952@yahoo.co.uk</a>
G04 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or <a href="mailto:pepidepiter@gmail.com">pepidepiter@gmail.com</a>
West Mersea Porch Pantry	N/A not needed	Supporting West Mersea residents	Tel: 07593 429114 or email <a href="mailto:admin@freshsalt.uk">admin@freshsalt.uk</a>

## 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.

### 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.

For more information on the [Priority Services Register](#), or call on **0800 1699970**.

Engineers might need to enter your home to restore your power, they will ask you on the phone first if you are self-isolating so they can make the relevant arrangements. National guidance has been given to engineers, who will wear protective equipment, stay in a different room from people who are infected or self-isolating, and avoid touching surfaces.

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**

### ANGLIAN WATER

Have Priority Register for the most vulnerable that provides the practical support they may need. It's completely free, and once signed up, you can stay on it for as long as you need. Aimed at a wide range of people, from those with sight, hearing or mobility difficulties, to parents with babies under 12 months old. They offer a wide range of support too, 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. Their specially-trained teams are there to support you, help manage debt, and find a way forward together. [Please visit.](#)

**Visiting your home:** Some staff are still out and about working on pipes, pumps and equipment, but only to carry out emergency work. Any direct contact with customers will only be for emergency work and will follow correct guidelines. If you're self-isolating, staff will take the necessary precautions if they do need to visit you. Their priority is always to keep both you and their staff safe. Sadly, at times like this scams can emerge and bogus callers may look to take advantage. All staff carry ID, which they will be happy to show you should they need to access your home. You can contact them directly if you need further verification of who is at your door.



### You can help too - what to flush?

Some people are having trouble getting hold of toilet roll. If you do end up using other items like kitchen roll, blue roll or wet wipes, please put these in the bin. Only pee, poo and paper should go down the toilet. Flushing anything else could cause blockages, putting extra strain on our sewers and on Anglian Water teams who are hard at work keeping the pipes flowing. Thank you for your help.

[www.anglianwater.co.uk/help-and-advice/coronavirus](http://www.anglianwater.co.uk/help-and-advice/coronavirus)

**Energy Supplies:** Here you can find advice and answers to questions you may have on managing your energy supply during the outbreak. Information will continue to be updated.

[www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply](http://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply)



## PHONES, DATA AND WI-FI

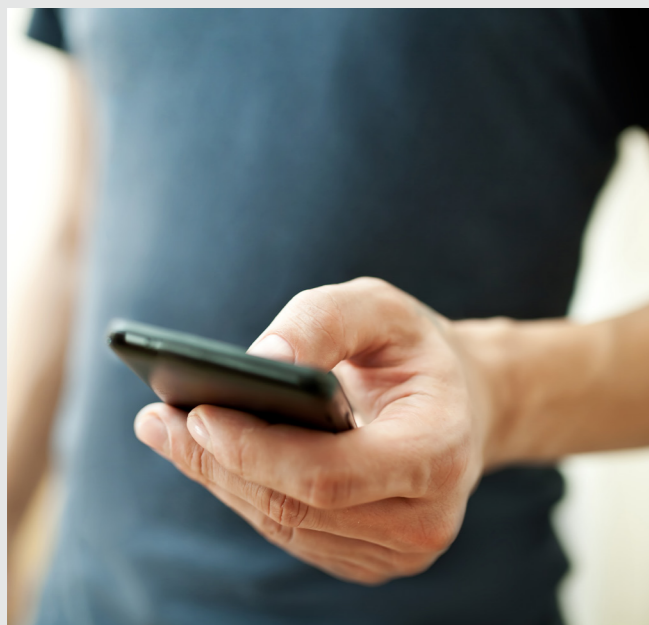
You should have received a text message from UK\_Gov. This was a genuine message from the Government. Please be aware that sadly scammers may try to imitate these messages. Phone companies or the Government would never ask you to give any of your personal details in these texts.

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



## COLCHESTER BOROUGH COUNCIL WASTE SERVICES

From the 13 April collections of glass, cans, plastics, paper and card will begin on a four-weekly basis. Non-recyclable rubbish and food waste will be collected as normal. Households can continue to put out one additional 60-litre black bag of non-recyclable rubbish for collection on a Blue Week. Flats with communal recycling and residents on assisted collections are unchanged. Garden waste and textiles collections remain suspended for the foreseeable future.

### More information on recycling here.

If you're self-isolating, either as a precaution or because you have coronavirus (COVID-19) please follow these four simple steps to reduce the spread of the virus:

1. Place all personal waste such as used tissues and disposable cleaning cloths, securely in a plastic bag or bin liner.
2. Place this plastic bag inside another plastic bag and tie securely.
3. Store these bags separately to other waste for at least 72 hours.
4. After 72 hours, this double bagged rubbish can be put in your general rubbish as normal.

Only rubbish that is heavily contaminated, such as tissues that have been coughed in and cleaning cloths that have been heavily contaminated need to be treated in this way.

## AVOID LIGHTING BONFIRES DURING CORONAVIRUS CRISIS

CBC know that it is hard right now for residents to manage their rubbish and recycling because of our reduced service, but we would please ask you not to burn it. There are serious health implications linked to bonfires. Smoke from bonfires can aggravate pre-existing conditions, like asthma and COPD. That is why we are asking residents to think about their neighbours and not to dispose of waste (garden or any other) by burning it. For advice on how to reduce, reuse and store your recycling click [here](#).



## DOG WASTE AND LITTERING

Please remember that it is an offence to drop litter or fail to pick up after your dog. Please remember to put litter in a bin and to bag and bin dog waste. Both litter bins and dog waste bins continue to be emptied by the council. [You can report full bins here.](#)

If you are a dog owner, you are required by law to clean up after your dog in public places. That includes roads, pavements, parks, car parks and all shared open spaces.

If there isn't a dog bin on your dog walking route, it's your responsibility to pick up and take your dog's waste home with you. Under the Dogs (Fouling of Land) Act 1996 it is an offence not to clean up your dog's mess properly.

We will take enforcement action against anyone who is witnessed letting their dog foul in public without cleaning it up or anyone seen dropping litter.

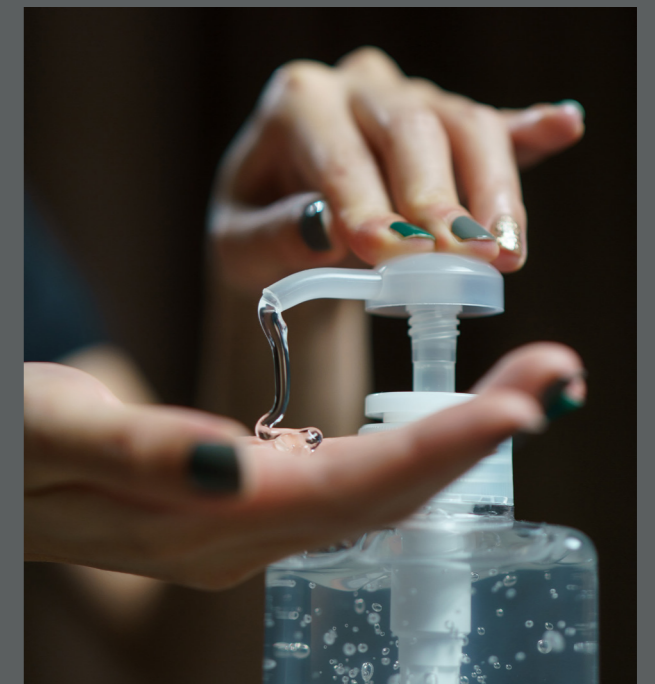


## HOW TO KEEP WELL DURING CORONAVIRUS (COVID-19)

- [Keep the house clean.](#)
- The NHS has some simple advice to avoid catching or spreading COVID-19.
- [Stay at home advice.](#)
- Regularly wash your hands for at least 20 seconds with soap and warm water.
- Always wash your hands when you get home or into work.
- Use hand sanitiser gel if soap and water are not available.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin straight away and wash your hands afterwards.
- Try to avoid close contact with people who are unwell.
- Avoid smoking, alcohol and drugs.
- Spend time doing things you enjoy. This may include reading, cooking, other indoor hobbies, listening to music, or watching a film or TV.
- Stay connected with your friends, family and work colleagues by getting in touch over the phone, by post or online. This is important in looking after your mental wellbeing and you may find it helpful to talk to them about how you are feeling.
- Keep your windows open to let in fresh air, get some natural sunlight if you can, or get outside in the garden. Please note that the vulnerable are advised to keep 2m away from open windows for safety.

### WHAT CAN YOU DO AT HOME?

- [Eat a healthy, nutritious and balanced diet](#) Don't forget your 5 a day and to follow the Eat Well guide as best that you can.
- Your body needs water or other fluids to work properly and to avoid dehydration. That's why it's important to drink enough fluids. In climates such as the UK's, we should drink about 1.2 litres (six to eight glasses) of fluid every day to stop us getting dehydrated.





In accordance with the Government guidelines during this COVID-19 crisis, you should only leave the house for very limited purposes, which includes one form of exercise a day, alone or with members of your household.

Exercise helps our body and mind in many ways, including being great for your immune system, crucial during the current COVID-19 situation.

Walking, cycling and running are great solo activities and safe if you're feeling well and haven't been asked to self-isolate. Keep the recommended two metres from others as outlined in the [social distancing guidance](#).

You can find free easy **10 minute work outs** from Public Health England

which includes cardio, strengthening, and balance exercises, or other exercise videos to try at home on the [NHS Fitness Studio](#)

For older people, strength and balance exercises are particularly important. Yoga, tai chi, resistance training and **seated exercises**, are popular.

Colchester based organisation Coral Reef are currently offering an online version of their seated dance classes which is suitable for all ages and abilities. This is live via Zoom every Thursday at 12pm, using this link: [Coral Reef seated dance class](#)

Free online local sessions are run by the award winning [GB Colchester Bootcamp Online](#), based around bodyweight high

intensity workouts, designed to burn fat and build confidence, along with online social events and fun competitions.

It is important to keep children active too, so why not get the family together to keep moving by doing your own Daily Mile around the house or garden. The Body Coach, [Jo Wicks](#) posts videos on his YouTube Channel every weekday at 9am.

Parasport have [wheelchair accessible workouts](#) and WheelPower offer [adaptive yoga](#).

The [Active Essex website](#) and [Active Essex Facebook](#) are excellent sources of information for staying fit and well at home, with information collated county wide, as well as more generic guidance. Check out more ideas on the [Colchester Borough Council website](#).



**Leisure World** have launched a Free fitness app so you can enjoy the benefits of regular exercise from home!

It has a range of Train at Home workouts, from easy to hard, so everyone can challenge themselves and have fun, no matter their abilities.

It's our small way to try and help you get through this difficult time.

Create your account today, [here](#)



## MENTAL HEALTH SUPPORT AVAILABLE

Coronavirus (COVID-19) is causing inevitable distress to us all, through the current/potential health effects of the virus, or emotional and societal impacts of social distancing. You may feel that your mood and feelings are affected at this time which may result in you feeling down, anxious, alone and irritable.

It is incredibly important that at this time, you avoid falling into the easy patterns of unhealthy behaviours that can make you feel worse; such as not exercising or eating convenient, junk food. There are simple things that you can do to help to stay mentally and physically healthy, for example: Stay active at home! Follow the tips on page 29.



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.

MIND telephone lines will remain open Monday to Friday 9am-5pm on 01206 764600. Alternatively, you can send them an email [enquiries@nnessexmind.org](mailto:enquiries@nnessexmind.org).

There is information on a number of websites about looking after your mental health.

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:

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. It can be particularly challenging if you don't have much space or access to a garden. 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.

### ADULTS

#### [Mental Health Foundation](#)

#### [NHS Every Mind Matters](#)

#### [Mental Health First Aid \(MHFA\)](#)

have launched a My Whole Self toolkit, the digital centre piece of its new campaign for workplace culture change. The toolkit 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](#) Whether you are currently looking for a counsellor or have found yourself in need due to the coronavirus (COVID-19) outbreak, you can speak to them on Monday – Friday 9am – 5pm 01206 764 600, email at [enquiries@nnessexmind.org](mailto:enquiries@nnessexmind.org) or visit their website for more information.

[Live Well Link Well](#) is a free and confidential social prescribing service that provides practical or emotional support of a non-medical nature. They can help you to access support with a range of areas of health and wellbeing, including maintaining mental wellbeing, supporting independence, looking after someone, getting out and about, and social isolation. If you live in mid Essex and are over 18, you can contact the service without having to go through your GP. Call **03003039988** (Monday to Friday from 8am to 7pm) or email [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net)

[Anxiety UK](#) provides support if you have been diagnosed with an anxiety condition. Call **03444 775 774** (Monday to Friday, 9.30am- 5.30pm)

[Men's Health Forum](#) offers 24/7 stress support for men by text, chat and email.

**OCD Action** provides support for people with OCD. Includes information on treatment and online resources. 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. The Health Secretary stated on the 18th March that "it is abundantly clear that smoking makes the impact of coronavirus (COVID-19) worse". For support to quit smoking please contact Essex Lifestyle Service on 0300 303 9988. Face to face consultations have ceased but information and phone-based support is available from the **Essex Lifestyles Service.**

**Access online AA meetings.** Access an online meeting using a smart phone download and install an app called GoToMeeting.

When the app opens type in meeting ID box ukna OR 437-754-909 (can skip the add email box) then enter name (no need for surname) and save. You can then access the daily sound only meetings.

There is a meeting every morning at 11am and every evening at 7.30pm London time. Laptop/desktop users can go to **www.gotomeet.me/ukna** and sign in the same way.

Alternatively, you can download the Zoom app on phone OR tablet device and scroll down the list of various online meetings in specific areas at all different times.

You can access free easy **ten minute work outs** from Public Health England or try other exercise videos at home on the **NHS Fitness Studio**. Sport England also has tips for **keeping active at home.**

## CHILDREN AND YOUNG PEOPLE

Essex Child and family Wellbeing Service 'Chat Health' enables all 11-19 year olds to text their school nurse on **07520 615734** to discuss their mental health and receive confidential advice and support.

KOOTH offers young people free, safe and online support. To find out more info and support options please visit their **website.**

PAPYRUS young suicide prevention society. Call **0800 068 4141** (Monday to Friday, 10am to 10pm, 2pm to 10pm on weekends and bank holidays) or visit **papyrus-uk.org**

**YoungMinds** offers information on child and adolescent mental health, services for parents and professionals. Call **0800 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.

## YOUTH ENQUIRY SERVICE

y.e.s Counselling service offers an empathetic, supportive and confidential listening ear to children, young people

and their families across Colchester and Tendring 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 11 am & 2pm Monday - Thursday. Or family therapist Karen Atwell on 07484 091578 Mondays or Wednesdays between 11am & 2pm. If phones are engaged 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**

## 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.

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.**

## 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 are able to 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 Single Point on 01206 890360. **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**



## CBC SUPPORT FOR BUSINESS

Colchester Borough Council is talking to local businesses every day to find out what they need to help them through the current situation.

A dedicated website has been published which has links to all the latest information, guidance and advice on crucial business themes. More information is planned and new information is being added all the time. Importantly, there are also links to surveys which are assessing the impact of the current situation.

More than £20m has been awarded to help local businesses weather the storm of coronavirus. Over 50% of local firms who are eligible for the Governments Small Business Grant and the Retail, Hospitality and Leisure Grant have so far

received the grant. We are working hard to distribute any remaining grants to local businesses by 1 May.

To find out more about eligibility for grants or relief, please visit **www.colchester.gov.uk/coronavirus**

Information is still needed from some businesses, in order to award grants. please read the information online and email your details to **businessrates@colchester.gov.uk**

You can help by letting your employers know that it's there so that they can access this help. They can follow **@yourcolchester** and **@Colchbusiness** on Twitter too. There's also another side to this site which is Support for Residents so do keep an eye on that for the latest information for you too.



## COMMUNITY SAFETY



**Safer Colchester Partnership** for up to date community safety advice.

### STAY SAFE AT HOME

These are very challenging times for us all, and while the governments 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](#).

### 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 had bought one of these kits not to use it. Report to **Action Fraud**, quoting "Trinity CV19 treatment kits".

- During this time, be aware of fake websites and suspicious links. Criminals will advertise products they know to be in short supply, such as hand sanitiser, face masks and treatments.
- Claims like '100% safe,' 'No side effects' and 'Quick results' should be warning signs.
- Be careful paying for anything for anything via bank transfer and only buy goods from reputable companies that you know and trust.

### FAKE EMAILS

There are several fake emails circulating claiming to be from health organisations (such as the World Health Organisation or US Centre for Disease Control), with attached 'safety advice' which when clicked downloads malware to infect the device.

- Ensure you check where an email has come from – is the email address suspicious?

- Never click on any suspicious links or open any documents on emails that you were not expecting – do not let your curiosity get the better of you!

### ELDERLY INDIVIDUALS TARGETED BY DOORSTEP SCAMMERS

The elderly and vulnerable are increasingly being targeted by doorstep scammers due to their increased isolation from family and friends. Criminals are posing as police and health officials, sometimes offering to carry out a coronavirus (COVID-19) test on their doorstep in exchange for cash.

- Be vigilant as always, do not accept offers on the doorstep.
- Always confirm who the person is, using a trusted number – genuine officials will always wait and carry identification.

### THIEVES OFFERING TO SHOP FOR THE ELDERLY AND THEN KEEPING THEIR MONEY

Thieves posing as good Samaritans are offering to complete shopping trips on behalf of the elderly, before keeping the money or bank cards that are handed over.

- Treat such invitations with caution.
- Never hand over your bank card or details.
- If vulnerable people are using others to do their shopping, ensure it is someone they know or from a trusted source.



## PENSION EXPLOITATION

Pension savers have been warned to be extra vigilant of criminals seeking to prey on people anxieties amid the pandemic. As markets are affected and people seek to increase their savings, it may make people look to make snap decisions that could have serious consequences.

- As always, the advice remains – do not respond to cold callers.
- Take your time to think things through carefully and do your own research (even if you are being offered a 'limited time deal').
- If something looks too good to be true – it usually is.

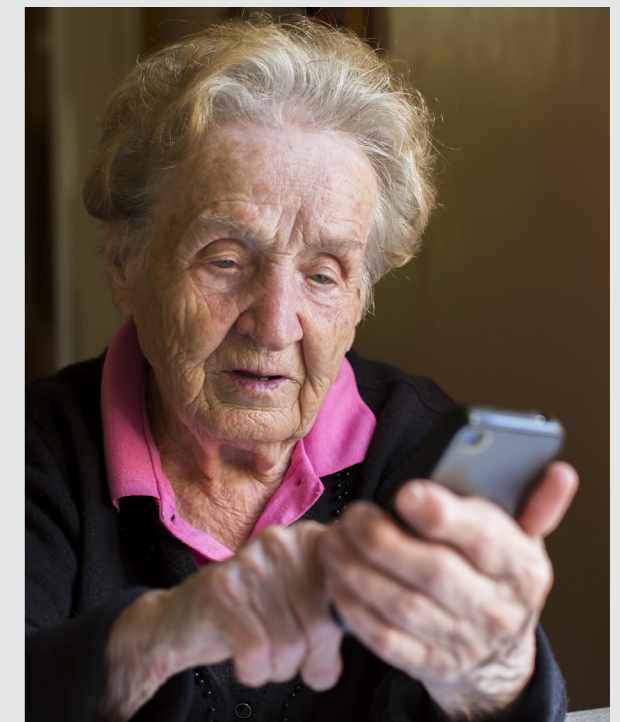
## COMMUNITY SAFETY

- **SMISHING** is sending text messages that appear to come from a trustworthy source like the UK government or even your own doctor which try to steal personal or financial information. If you doubt the text's authenticity, don't click links. Visit [www.gov.uk](http://www.gov.uk) to check any information given. Verify an organisation's phone number from their website or from old printed correspondence.
- **PHISHING** is sending emails which try to make you divulge sensitive personal or financial information. They may appear to be coronavirus (COVID-19) tax refunds, reimbursements from travel bookings, safety advice via email and even donation requests. Fraudsters will try to make you click on links that aren't safe. So think before you click. If in doubt, then don't click. And don't open any attachments from senders that you don't know. If you're still worried, talk to family, friends or someone else you trust.
- **VISHING** is unsolicited phone calls. Always be suspicious of 'cold-callers'. Don't be afraid to challenge them or hang up if you can't verify the caller. Banks, police or other trusted organisations will never ask for security information, so never give out personal details. If you're concerned, call the organisation back on the number listed on their website, ideally on a different phone as criminals can sometimes keep the line open. Or if it's your bank, use the number on the back of your card.

## 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.



## Protect yourself and others

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service, they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

## FOR ADVICE ON SCAMS

Citizens Advice Consumer Helpline on **0800 2231133**

To report a scam call Action Fraud on **0300 1232040**

Contact your bank if you think you have been scammed

### Little Book of Scams

### Victim Support Advice for Individuals Scammers and Fraudsters

### Victim Support Advice for Groups Scammers and Fraudsters



## REPORTING BREACHES OF CORONAVIRUS ADVICE

### Essex Police COVID-19 useful information and tips.

Essex Police COVID-19 useful information and tips. As well as the useful information and tips on keeping safe found on the above link Essex Police a dedicated process for reporting Covid-19 breaches.

### Tell us about a possible breach of Coronavirus measures.



## ADVICE FROM 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.
- Never leave your BBQ unattended and make sure it is kept well away from sheds, fences, trees, shrubs or garden waste. Keep children, pets and garden games well away from your cooking area. After cooking, make sure the BBQ is cool before moving it and make sure you turn off the gas supply first, followed by the BBQ control, to stop any gas from leaking.
- 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 to safety and call the fire brigade.

**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**

### 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](mailto:enquiries@essexcompass.org.uk).

**NEXT CHAPTER** – provides free and confidential services to support people who are experiencing or have experienced domestic abuse. Their website contains useful information, explains the types of abuse and common warning signs together with practical advice about staying safe and obtaining support.

**For all new referrals to Next Chapter** or contact Compass on **0330 333 7444**.

Next Chapter have also recently added an [online chat facility](#).

**WOMEN'S AID** - Recognise the signs of domestic abuse. Women's Aid have also launched an online message service open Monday - Friday 10am - 12pm. To talk to someone please [visit](#).

### 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](#).

## 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](mailto: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.

Professionals will have to state if they call for the Consultation Line (a social worker will give advice but not record the call) or the priority line (because an immediate response is necessary).

Requests for service should be made [online here](#).

The online Request for Information portal will remain active for the time being but will be reviewed as circumstances change and develop.

### Essex Safeguarding Children's Board

The Essex Safeguarding Children's Board website has launched a dedicated [Coronavirus webpage](#) which aims to provide a single point of access for anyone needing information and resources in relation to safeguarding children and young people. These pages will outline any [temporary changes to multi-agency safeguarding procedure and guidance](#). The Children and Families Service continues to prioritise support through continued contact with high risk child protection cases, children-in-care and young people living in semi-independent accommodation.

There are also pages with [general information](#) signposting to national and local advice and support, and [resources for families](#). They have also produced a list of online safety resources which can be found by following the link above.

## SHOPPING AND SUPERMARKETS

### IS SOMEONE ELSE GETTING YOUR SHOPPING FOR YOU?

Asda, Waitrose and M&S have launched a Volunteer Shopping Card e-gift.

You can use this to provide a volunteer who is doing your shopping for you with funds for them to shop at Asda. Just complete the online form and receive a shopping voucher via email. You can then print or display on a smart phone.

Sainsburys and Tesco's are thought to follow suit - check their websites.

#### [ASDA Volunteer Shopping Card](#)

#### [Waitrose Volunteer Cards](#)

#### [Marks and Spencer's Volunteer E Gift Card](#)

Many supermarkets have tailored their opening times specifically for vulnerable residents and key workers.

**SAINSBURYS** - Are using a database shared with them by the Government which has information on those classed as most vulnerable. They are contacting existing customers on this list via email to offer priority slots, this also includes increased click and collect.

As well as the 12 week shielding process if you have received a letter from the Government and are a Sainsbury's customer they will also be contacting you.

For those shopping for others they are

introducing a new online voucher or gift card in the next week or two. They are offering priority opening times for NHS workers. With ID they can visit Monday - Saturday 7.30 - 8am. Elderly, vulnerable, carers & disabled customers are given priority Monday, Wednesday and Friday 8 - 9am.

**TESCO'S** - All stores (except Express stores) will be prioritising the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday. They are offering priority opening times for NHS workers with ID they can visit: Monday - Saturday 7:30am - 8:00am. They are encouraging those who are able to safely go to a store to do so to free up the online slots for the more vulnerable. Open hours have changed so [check here for opening times](#) for your local store.

The number of items you can add to your cart has been capped at 80. Orders are arriving bagged to reduce the time spent at the door.

**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.

**ASDA** - To support the vital work of the NHS, they are prioritising NHS workers in larger stores every Monday, Wednesday and Friday from 8am to 9am.

**ALDI** - From 18th April are launching the Aldi Food Parcel, containing 22 of essentials items (plus a few treats). Available online only for £24.99 with contactless delivery to ensure everyone's safety. [For more information.](#)



**LIDL** - Normal hours. They have product quantity limitations in place on a select few product lines to ensure availability for as many customers as possible, and ask that customers respect these measures. Please see in store for more information on product quantity limitations.

**WAITROSE** - First hour of trading for vulnerable. Are offering 25% off their delivery slots to those who are most vulnerable (although slots can be hard to get).

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.

Waitrose have launched an E-gift card that can be used by friends and volunteers to pay for shopping and have a value up to £150. For more information. [Waitrose Volunteer Cards.](#)

**ICELAND** - Offering special opening times for the elderly and vulnerable. Monday - Saturday 7 - 8am, Sunday 10 - 11am. NHS staff. Monday - Saturday 5 - 6pm, Sunday 3.30 - 4.30pm.

**EASTERN CO-OP** - All stores have a dedicated shopping hour for vulnerable customers, those that care for them, and NHS workers, between 8am to 9am Monday to Saturday, and from 10am to 11am, on Sundays.

Service restrictions due to high demand. Online slots are currently booked up at the moment but please keep checking back to see when more become available. Where slots are available, you will only be able to order up to 20 items.

### NEW ONLINE GUIDE TO HELPING THOSE WITH DISABILITIES SHOP.

Details on how supermarkets are assisting disabled shoppers during the pandemic are constantly being updated on the [web site.](#)

## NHS WORKERS AND PARKING

North Essex Parking Partnership and Colchester Borough Council.

It is important to us to provide help and support to NHS staff and critical key workers such as;

- Emergency Services Staff.
- Local Authority Officers.
- Community Volunteers.
- Frontline Transport.

Those providing direct support helping unwell and vulnerable people in their communities.

We understand workers may be working longer hours and may no longer have the full range of travel choices they would normally have, such as public transport. This means they may be struggling to find and pay for somewhere to park near their place of work or at a patient's home.

Therefore, we are providing exemptions for NHS staff and critical key workers in the form of a digital permit to use in on-street parking places and council owned car parks without having to worry about cost or time restrictions. On-street parking places are limited to:

- Pay and display bays.
- Limited waiting bays.
- Permit holders bays/zones and

Single yellow line waiting restrictions.

This digital permit should assist the activities of these critical key workers during this difficult period.

Permits will last until 30th September 2020 and will be reviewed regularly taking into consideration any national guidance. [Apply for a permit here.](#)

**NHS Staff and Care Worker Free Car Park Finder** Thousands of sites throughout the UK offering free parking to NHS staff and care workers during the Covid-19 pandemic.

### QUESTIONS FROM YOU

**Q: I'VE SEEN MEMBERS OF COLCHESTER BOROUGH COUNCIL'S GROUNDS MAINTENANCE TEAMS OUT WORKING. HOW ESSENTIAL IS THE WORK THAT THEY ARE CARRYING OUT?**

**A:** Due to the impact of coronavirus (COVID-19) Colchester Borough Council is only carrying out work that is deemed essential. Some Highway verges are still being cut on the main routes into the Borough for Health and Safety reasons. We thank you for your understanding.

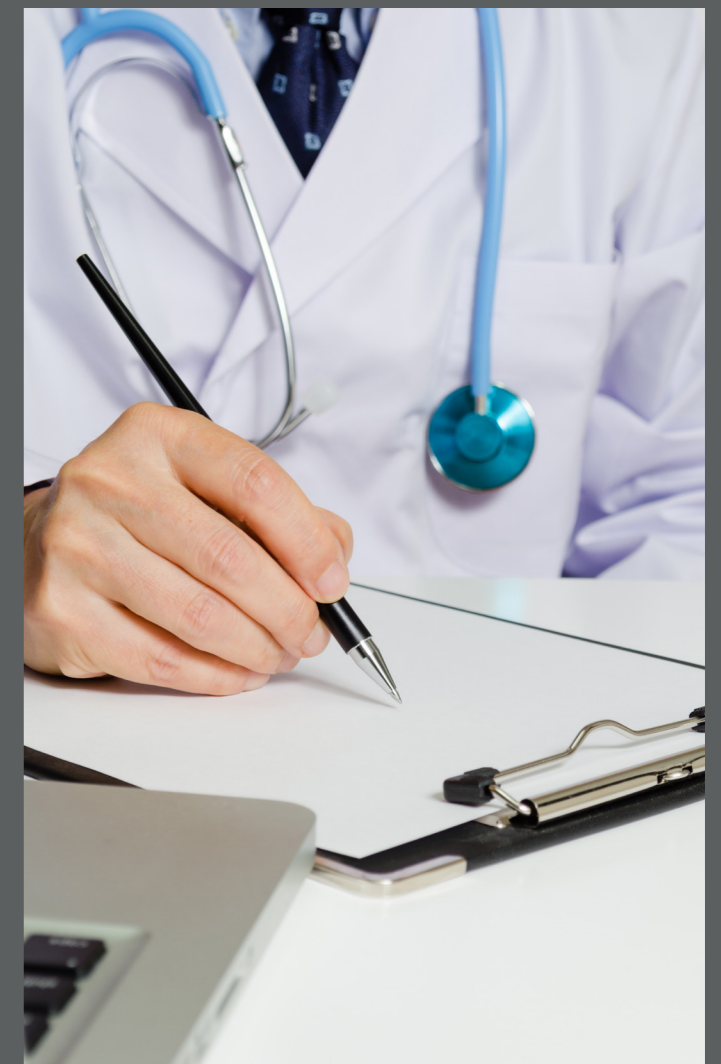
## DOCTORS AND PHARMACIES

If you're thinking of calling your doctors please remember this -

- We can't do prescriptions early or give you more just in case - the pharmacies are struggling already, and we don't want pharmacies to become like supermarkets.
- We can't give you an inhaler even though you had one 5 years ago when you had a bad cough - just in case - I know it's scary but lots of people really need these inhalers and if you get one just in case they might not be able to get one that they really need.
- We can't give you paracetamol on prescription just because you can't buy it over the counter.
- We can't advise you whether you should or shouldn't self-isolate if you are at risk, we have a considerable number of patients - please follow the guidance. I know it's not perfect, but we don't have anything else we can tell you.
- If you are due to have a routine appointment and we tell you it's cancelled, try and understand the unprecedented strain we are trying to get through.
- Please don't shout at your GP staff when they can't do these things

because remember we will still make sure you get the medication you need and we will still provide the best possible care - over the phone or face to face if absolutely necessary!

- Every single person who sets foot in a healthcare setting from now on, is sadly entering a high-risk environment, why would you put yourself at risk?
- Remember all NHS staff are doing this to help keep you safe.



## NEW ARRANGEMENTS FOR LONG TERM SICK NOTES

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

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

## ADVICE FOR PARENTS

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

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

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

[Click here to view advice poster for parents.](#)

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](#).

## QUESTIONS FROM YOU

### Q: WHY IS THE GRASS NEAR ME NOT BEING CUT?

**A:** Due to the impact of coronavirus (COVID-19) Colchester Borough Council has in place a limited grounds maintenance programme, with only essential work taking place. At this present time, we are prioritising large open spaces, countryside areas and sports grounds.

This is to support the Government guidelines which stipulate the public are able to exercise in these areas once a day. Therefore, this essential work is being prioritised to ensure all members of the public can enjoy our open spaces across the Borough.

All members of our staff will abide by the Government guidelines of social distancing whilst carrying out their work.

## SUPPORT FOR FAMILIES WITH CHILDREN

### ESSEX CHILD AND FAMILY WELLBEING SERVICE

To support you and your family through the COVID-19 pandemic the Essex Child and Family Wellbeing Service has created a brand new resource hub. They understand this is an extremely challenging time for families, children and young people because everyone's daily lives and routines have significantly changed. The closure of schools, social distancing and workplace changes is likely to have created new challenges for families.

The COVID-19 Pandemic Resource Hub 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 most up to date guidance regarding school closures can be found [here](#).

The Department for Education has provided a number of links to educational resources. There can be used to complement or consolidate the lessons set by teachers and can be found [here](#).

In addition, you may also find these resources of use:

### TEC

### BBC Bitesize

### **COLCHESTER GATEWAY CLUB UPDATE**

People with learning disabilities and their carers/families can join in activities on our [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.



## **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.

### **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 can not 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.

## **PARENT HELPLINE**

Do you have concerns about your child's education or development that you would like to talk through with an Educational Psychologist (EP)? Call our Parent Helpline 01245 433293 Mondays and Wednesday 1pm – 5pm (during term time).

### **What is the Parent helpline?**

The helpline is for carers and parents of children and young people up to the age of 19 with concerns about their children's education or development.

### **What will happen during a call?**

You will talk to a qualified Educational Psychologist who will listen to your concerns and work with you to find a positive way forward.

### **What will happen after a call?**

It will be a discrete piece of work with no follow up from the EP.

The helpline is confidential and personal details will not be recorded and nor will information be passed onto other sources.



## **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(ren) has SEND need, support can also be found in these resources.

### **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**

### **Free Online Community and Family Learning Courses from ECC**

There is now a range of FREE ONLINE Community and Family Learning courses to support parents and their children's development. If you are a parent, grandparent or caring for a child or young person living in Essex they have support for you.

### **Browse courses and book today.**

Or **email** for further information.



## 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](mailto:hello@carersfirst.org.uk)

### Action for Family Carers

Provide support across Essex including telephone befriending (Essex Befriends) and support with health and wellbeing

(Feeling Good Caring Well). Telephone 0300 770 8090. Email [admin@essexcarerssupport.org.uk](mailto:admin@essexcarerssupport.org.uk)

### Essex Carers Support

Providing a local point of contact and support for family carers living in North Essex. Telephone: 01255 474410. Email [admin@essexcarerssupport.org.uk](mailto:admin@essexcarerssupport.org.uk) [Facebook Essex Carers Support.](#)

### Essex Carers Network

Providing a point of contact and support for families carer of a family member with a learning disability. Telephone 07876025480. [Facebook Essex Carers Network.](#)

### Adult Social Care Connects

For queries relating to social care needs for yourself and those you support, care packages and emergency plans. Telephone: 0345 603 7630. Textphone: 0345 758 5592. Email [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk).

### 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

## CORONAVIRUS AND FAITH

Coronavirus is affecting all our lives. It is also affecting the way we can worship, practice faith, mourn and say farewell to loved ones. [ECC advice on Coronavirus, faith and bereavement.](#)

### WORSHIP, PRAYERS AND FESTIVALS

- Places of worship are closed.
- Religious and social gatherings of any size are not allowed.
- Please do not gather for faith festivals happening soon and check government guidance before planning gatherings for festivals happening later.
- Stay at home and worship with your household.
- 'Household' means those who live in your home, not extended family or guests.
- You can find and join in prayer services online.
- You can use video apps to worship and pray online with friends and family.
- Follow advice from your local and national faith leaders.

### REGISTERING A DEATH

- All deaths must be [registered](#).
- Deaths must be registered where possible within five days.

### The law has temporarily changed:

- You can register a death by telephone rather than face to face.
- Follow the link above to book an appointment.
- You can ask for an on-the-day appointment – the registration service will do its best to provide one.
- Funeral directors and some other professionals can register deaths under certain circumstances.

### MOURNING AND FUNERALS DURING THE CORONAVIRUS PANDEMIC

- Funerals can take place. Only household members and close family can attend.
- 'Close family' means spouse or partner, parents and children of the deceased.
- No more than 10 people can attend.
- Stay at least two metres (six feet or three paces) apart during funerals and when travelling to and from them.
- Don't attend if you show coronavirus symptoms or are vulnerable, e.g. over 70, pregnant or have an underlying health condition.
- If you are unable to attend the funeral reflect at home on the day.
- Some cemeteries and crematoria offer web-casting so the funeral service can

be shared with your family and friends.

- Burials and cremations are both permitted.
- Funerals can only take place at the crematorium or burial grounds.
- Essex County Council and bereavement services are working together to cope with the extra deaths due to coronavirus.
- They are aiming to enable funerals to take place within the timescales of your faith but this may not always be possible.
- You will not be able to bring the deceased home for mourning.
- Please do not delay a funeral in the hope the lockdown will be lifted. Aim to hold the funeral within a week, as mortuaries and funeral homes do not have space to keep deceased at this time.
- Think about arranging a memorial or wake later in the year or the following year.
- Seek advice from your faith leader about ways to mourn while observing your faith at this difficult time.
- Bereavement services, faith groups and voluntary sector organisations can provide bereavement support.

## WHAT TO DO IF THE DECEASED HAD CORONAVIRUS (COVID-19)

Extra precautions should be taken if the deceased had COVID-19.

- Due to the small but real risk of infection from the deceased, 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.
- Only people wearing personal protective equipment (PPE) and trained in how to use it should have contact with the body.
- The deceased will be taken to a temporary mortuary between death and the funeral.
- You will not be able to see them there.
- Household members of the deceased should self-isolate for 14 days and not mix with other mourners at the funeral.

More information on bereavement support can be found [here](#).

While there are some great mainstream support and guidance, it can sometimes seem difficult to find advice that is relevant to your faith. The following link provides [Support from different faith based organisations](#).

## DAILYHOPE 0800 804 8044

A free phone line has been launched as a way to bring worship into people's homes while church buildings are closed due to the coronavirus. Daily Hope offers music, prayers and reflections as well as full worship services from the Church of England. Available 24 hours a day.

The Church Army have put together a really helpful document called Death, Grief & Hope - [straight answers for young people during the COVID-19 pandemic](#)

**Stay at Home | Protect the NHS | Save Lives**