

CORONAVIRUS (COVID-19) UPDATE

CARLISLE

26 March 2020

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

Daily updated information is available on the Cumbria County Council website at cumbria.gov.uk/coronavirus.

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Local Government information

Cumbria County Council

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

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

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

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

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

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

Carlisle City Council

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

Some of the key measures are:

- Suspension of garden waste collections to free up resources to allow the other services to continue as normal.
- Leisure partners, GLL announced they would be closing our leisure centres in accordance with government advice from Friday 20 March 2020
<https://www.better.org.uk/leisure-centre/carlisle>
- Closure of our play areas, open-air exercise areas and equipment, Multi-Use Games Areas and Skatepark until further notice.
- Our parks and greens spaces remain open for exercise, but gatherings will be dispersed. When using parks & green spaces follow social distancing rules - stay two metres (6ft) away from other people.
- If you need to contact us, please phone us on 01228 817200 or email customerservices@carlisle.gov.uk
- Bereavement Services is continuing to take both burial and cremation bookings but the Cemetery and Crematorium offices are closed to the public. However, Bereavement Services can be contacted on 01228 817390 or email bereavement@carlisle.gov.uk
- All forthcoming events have been cancelled or postponed.
- Shopmobility service has closed until further notice.
- Talkin Tarn parking charges have been suspended.

Council Tax Support

We appreciate that this is a difficult time for everyone, and we will offer you as much help as we can.

- If you're employed, please check with your employer to see if you will receive 80% of your wage or if you are entitled to Statutory Sick Pay (SSP) from the government. If you are not eligible for SSP - for example if you are self-employed or earning below the Lower Earnings Limit of £118 per week - and you have COVID-19 or are advised to stay at home, you can make a claim for Universal Credit or new style Employment and Support Allowance. You can do this online at www.gov.uk/apply-universal-credit
- Council Tax is normally divided over 10 months from April until January. We can divide your yearly charge over 12 months to lower the monthly instalment, to help if you are struggling with your payments. We can also offer weekly and fortnightly arrangements if this is easier.
- If you are struggling to pay your Council Tax, please get in touch. You may be able to claim Council Tax Reduction, this could be up to 100%. Find out more at <https://www.carlisle.gov.uk/Residents/Benefits-and-support/Apply-For-It>
- Please don't defer payments if you can still manage to pay your Council Tax. If we do, it may result in you having to pay a higher charge at the end of the financial year if further instalments cannot be paid.

Any residents who are struggling or worried about their council tax position can find out about the support available. Please contact us by emailing customerservices@carlisle.gov.uk or calling 01228 817200.

Housing & Homelessness Services

We are continuing to provide emergency accommodation to men, women and families in line with our statutory responsibilities. We will continue to assist and advise those who are not owed any accommodation duty to access other rehousing options where possible.

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

We continue to provide a range of emergency accommodation provision to those we owe a duty towards; and have established safe zones for self-isolation in line with social distancing guidance in the shared provision.

We are working with social and private housing providers to rehouse current residents where possible to increase capacity and will be providing household items where necessary to facilitate this.

We have a range of emergency accommodation options including 'hostels' 'safe house' and 'self-contained dispersed' provision which are all still operational; we are having to temporarily

reprioritise our operational delivery to ensure that critical services, with safe levels of staffing, can continue to be provided to vulnerable people.

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

You can contact our services directly using this link <https://hpa2.org/refer/CARL>

If you are unable to complete the online referral link you can email us via dutytorefer@carlisle.gov.uk

You can also contact us during normal office hours by calling 01228 817200.

Our out of hours contact numbers are 01228 817386 (single women and families) and 01228 817373 (single men).

Cleaning and disposal of waste

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

Personal waste (such as used tissues) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside for at least 72 hours before being put in your usual external household waste bin.

Other household waste can be disposed of as normal.

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

Trading Standards – Scams

Scams related to COVID-19

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

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

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

For all consumer advice please contact the **Citizens Advice Consumer Helpline** on 0808 223 1133

Health Protection Information

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

Stay at home

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

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

Protect the NHS

You must stay at home to protect the NHS:

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

Save lives

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

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

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

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

- new continuous cough and/or
- high temperature

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

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

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

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

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

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



HM Government



Coronavirus

Isolate your household

Stay at home

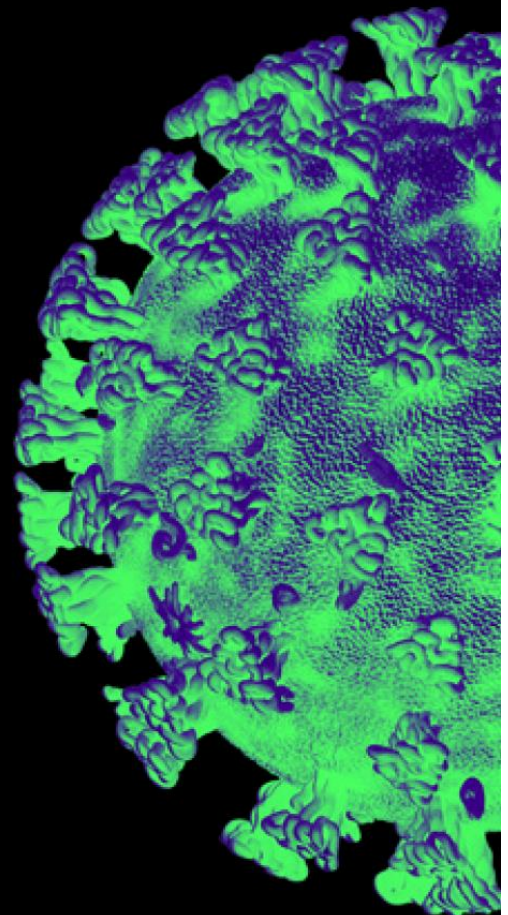
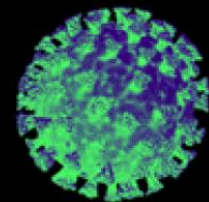
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

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

Find out how to isolate your household at nhs.uk/coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
OTHERS &
THE NHS**



Shielding and how to protect extremely vulnerable people

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

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

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

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

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

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

Other useful web links

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

Local Support Groups

Social media groups

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

Coronavirus Community Support Group Carlisle - Facebook

Spotted Carlisle - Facebook

Carlisle Covid-19 Community Help group – Facebook

B.A.T Brampton Acting Together Group – Facebook

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

Volunteering in your community

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

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

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

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

Information for local support groups

Cumbria County Council Community Development Team (Carlisle)

County Council Members and community grants

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

Niall McNulty

Mob: 07825340460 / 07979551999

niall.mcnulty@cumbria.gov.uk

Rhian Davies

Mob: 07876476982

rhian.davies@cumbria.gov.uk

Brenda Hebson

Mob: 07879 805378

brenda.hebson@cumbria.gov.uk

Joanne McKenna

Mob: 07469 414170

joanne.mckenna@cumbria.gov.uk

ACTion with Communities in Cumbria

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

Visit: www.cumbriaaction.org.uk/News-Events/News

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

Visit: www.cumbriaaction.org.uk/Contact-Us for details.

Cumbria Community Foundation

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

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

Third Sector Organisations and Volunteer Groups

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

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

You can access the resource here at www.cumbriacvs.org.uk/coronavirus

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

Transport

Changes to Bus Services across Cumbria

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

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

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

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

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

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

Useful Contact Details

Age UK Carlisle & Eden: [01228 536673](tel:01228536673) or [01768 863618](tel:01768863618)

CAB – **01228 633909** or National – **03454 040506** Website: www.carlislecab.org.uk or www.citizensadvice.org.uk

Carlisle Law Centre – **01228 515129**

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

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

Electric North West – **0800 195 4141**

Cumbria Chamber of Commerce: [0845 226 0040](tel:08452260040)

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

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

Carlisle City Council: **01228 817100**

Consumer Direct (to report bogus tradesmen): [08454 040506](tel:08454040506)

First Steps: **0300 123 9122**

Funding and financial support

DWP - Coronavirus support for employees, benefit claimants and businesses

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

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

Read more information about coronavirus and claiming benefits:
<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Follow DWP on:

- Twitter – www.twitter.com/dwppressoffice
- Facebook – www.facebook.com/dwp
- LinkedIn – www.linkedin.com/company/dwp

YouTube – www.youtube.com/dwp

Support for businesses

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

Find out about government support for businesses

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

Electricity North West

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

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

For any queries call ENW on 0800 195 4141.

Food and shopping advice

Carlisle Foodbank

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

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

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



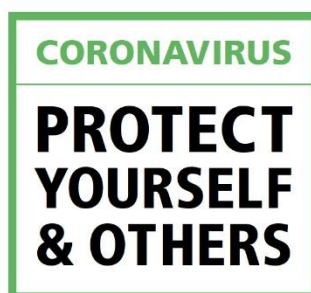
CORONAVIRUS
WASH YOUR HANDS
MORE OFTEN
FOR 20 SECONDS

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

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food



For more information and the Government's
Action Plan go to **nhs.uk/coronavirus**