

Newsletter for the South Lakeland Area – Issue 3

This is the third edition of a regular newsletter aiming to give information, advice, guidance and details of useful contacts during these challenging times. The most up to date information is available on the Cumbria County Council website at cumbria.gov.uk/coronavirus/landingpage.asp.

Local Government Information

Useful links:

- [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](#)
- [Volunteering in your local community](#) and volunteer guidance
- You can also subscribe to email alerts for your area. The link for South Lakeland link is https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic_id=UKCCC_119
- [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.

Emergency support helpline update

The Emergency Support Helpline is continuing to provide support for people at high risk of becoming seriously ill as a result of COVID-19, and who do not have support available from friends, family or neighbours.

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

How to contact the Emergency Support Helpline:

- **Phone** - The emergency telephone support helpline is **0800 783 1966**.
- **Online** - [COVID-19 online support form](#)
- **Email** your request for help to COVID19support@cumbria.gov.uk

Further details about this support service can be found online at Cumbria.gov.uk.

The telephone call centre operates **Monday to Friday 9am to 5pm and 10am to 2pm at weekends**. The service also accept referrals from members of the public who may be concerned about people in their community.

Voluntary and Community Groups right across Cumbria are working hard to support the most vulnerable in their community who have no other support network, to ensure they receive assistance with grocery shopping and pharmacy orders. The county council will continue to support these groups, providing advice and guidance as necessary.

Members of the public, volunteers and local businesses can also help spread the word and download a pack of useful resources to print and share at www.cumbria.gov.uk/coronavirus

South Lakeland District Council

For up-to-date information on South Lakeland District Council services, go to www.southlakeland.gov.uk, follow SLDC on Facebook or on Twitter @SouthLakelandDC.

- The front counter reception at SLDC offices at South Lakeland House in Kendal and Kendal Town Hall are closed to face-to-face enquiries.

Essential services continue but they might be delivered in different ways in response to the Coronavirus (COVID-19) outbreak.

Our detailed planning measures should ensure that key services like waste collections, environmental protection and benefits payments will be able to continue.

Services will also be accessible to the homeless and anyone who requires urgent assistance can still call a member of the homelessness team on 01539 733 333.

SLDC's customer services team is still working and can be contacted by the same phone number or by emailing

customer.services@southlakeland.gov.uk.

Any documents that need to be handed in can be left in a sealed envelope in the post box at SLDC's Kendal offices. The post box is next to the main office entrance in Angel Yard.

- The public jetty, public slipway and public toilets at Ferry Nab, Bowness are closed. All council-managed play areas are closed, although parks will remain open for fresh air and exercise in line with government advice.
- The indoor market in Kendal is closed, although the outdoor market will continue but only for stalls selling food produce.
- Car parks operated by SLDC have been made free of charge from March 25 to ensure key workers and volunteers involved in the Coronavirus response can access parking and to minimise the risk of virus transmission.
- All bulky waste collection services provided by Right2Work have been suspended and no more bookings will be accepted.
- Businesses impacted by the Coronavirus outbreak can now apply to South Lakeland District Council (SLDC) to access government support grants - the cash grant for retail, hospitality and leisure businesses (a one-off cash grant of £25,000 to eligible businesses with rateable values greater than £15,000 and less than £51,000), and small business grant funding (a one-off £10,000 grant to support small businesses that already pay little or no business rates because of small business rate relief (SBRR), rural rate relief (RRR) and tapered relief).

Those eligible should receive the payment within 10 working days from receipt of a valid application.

To date the council has received 3,600 applications and has processed payments worth around £35 million.

The application form can be accessed here:
www.southlakeland.gov.uk/Covid-19BusinessGrants.

The grant schemes are separate to the business rates relief schemes also announced by government.

These reliefs apply to eligible retail, leisure and hospitality businesses (including those that have closed temporarily due to the Government advice on Coronavirus) and 100 per cent rate relief is available for a period of 12 months.

SLDC will apply this relief automatically to business rates bills for 2020/21 and businesses do not need to apply for this. New bills with applied relief are being reissued. SLDC has also taken the decision not to collect business rates direct debits in April to allow the new reliefs to be applied before any payments are due.

- SLDC has suspended green bin garden waste collections to ensure that we can target all our efforts on maintaining grey bin and recycling collections during the Coronavirus (Covid-19) outbreak.

This includes making sure crews can continue to work while observing social distancing guidelines. Crews have been split and more vehicles have needed to be diverted to the grey bin collections.

The council has a statutory responsibility to collect residual waste (grey bin) so that is the service that we are working hard to protect under very difficult circumstances. Green waste collections are not a statutory responsibility, but are provided by SLDC as part of its expanded recycling offer.

The council appreciates this isn't great timing for the many gardeners out there. The council understands many people will be using this time following the government 'stay at home' advice to take advantage of the decent weather to get out into their gardens for some fresh air and exercise, but is asking for some support and understanding in these unprecedented times.

Childcare Provision for key workers

Childcare and Learning Hubs have been set up during the period of lock down to ensure key workers and vulnerable children can access childcare and learning. These are operating as a community of schools, staffed by teachers, volunteers and other school staff from across the county.

The Hubs will provide childcare and some learning activity. The schools and child care settings operating as hubs will have the support of the catering and facilities services to ensure cleanliness and that there is a full meals service.

The children of key workers are eligible to attend if childcare cannot be provided by other means.

The main categories of key worker are:

- Health and social care; childcare and education; key public services; local and national government; food and necessary goods; public safety and national security; transport; utilities.

The Department for Education provides more detail for some of these categories about who would count as a critical worker.

A vulnerable child is someone who:

- Has a social worker and those with education, health and care (EHC) plans; this includes children in need, children who have a child protection plan and those who are looked after by the local authority.

Details can be found at <https://cumbria.gov.uk/coronavirus/serviceupdates.asp>

Free School Meals

The Department for Education has developed a national scheme to provide supermarket vouchers. The scheme awards each eligible child £15 per week, and operates during term time only.

The following supermarkets are currently participating in the scheme (the government are looking to extend this):

- Morrisons
- Tesco
- Sainsbury's
- Asda
- Waitrose
- M&S

The scheme is restricted to pupils in receipt of benefits-related free school meals. Vouchers should be made available to the adult with caring responsibility for that child.

The scheme will also be extended to pupils who become eligible for benefits-related free school meals as a result of the economic fallout the Covid-19 outbreak.

Once the school has confirmed a child is eligible they can either:

- send an 'eCode' directly to the parent or carers of the pupils(s) eligible for free school meals - they will need to choose an eGift card from a range of supermarkets
- select an eGift card on the parent or carer's behalf, and print and post the eGift card to them

Action for Children

Action for Children provide services across South Lakeland which include family support/home-based family support, parenting and behaviour management, children's emotional health and well-being, domestic abuse concerns in the family home, advice and support -re poverty and finance issues. All our current services are being delivered remotely using a mixture of telephone and video calling.

There is also a range of website support available for families at this time including parenting strategies and emotional health and wellbeing:

[Action for Children Website](#)

[Action for Children - Build Sound Minds](#)

[Dots - Parenting Advice Action for Children](#)

Youth support

Cumbria Youth Alliance

Free access to on line learning for young people aged 14+ and staff and volunteers in youth organisations.

Get a registration form at <https://www.cya.org.uk/e-learning> which each person should complete and return to sophie@cya.org.uk You will be issued with a unique learner number which you use to log on to do one or more modules.

Girlguiding

Girlguiding Cumbria South is trying to provide opportunities for its young members, aged 4 – 18, to continue to engage in guiding activities. By doing so we hope to provide them with some sense of normality and fun amidst all the challenges we face.



We are currently in the process of organising a virtual camp for our 1,500 + members and their families. The activities will include:

- Building a den at home / pitching a tent in the garden/ hanging up a hammock (whatever you can)
- Sleeping in your shelter of choice
- Building a virtual campfire and joining in with a Big Sing
- Helping with cooking a meal
- And lots more!

We are asking our members to share photos, videos, etc. of themselves during the camp on Facebook <https://www.facebook.com/groups/697320297680236/> .

We have also produced a video of our #AdventuresAtHome which you might like to look at <https://youtu.be/B7Mkaho2zCk> .

Cumbria Library Service

Although libraries remain closed, Cumbria Library Service offers a wide range of online resources.

Cumbria Image Bank: is a collection of digital images created using original material from Cumbria County Council Libraries and Archives. You can view 25,000 images dating back to the mid eighteenth century covering the whole of Cumbria

Borrowbox: Cumbria Library Service members can borrow up to 6 eBooks and 6 eAudiobooks at any one time, from a range of fiction, non-fiction, children's and young adult titles for up to 3 weeks - all for free, by using the secure Borrowbox service

<http://library.bolindadigital.com/cumbria>

Pressreader: offers unlimited access to local and international publications - 2,000 newspapers and magazines. 100 Countries. 60 Languages. Unlimited access to local and international publications - 2,000 newspapers and magazines. 100 Countries. 60 Languages. Download your favourite newspapers and magazines to your personal tablet or smartphone

Find My Past: Full access to England, Wales and Scotland census records, easy-to-search birth, marriage and death records, the UK's largest collection of parish records, historical British newspapers and much more. During this period Find My Past will be accessible from your home. Please email

Kendal.library@cumbria.gov.uk with your name and library card number and you will be contacted by a member of library staff.

Universal Skills – If you have to apply for Universal Credit, check out our online resource, Universal Skills, which will support and guide you through it. Universal Skills is a step-by-guide which includes help files to ensure that users fully understand the application process. To access it, go to the 'Universal Skills' section on our webpage: Coronavirus (COVID-19) Update – South Lakeland cumbria.gov.uk https://www.cumbria.gov.uk/libraries/online_resources/encyclopaedia_ref_dictionaries.asp and use your Library card number to login when prompted. If you don't have a library card, don't worry, as you can still access Universal Skills by using the code cumb123

Information can be found at www.Cumbria.gov.uk/libraries Borrowbox and Pressreader will require members to have their library card and pin number. If members do not have their PIN number to access these resources, they can email libraries@cumbria.gov.uk with their Library membership number.

If you are not currently a library member and would like to join so that you can access these resources, you can take out a temporary membership. In fact, Over 150 new members joined last week and the service has seen a 25% increase in ebook loans in the past month, and a 14% increase in loans of audiobooks.

Trading Standards Advice on Scams

Cumbria Trading Standards is warning members of the public to be vigilant in the face of scams connected to the coronavirus. Amongst other precautions, the public should:

- not give out personal details (bank details, address, existing insurance/pensions/investment details)
- beware of adverts on social media channels and paid for/sponsored adverts online
- be wary of promised returns that sound too good to be true
- get a company's name and establish their credentials using the Financial Conduct Authority's Financial Services Register

COVID-19 scams identified include:

Doorstep crime

- Criminals targeting older people on their doorstep and offering to do their shopping. Scammers take the money and do not return.
- Doorstep cleansing services that offer to clean drives and doorways to kill bacteria and help prevent the spread of the virus.

Refund scams

- Companies offering fake holiday refunds for individuals who have been forced to cancel their trips. People seeking refunds should also be wary of fake websites set up to claim holiday refunds.

Counterfeit goods

- Fake sanitisers, face masks and Covid19 swabbing kits sold online and door-to-door. These products can often be dangerous and unsafe.

Telephone scams

- Criminals claiming to be your bank, mortgage lender or utility company.

Donation scams

- Thieves extorting money from consumers by claiming they are collecting donations for a COVID-19 'vaccine'.

Loan sharks

- Illegal money lenders are expected to prey on people's financial hardship, lending money before charging extortionate interest rates and fees through threats and violence

People are being encouraged to protect their neighbours by joining Friends Against Scams, which provides free online training to empower people to take a stand against scams.

To complete the online modules, visit www.friendsagainstscams.org.uk

Members of the public are being urged to keep in contact with family members regularly and inform them of the most prolific scams and the possible dangers to them. If someone has been targeted by a scam it can be reported to Action Fraud online at www.actionfraud.police.uk/ or by calling **0300 123 2040**. For advice and information on how to check if something might be a scam, call **Citizens Advice** on **0808 223 1133** or visit: www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/

Further advice is available at <https://www.fca.org.uk/scamsmart>.

Safeguarding

Domestic Abuse Support Services Cumbria during COVID-19

Report to: Cumbria police non-emergency call **101** or online www.cumbria.police.uk

In an emergency always call **999**

If you are at risk or experiencing abuse, help and support is available.
For more information contact:

Safety Net for women and men affected by Domestic Abuse.

t: 01228 515859

office@safetynet.org

Gateway 4 Women (Carlisle)

t: 01228 212090

admin@cumbriagateway.co.uk

Women Out West (Whitehaven)

t: 01946 550103

contactus@womenoutwest.co.uk

Women Community Matters (Barrow)

t: 01229 311102

reception@womenscommunitymatters.org

Cumbria Victim Support

t: 0300 3030 157 (local)

Mon – Fri 9 – 6 pm

24hour support line 08081689111

Cumbria.admin@victimsupport.org.uk

Domestic Abuse Partnerships Emergency Accommodation

South Lakes: 01539 733333

Children and Young People

Families may experience added stress at this time, with added financial pressure or isolation from support networks. These issues can add a great burden onto families and children and young people could be at increased risk of harm during these times.

If you are concerned about a child or young person who you believe might be at risk of harm, please contact **The Multi Agency Safeguarding Hub** on **0333 240 1727** cumbriasafeguardingchildren.co.uk or **NSPCC 0808 800 5000**.

If you believe a child is at risk of immediate danger dial **999** and speak to the Police

Adults

We want to make sure that people are safe in their communities. Here are some things to think about if you are offered, or need, support during this time.

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

Not sure? Don't answer the door.

If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.

If you are concerned that an adult is at risk of abuse or neglect please call **0300 303 2704**; Out of Hours **01228 526690**

In an emergency, call 999

Cumbria Adult Safeguarding Board (CSAB) and reporting concerns

CSAB have a number of resources which you may find useful to share, print or display, including how to report safeguarding concerns.

See [Cumbria Adult Safeguarding Board](#) website.

DBS

Safeguarding Factsheet: Community volunteers during COVID-19 outbreak. This factsheet is designed to address specific concerns that people involved in supporting their community may have at this time.

<https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak>

This Frequently Asked Questions (FAQ) document accompanies the Safeguarding Factsheet and is designed to address specific concerns that people involved in supporting their community may have at this time, and is split into two sections:

1. Advice for those organising a community volunteer group, and
2. Advice for individuals wanting to assist those in their local community

[Safeguarding and DBS Factsheet: FAQs.](#)

Public Health Information

Useful links to help you with any anxieties you may be feeling

Public Health England

Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19)

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

The Wellbeing and Mental Health helpline is now open 24 hours to help people deal with the implications of the coronavirus pandemic on their mental health. If you need mental health support call **0800 915 4640** or text 'Hello' to **07862 022846**. There is more information at www.lscft.nhs.uk/news/814

World Health Organisation - Mental Health Considerations during COVID-19 Outbreak - 6th March 2020

https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2

Mental Health Foundation - Looking after your mental health during the Coronavirus outbreak - 18 March 2020

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

Anna Freud Centre – Supporting Young People’s Mental Health during Times of Disruption

<https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

Curated by MIND (Toolkit) Mental Health at Work: Coronavirus and isolation: supporting yourself and your colleagues

<https://www.mentalhealthatwork.org.uk/toolkit/coronavirus-and-isolation-supporting-yourself-and-your-colleagues/>

Looking after your feelings and your body (Easy Read)

March 2020

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876996/Easy_read_looking_after_your_feelings_and_body.pdf

For the Farming Community

Farm Safety Foundation – Corona virus and mental wellbeing

Mental wellbeing advice for the farming community in general and young farmers in particular.

<https://www.yellowwellies.org/>

Royal Agricultural Benevolent Institution – Practical support and advice for farmers

<https://rabi.org.uk/need-help/mental-health/>

Mindfulness

Oxford Mindfulness Centre – Mindfulness sessions and podcasts

Sessions are completely free and open to the general public, meaning you do not need prior mindfulness experience or practice to take part. Each session will also be available as a free podcast shortly after for anyone who missed the live session or wishes to practice again.

<https://www.oxfordmindfulness.org/learn-mindfulness/online-sessions-podcasts/>

Family Mental Health

Lancashire & South Cumbria NHS Foundation Trust - Mental Health Family Hour

A live webinar every Tuesday at 10am providing a great opportunity for families to discuss their mental well-being.

The first live session will be on the 21st April at 10am. The link is –

www.twitch.tv/mindsetbydave

Pre-recorded session on YouTube - <https://youtu.be/wZKO4sb9BAk>

Ulverston Mind Services:

- No face to face support groups running but providing weekly telephone support
- Connecting Mums Project: Peri Natal Support

<http://www.ulverstonmind.org.uk/>

Suicide Prevention

We recognise in these very challenging circumstances there may be people whose struggle with their mental wellbeing may lead them to consider suicide. You may be interested in Suicide Prevention so please undertake the 20 minutes free e-learning training developed by the Zero Suicide Alliance 'Suicide – let's Talk' by following this link. <http://www.zerosuicidealliance.com/training/>

Bereavement support

Child Bereavement UK: www.childbereavementuk.org

Helplines: 0800 0288840 Local: 01539 628 311

cumbriasupport@childbereavementuk.org

Cruse Bereavement Care: www.crusecumbria.org.uk

Helplines 0844 477 9400 Local: 0300 6003434

helpline@cruse.org.uk

Faith guidance

Inter Faith Network member bodies on Covid-19

Guidance can be found at <https://www.interfaith.org.uk/news/covid-19>

Spiritual Care Resources for Religious Holidays (Passover, Easter, and Ramadan) during the COVID-19 Pandemic.

Information on traditional religious practices during high holy days in the Jewish, Christian, and Islamic traditions as well as resources for those who are spiritual but not religious can be found at

<https://chaplaincyinnovation.org/wp-content/uploads/2020/04/Spiritual-Care-Resources-Final-4.2.20-2.pdf>

Volunteering in your community

Support Cumbria

Vulnerable people and elderly people in your community who are staying at home, self-isolating or shielding may need the support of volunteers - could you help?

SupportCumbria.org.uk is a collaboration of agencies and communities across Cumbria to offer volunteering support at a community level. They are looking for volunteers of all levels.

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

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

Local and Voluntary Support Groups

Social Media Groups

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

**Ambleside Parish Centre
Arnside Volunteer Group
Coniston Sports and Social Centre Covid 19 Support
Dent with Cowgill Community Forum
GAP Wellbeing Hub
Grasmere (& surrounding) Covid help
Haverthwaite Parish Council COVID 19 Support
Covid@heversham.com contact line
Kendal Food Delivery Businesses During Self Isolation
Kendal Self-Isolation Support
Kirkby Lonsdale Coronavirus Mutual Aid Group
Levens Good Neighbours
Milnthorpe Volunteer Group
Milnthorpe 'What's Going On'
Sedbergh & District Covid 19 Support
Staveley Together Support Group
Windermere/Bowness Self Isolation
Ulverston Self-Isolation Support Group**

Age UK South Lakeland are providing a number of emergency support services to people aged 70+ across the district. These services include;

- Telephone Shopping Service
- Prescription Collection Service
- Hospital Transport Service
- Healthy at Home Resources

These emergency support services are available to people who need to self-isolate and have no other available means of support. Services can be accessed by calling Age UK South Lakeland helpline on 030 300 30003.

Carers Support South Lakes are now operating their services remotely, all staff have access to laptops so support to unpaid Carers will continue. The offices in Stricklandgate House in Kendal are now closed.

While they are not able to offer face to face support or home assessments, these will continue via telephone. Contingency/Emergency plans will continue to be offered and put in place for Carers who do not have them.

The Volunteer Counselling Service will provide telephone counselling to ensure that Carers counselling remains a priority. The Lasting Power of Attorney service will continue via telephone and electronically.

Further information, guidance and signposting will be posted on the **Carers Support South Lakes** Facebook page and website www.carersupportsouthlakes.org.uk

Ambleside Parish Centre are providing the following services and support

- Co-ordinating volunteers and matching to requests for help which will lead to a buddying system
- Collecting and delivering prescriptions and medicines
- Dog walking
- Pen friends via email
- Welfare phone calls
- Specialist phone councillors – mental health; debt; career (CVs); signposting for ex forces
- Facebook pages: – Ambleside community vs. Coronavirus
APC family group (ideas to keep children occupied)

Please contact **email:** admin@amblesidepc.org.uk **or phone** 015394 34172

Information for Local Support Groups

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.

Third Sector Organisations

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, and 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.

Household Waste Recycling Centres (Tips)

Following the latest government guidance on COVID-19 and in light of the rapidly moving situation, the Council has taken the difficult decision to close all 14 of the Council's Household Waste Recycling Centres (HWRCs) until further notice.

The Government has been clear under which very limited circumstances individuals are permitted to leave their home. The HWRC sites do not fall within these categories, and keeping the sites open is encouraging residents to continue to leave their homes and visit the sites.

Please continue to use existing District Council local kerbside waste collection services. Some of our District Council partners have taken the decision to temporarily withdraw their garden waste collections, therefore please keep your garden waste for now. In the meantime, you can:

- Home compost
- Leave grass cuttings on the lawn where they will mulch down to provide nutrients
- Leave areas of grass uncut (the wildlife will love this!)

In addition, please keep additional waste to a minimum - avoid any home projects that will generate waste such as clearing out your garage or shed, and store all your waste at home until the Government restrictions are lifted. We thank you for your cooperation, support and understanding in these unprecedented times.

Transport

Changes to Bus Services across Cumbria

Stagecoach have made 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

Travel & accommodation

Gates Travel Covid-19 support

T: 01539 815940 businesstravel@gatesttravel.co.uk

NHS and Key Worker Accommodation

We have access to reservations at over 140 hotels and self-catering properties nationally which remain open for NHS and other Key Workers. These include Premier Inn and Travelodge hotels.

Please contact us with your requirements. We will provide our usual reservation management, billback and invoicing services in accordance with your organisation's purchasing instructions.

Rail Ticket Refunds

All Train Operating Companies have agreed to waive cancellation fees for Anytime and Off-Peak ticket types. This now applies to all dates of travel, the previous limit of 30th April has been removed.

Advance tickets which were booked prior to 23rd March for travel on or after 23rd March can be refunded free of charge, provided the refund application is made before departure of the first booked train.

Advance tickets for all dates of travel can be exchanged free of charge for a new date or time. Application must be made before departure of the first booked train and any additional fare for the new journey must be paid.

As always, please tell us at the earliest opportunity if you know that you will not be travelling and please return any unused tickets us. If you have a ToD Collection Reference for a journey you will not be making, you do not need to collect the tickets but you do still need to tell us that you are not travelling. The usual 28 day limit for refund applications has been relaxed to 56 days and, exceptionally, we may be able to accept scanned copies of tickets if it is impractical to return the originals.

Please contact us by email businesstravel@gatestravel.co.uk

For urgent requests, please telephone 01539 815940. We are available to answer calls during our normal office hours 08:30 to 17:30 Monday to Friday

In emergency, you can contact our Duty Manager on 01539 797454 for assistance out of hours.

Funding and Financial Support

Business Rates Bills for 2020/2021, Government Funding and Support

For information please visit www.southlakeland.gov.uk which we will be posting updates on a regular basis.

Business Grant Funding

For information please visit [Coronavirus \(COVID-19\) support and advice](#) page on our

- You can sign up to receive GOV.UK email alerts on Coronavirus [here](#).
- Sign up to receive our business newsletter [here](#).

SLDC has Business Continuity Plans in place and is working hard to ensure that we can continue to operate our services so that we can support our community as the Coronavirus response develops.

Credit Union

Eden & South Lakeland Credit Union have temporarily closed their offices. Members will be continue to be able to transact with the credit union by phone or email. Please email customerservice@edensouthlakeland.com or telephone **01768 890065** with any questions.

Citizens Advice

South Lakes Citizens Advice offices in Kendal, Ulverston and Windermere are closed for face to face appointments and drop-in sessions. Information and advice are still available by phone.

For new enquiries or for telephone advice please ring **03444 111 444**.

For debt and on-going enquiries, telephone **015394 46464**.

Cumbria Community Foundation COVID-19 Response Fund

Cumbria Community Foundation has set up a fund to help charitable groups support vulnerable people affected by Coronavirus (COVID-19). As the virus spreads across the county, those who are vulnerable will be hardest hit and in times of crisis, many people turn to charities for support.

Groups wanting to enquire about funding should follow this link <https://www.cumbriafoundation.org/fund/covid19-response-fund/> or contact the grants team via email grants@cumbriafoundation.org

Persimmon Homes – Charity Funding

Building Futures

Persimmon's Charitable Foundation has this week committed to relaunching its Building Futures scheme for 2020. As part of its sponsorship of Team GB, Persimmon will donate more than £1 million to support children in sport, health and education.

We are calling on local groups within your area which support children to apply. It can all be done online remotely at www.persimmonhomes.com/building-futures.

Community Champions

Persimmon's Community Champions initiative has run since 2015 and gives away £64,000 every month in single donations up to the value of £1,000. So far over £3.5 million has been donated in the UK.

Persimmon has decided that from April 2020 all funding will go directly to groups supporting the over 70s.

However, we need your help to find these groups. If you know of any, can you let them know that funding is available? Again, they can apply online at www.persimmonhomes.com/community-champions

Active Cumbria – response to Coronavirus **Staying Active at home**

With everything that is happening in the world right now, for some of you the thought of being physically active may be the last thing on your mind, however it is as important as ever to try to take some form of activity and stay active. Being active not only helps to maintain and improve our physical health but is equally as important for our mental wellbeing.

No matter how old you are, how fit and able you are, or even how much space you have, there is an activity for us all. Now just might be the right time to try something new or commit to forming a new habit.

It doesn't matter what you do or how long you do it for just try moving a little bit more each day.

Whether you're a regular gym goer, yoga lover or just enjoy a gentle daily stroll around your local area, there are still many ways to stay active within your own home during these challenging times. Looking for some inspiration? Then why not try the following;

- Connect your mind and body through [Yoga with Adriene](#)
- Keep the kids entertained with [Jumpstart Jonny](#)
- Or for a more gentle affair '[Try 10](#)'

For more ideas and ways to **#StayInWorkOut** why not visit;
[Active Cumbria – Keeping Active at Home](#)
[Sport England – Stay In Work Out](#)

Complete this Survey:

Call for local voluntary, community and social enterprise sector organisations to please complete a survey which has been developed by Cumbria Community Foundation and Cumbria on behalf of Cumbria Community Resilience Group. The response so far has been low from clubs and groups in the **sport and physical activity sector**.

The survey is aimed to capture some information on how not for profit organisations are responding to Coronavirus, and how they are being affected by the pandemic.

The survey has now been reopened:

<https://www.surveymonkey.co.uk/r/CCRG-VCSE-Covid-19-Survey>

(Please note: If you have already completed this survey, you will be sent an alternative smaller survey to complete)

Organisations should please respond by **Friday 24 April**

Support for Employees, Benefit Claimants and Businesses

Department for Work & Pensions (DWP)

DWP clients can initiate a claim for Universal Credit online 24 hours a day. We are maintaining digital and telephony based support for working age claims to Universal Credit (UC), Job Seekers allowance (JSA) & Employment & Support Allowance (ESA). Clients simply need to claim online or call the **Freephone** numbers and we will manage a very streamlined process. We currently have an unprecedented volume of claims and our priority is to trust what clients have told us during the online process, on the phone to protect payments for all of our clients.

The once and done process is designed to move clients to full payment with pace and purpose which will negate the need to have digital access for our vulnerable clients (indefinitely).

If clients have no phone and no access to IT then the Jobcentre in local authority areas are staffed and clients can simply call the number shown on the front door or knock on the door and explain the situation – an appointment will then be immediately managed.

Contact Universal Credit

You can contact Universal Credit:

- through your **online account**
- by calling the Universal Credit helpline

Universal Credit helpline

Telephone: 0800 328 5644

Textphone: 0800 328 1344

NGT text relay – if you cannot hear or speak on the phone: 18001 then 0800 328 5644

Welsh language: 0800 328 1744

Monday to Friday, 8am to 6pm

Find out about call charges

If your query is about claiming 'new style' benefits with Universal Credit

You could get '**new style**' **Employment and Support Allowance (ESA)** or '**new style**' **Jobseeker's Allowance (JSA)** at the same time or instead of Universal Credit.

Apply for 'new style' ESA

To make a 'new style' ESA claim, send a message to your case manager on your Universal Credit online journal. They can help you claim for 'new style' ESA if you're eligible. If you're not getting Universal Credit, call the Universal Credit helpline to apply for 'new style' ESA.

Apply for 'new style' JSA

You can [apply for 'new style' JSA online](#) or contact the Jobcentre Plus helpline.

Job Centres

Appointments

People receiving benefits do not have to attend job centre appointments for at least 3 months, starting from Thursday 19 March 2020. People will continue to receive their benefits as normal, but all requirements to attend the job centre in person are suspended.

People can still make applications for benefits online if they are eligible.

Job centres remain open, and will continue to support people who are not able to use phones and online, including homeless people.

For people already claiming support

Special arrangements will be in place for people in receipt of benefits who cannot attend reassessments or jobcentre appointments because they are required to stay at home or are infected by coronavirus.

The arrangements are:

- disabled and sick claimants who cannot attend a reassessment for Personal Independence Payment (PIP), Employment and Support Allowance (ESA) or Universal Credit will continue to receive their payments while their assessment is rearranged
- people who need to claim ESA or Universal Credit because of coronavirus
- will not be required to produce a fit note.

- when claimants tell us in good time that they are staying at home or that they have been diagnosed with coronavirus, they will not be sanctioned – we will review their conditionality requirements in their claimant commitment, to ensure they are reasonable
- claimants who are staying at home as a result of coronavirus will have their mandatory work search and work availability requirements removed to account for a period of sickness

For people who need to make a new claim for financial support

We understand people who are required to stay at home or are infected by coronavirus may need financial support, and quickly.

We announce that:

- those affected by coronavirus will be able to apply for Universal Credit and can receive up to a month's advance up front without physically attending a job centre
- the 7 waiting days for ESA for new claimants will not apply if they are suffering from coronavirus or are required to stay at home – so it will be payable from day one

Employees and self-employed people

To make sure people in work can take the necessary time off to stay at home if they are suffering from coronavirus or to prevent its spread, changes have been made to Statutory Sick Pay and how Universal Credit supports self-employed claimants to include:

- people who cannot work due to coronavirus and are eligible for Statutory Sick Pay will get it from day one, rather than from the fourth day of their illness – we intend to legislate so this measure applies retrospectively from 13 March 2020
- Statutory Sick Pay will be payable to people who are staying at home on government advice, not just those who are infected, from 13 March 2020 after regulations were laid on 12 March 2020 – employers are urged to use their discretion about what evidence, if any, they ask for
- if employees need to provide evidence to their employer that they need to stay at home due to coronavirus, they will be able to get it from the NHS 111 Online instead of having to get a fit note from their doctor – this is currently under development and will be made available soon
- self-employed claimants on Universal Credit who are required to stay at home or are ill as a result of coronavirus will not have a Minimum Income Floor (an assumed level of income) applied for a period of time while affected

Businesses

The government wants to ensure businesses are supported to deal with the temporary economic impacts of an outbreak of coronavirus.

Employers with fewer than 250 employees will be able to reclaim Statutory Sick Pay for employees unable to work because of coronavirus. This refund will be for up to 2 weeks per employee.

Find out about other government support for businesses

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

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

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>

Royal Society for the Prevention of Accidents

Coronavirus: Accident Free, Avoid A&E

We've developed a new information hub at www.rosipa.com/AccidentFree, where everyone who is affected by social distancing measures – whatever their age and circumstances – can find information that is relevant to them during these difficult times. Lack of supervision for young children while parents are #WorkingFromHome can be an accident waiting to happen.

Prevent accidents. Protect your family. Help the [@NHS](https://www.nhs.uk). @RoSPA has advice and information at www.rosipa.com/AccidentFree #AccidentFreeAvoidAandE #StaySafeAtHome #StayHomeStaySafe

Foodbanks

Windermere & District Foodbank

The foodbank is open on Wednesdays and Fridays at The Methodist Church Basement, Main Road, Windermere.

Details can be found at: <https://windermeredistrict.foodbank.org.uk>

CORONAVIRUS (COVID-19) UPDATE

SOUTH LAKELAND

If in crisis, you should ring the emergency telephone numbers 01539 422569 or 07789 728811 when arrangements can be made to deliver food parcels. Enquiries can also be made to admin@amblesidepc.org.uk

Ambleside & District Foodbank (satellite to Windermere)

The foodbank is open on Tuesdays and Thursdays from 11am – 1pm at the Ambleside Parish Centre. Fresh food has been donated and is available to collect from the foyer at Ambleside Parish Centre on those days. Books and toys are also available.

If you would like to donate to either of the above but can't leave the house, you can donate by bank transfer for food to be purchased. Enquiries should be made to admin@amblesidepc.org.uk

Kings Food Bank Kendal

King's Food Bank is open at the Shakespeare Centre in Kendal on Tuesday, Wednesday and Friday 12 - 3pm for food collections and are still taking referrals from partner agencies. Limited deliveries are still being made, although people are requested to collect food wherever possible due to fewer volunteers being available to make deliveries

Details can be found at <http://www.kingsfoodbank.org.uk/>

Ulverston Food Bank

Ulverston food bank opening hours have been reduced to Monday, Wednesday, Thursday 11.am – 1.pm.

Details can be found at <https://barrow.foodbank.org.uk/category/ulverston/>

Milnthorpe Food Bank

Providing short term emergency food parcels to those living in and around the Milnthorpe area. This includes Milnthorpe, Heversham, Storth, Beetham, Crooklands, Burton, Holme and Arnside areas.

Details can be found at <http://www.milnthorpefoodbank.org/> or call 07582 166564.

Meal service for LA12 now available Telephone: 01229 357951

A main and a pudding for £4, made by Fox catering in Bardsea then frozen, delivered in foil containers with heat instructions on, or can be put into a suitable container and microwaved. Delivered Wednesday and Saturdays, orders need to come in by lunch time the day before. We call people to check for allergies etc.

CORONAVIRUS (COVID-19) UPDATE

SOUTH LAKELAND

Payment is by card either over phone or they can be paid online at www.ulverston.com through the donate tab. You need to put name and address and dates of meals being paid for. If you have no family and can't pay then we will provide free. This service is for the vulnerable, elderly, disabled, single people or older couples or recently bereaved.

Together We Can

Cumbria #TogetherWeCan is a campaign bringing you positive stories and information from across the county, lifting morale and showcasing the efforts of people responding to the outbreak of #COVID19 #Coronavirus.

Twitter: @TogetherCumbria <https://twitter.com/TogetherCumbria>

Instagram: @TogetherCumbria <https://www.instagram.com/togethercumbria>

Facebook: @TogetherCumbria <https://www.facebook.com/TogetherCumbria>

Email: SouthLakeland.AreaSupport.gov.uk



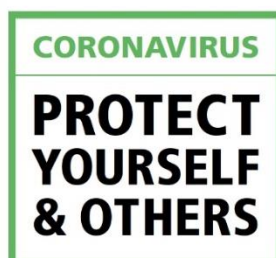
CORONAVIRUS
WASH YOUR HANDS
MORE OFTEN
FOR 20 SECONDS

**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**



HM Government

NHS

Coronavirus

Isolate your household

Stay at home

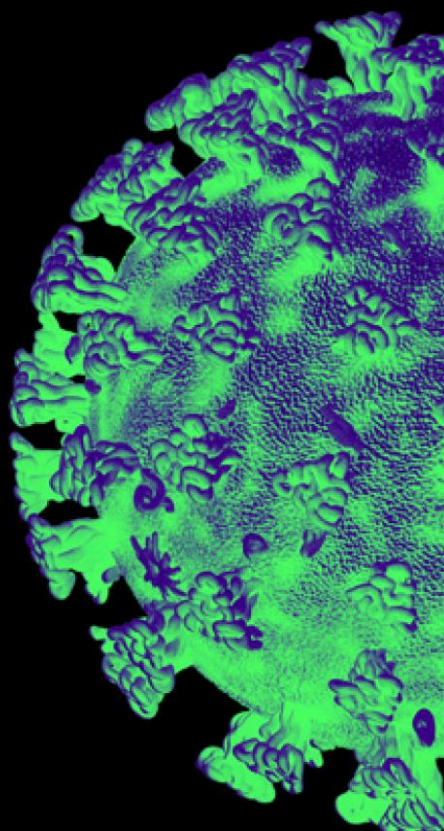
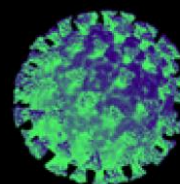
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **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**



Safeguarding Adults Covid-19 for people who are self-isolating



We want to make sure that the **most vulnerable are safe** when they are self isolating. Here are some things to think about if you are offered, or need, support during this time.

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

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



Contact us

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

Copeland and Allerdale - 0300 303 3589 Carlisle and Eden - 0300 303 3249

Furness and South Lakes - 0300 303 2704 Out of Hours 01228 526690

In an emergency, call 999

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



@cumbriasab



cumbriasab.org.uk