

Prevent—Inform—Assist

ColchesterBoroughCouncil's Covid-19 Community ResponsePack

VERSION 17

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2021

www.colchester.gov.uk/coronavirus



Hands/Face/Space/Ventilation

INTRODUCTION

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

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

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

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

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

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

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

Organisations or groups who need advice or support are encouraged to contact the Communities Response team by emailing communities@colchester.gov.uk

Community360 is co-ordinating an extensive volunteer response, along with many local communities who are mobilising themselves into action. Contact them at information@community360.org.uk

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

**MAKE SURE
YOU GET THE
SUPPORT
YOU NEED**



CONTENTS

	Page
<u>Colchester key contacts</u>	5
<u>Roadmap out of lockdown</u>	6
<u>Useful links</u>	8
<u>Useful social media channels</u>	10
<u>Local Facebook support groups</u>	10
<u>Further local support</u>	12
<u>Report a breach of COVID-19 restrictions</u>	16
<u>National lockdown—STAY AT HOME</u>	17
<u>Travel advice</u>	33
<u>Who's at higher risk from Coronavirus?</u>	38
<u>I have just been added to the shielded patients list—what does this mean?</u>	40
<u>Clinically extremely vulnerable people—SHIELDING</u>	41
<u>Registering for support</u>	43
<u>Roadmap out of lockdown</u>	47
<u>Protect yourself and others</u>	53
<u>Wearing a face covering or mask</u>	60
<u>Maintaining and disposing of face coverings</u>	66
<u>Using the NHS and other health services</u>	67
<u>A cold, the flu or coronavirus</u>	70
<u>NHS test and trace service</u>	72
<u>COVID-19 Testing Centre Opens in Colchester</u>	75
<u>Help and financial support while you are self-isolating</u>	76
<u>NHS COVID App</u>	78
<u>Isolating—Stay at home advice</u>	80
<u>How to look after yourself if you have COVID 19</u>	93
<u>Coronavirus Vaccines</u>	94
<u>Vaccine scams</u>	102
<u>Coronavirus Vaccine MythBusters</u>	102
<u>Covid-19 MythBusters</u>	106
<u>Information and advice for non English speaking residents</u>	108
<u>Financial and employment support</u>	113

<u>Colchester Food Bank</u>	118
<u>Support for families with children</u>	122
<u>Childcare bubbles</u>	125
<u>Information and resources for disabled people</u>	128
<u>Support for carers</u>	129
<u>Support for older people</u>	131
<u>Support for students</u>	133
<u>Business Support</u>	135
<u>Register to order coronavirus tests for your employees</u>	138
<u>What does lockdown mean for businesses</u>	139
<u>Community360</u>	142
<u>Things to consider when volunteering</u>	143
<u>Urgent call out for specialist volunteers and vaccination marshals</u>	145
<u>Utilities</u>	146
<u>CBC service updates</u>	148
<u>How to keep well during COVID-19</u>	151
<u>Anxious or worried?</u>	155
<u>Community Safety</u>	159
<u>Coronavirus scams</u>	162
<u>Secure/Protect/Prevent</u>	165
<u>Advice from the Fire Service</u>	166
<u>Domestic and sexual abuse help</u>	167
<u>Hate Crime</u>	174
<u>When visiting the town centre</u>	176
<u>Shopping and supermarkets</u>	178
<u>Coronavirus and faith</u>	180
<u>Bereavement support</u>	184
<u>BAME Bereavement Support</u>	185

COLCHESTER KEY CONTACTS

COMMUNITY RESPONSE TEAM

Neighbourhood 1:

Yovone Cook 07976794786

yovone.cook@colchester.gov.uk

Neighbourhood 2:

Yovone Cook 07976794786

yovone.cook@colchester.gov.uk

Neighbourhood 3:

Siobhan McLeod 07966240457

Siobhan.mcleod@colchester.gov.uk

Neighbourhood 4:

Cathy Doyle 07795084328

Catherine.doyle@colchester.gov.uk

Neighbourhood 5:

Chrissy Henegan 07966235791

Chrissy.henegan@colchester.gov.uk

Neighbourhood 6:

Siobhan McLeod 07966240457

Siobhan.mcleod@colchester.gov.uk

Community Response team
communities@colchester.gov.uk

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

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

Colchester Borough Councils Digital Access Team. For support with getting connected email digital.accesssupport@colchester.gov.uk or call 01206 282452.

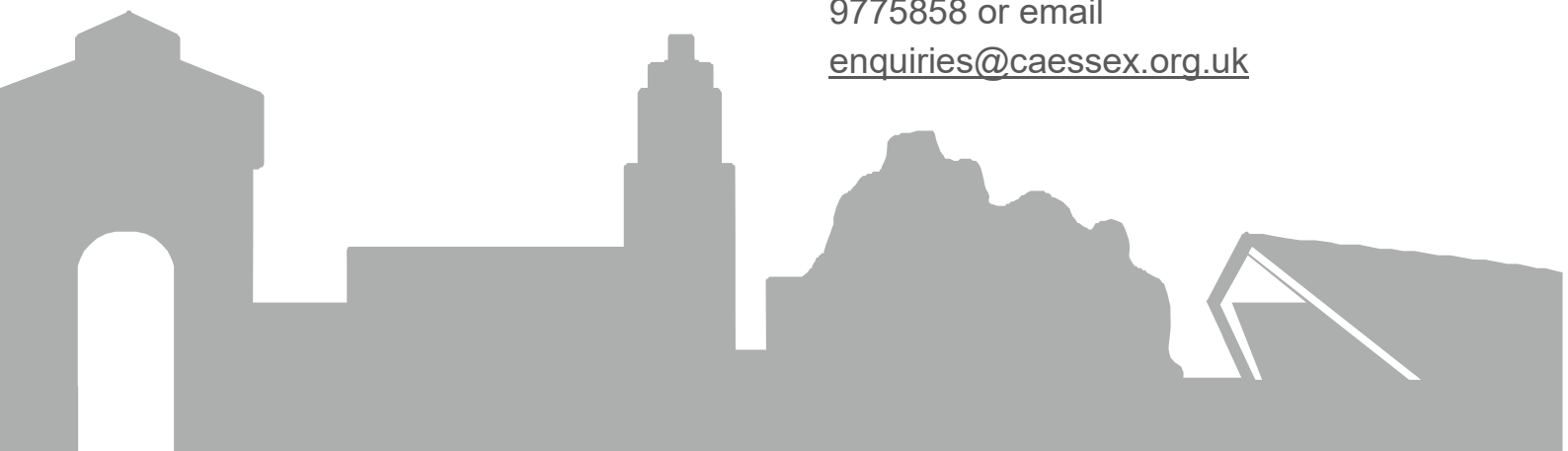
Parish Councils: a directory of town and parish Councils can be found [here](#).

Ward Councillors: Contact details of all Ward Councillors can be found [here](#).

CBC Neighbourhood Teams:
neighbourhood.priority@colchester.gov.uk

Essex Wellbeing Service. Call 0300 303 9988. Email provide.essexwellbeing@nhs.net

Community Agents Call free on 0800 9775858 or email enquiries@caessex.org.uk



ROADMAP OUT OF LOCKDOWN

The government has published the 'COVID-19 Response - Spring 2021' setting out the roadmap out of the current lockdown for England. This explains how the restrictions will be lifted over time.

England is still in a national lockdown. You must stay at home, leaving only where permitted by law, and follow the rules.

From 8 March, some of the rules on what you can and cannot do will be changing:

- You will be allowed to spend time in outdoor public spaces for recreation on your own, with one other person, or with your household or support bubble. This means you can sit down for a drink or picnic. You must continue to maintain social distance from those outside your household. This is in addition to outdoor exercise, which is already permitted.
- Pupils and students in all schools and further education settings will be able to return to face-to-face education.
- Wraparound childcare can reopen and other children's activities can restart for all children where it is needed to enable parents to work, attend education, seek medical care or attend a support group. Vulnerable children can attend childcare and other children's activities in all circumstances.
- Students on practical higher education courses at English universities who have not already returned and would be unable to complete their courses if they did not return to take part in practical teaching, access specialist facilities or complete assessments will be able to return.
- Restrictions on international travel will continue. Holidays will not be a permitted reason to travel.
- Those seeking to leave the UK must complete an outbound declaration of travel form ahead of departure.
- The rules on visiting care homes will change to allow regular indoor visits for a single named visitor.

No further significant changes will be made on 8 March and restrictions requiring you to stay at home will remain in place. Later changes, including from 29 March, are set out in the roadmap.

The clinically extremely vulnerable are advised not to attend work, school or education until 31 March.

For more information on the Government's roadmap to lockdown see pages 47—52



HM Government



ENGLAND LOCKDOWN

STAY AT HOME

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

▶ LEAVING HOME

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

▶ MEETING OTHERS

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

▶ EXERCISE

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

▶ BARS, PUBS AND RESTAURANTS

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

▶ RETAIL

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

▶ WORK AND BUSINESS

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

▶ EDUCATION

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

▶ LEISURE AND SPORTING FACILITIES

Closed, with limited exceptions.

▶ ACCOMMODATION

Closed, with limited exceptions.

▶ PERSONAL CARE

Closed.

▶ ENTERTAINMENT

Closed.

▶ OVERNIGHT STAYS

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

▶ WEDDINGS AND FUNERALS

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

▶ PLACES OF WORSHIP

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

▶ TRAVELLING

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

▶ CLINICALLY EXTREMELY VULNERABLE

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

▶ CARE HOME VISITS

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

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

For more information go to:
gov.uk/coronavirus

USEFUL LINKS

GOVERNMENT ADVICE

- [National lockdown: Stay at home advice](#)
- [4 step plan to ease lockdown—spring 2021](#)

Social distancing and shielding

- [Social distancing rules](#)
- [Support bubbles: close contact with another household](#)
- [Childcare bubbles: looking after children with another household](#)
- [Shielding: get support if you're clinically extremely vulnerable](#)
- [Shielding: how to protect yourself if you're clinically extremely vulnerable](#)

Testing and self-isolating

- [Find out about coronavirus testing](#)
- [Get a test if you have symptoms](#)
- [Get a test if you do not have symptoms](#)
- [Report a COVID-19 test result from a lateral flow test kit](#)
- [Book a test if you have a verification code](#)
- [Businesses: ordering workplace tests](#)
- [Self-isolating: check if you can get a £500 Test and Trace Support Payment](#)
- [Self-isolating: stay at home if you think you have coronavirus](#)
- [NHS test and trace: what to do if you are contacted](#)

International travel

- [International travel is restricted: check](#)

coronavirus travel advice

- [Entering or returning to the UK](#)
- [How to quarantine when you arrive in England](#)
- [Booking a stay and tests in a quarantine hotel](#)
- [Testing for people travelling to England](#)
- [Reduce self-isolation time after travel by paying for a test](#)

Schools, universities, education and childcare

- [Guidance for teachers, school leaders, carers, parents and students](#)
- [Parents and carers: what you need to know](#)
- [Helping children learn from home](#)
- [Who can go to school or college: children of critical workers and vulnerable children](#)
- [Childcare bubbles](#)
- [Supporting children and young people's mental health and wellbeing](#)
- [Keeping children safe online](#)

Vaccination

- [COVID-19 vaccination programme](#)
- [Vaccination information in other languages, including Punjabi, Arabic and Bengali](#)

Work and financial support

- [Getting financial help and staying safe at work](#)
- [Furlough: Check if your employer can put you on temporary leave](#)

- [Redundancy: your rights](#)
- [Apply for a Test and Trace Support Payment](#)

Businesses and self employed people

Getting financial help and keeping your business safe

- [Your business has had to close: check if you can get a grant](#)
- [Financial support for businesses and self-employed people](#)
- [Register to order coronavirus tests for your employees](#)
- [How to make your workplace COVID-secure](#)

NHS GUIDANCE

- [Coronavirus vaccination information in England](#)
- [Suffolk and North East Essex COVID-19 Vaccination Service](#)
- [NHS Coronavirus vaccine](#)
- [NHS COVID-19 App](#)
- [NHS: Test and Trace](#)
- [East Suffolk and North Essex NHS - Coronavirus](#)

- [NHS Guidance - Coronavirus](#)
- [NHS - what to do if you or someone you live with has coronavirus symptoms](#)
- [NHS 111](#)
- [NHS Every Mind Matters](#)
- [NHS - Need help from a Volunteer Responder?](#)
- [NHS Guidance for those with learning disabilities](#)

OTHER ADVICE

- [World Health Organisation Advice](#)
- [Essex County Council COVID-19 advice](#)
- [Follow Public Health England on Twitter](#)
- [Essex Police advice on COVID-19](#)
- [Coronavirus \(COVID-19\): advice for UK visa applicants and temporary UK residents](#)
- [Getting Help in Essex](#)
- [Citizens Advice: advice if you're worried about working](#)





USEFUL SOCIAL MEDIA CHANNELS AND WEBSITES

[Colchester Borough council website](#)

[Colchester Borough Council Facebook page](#)

[Colchester Borough Council Twitter](#)

[Community360 Facebook Page](#)

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

[Essex County Council Facebook page](#)

[Essex County Council on Twitter](#)

[Essex Coronavirus Action Facebook Page](#)

[Suffolk and North East Essex COVID-19 Vaccination Service](#)

LOCAL FACEBOOK SUPPORT GROUPS

These groups have appeared to support residents with everything from collecting food and prescriptions to befriending and odd jobs. This is not an exhaustive list and new groups may appear from time to time. Some of the groups may be private and you may need to request to join them. *Please note many have scaled back their efforts but are still there to help if needed.*

[Colchester Community Volunteer Group](#)

[Abberton & Langenhoe Parish Council](#)

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

[Ardleigh Parish Church.](#)

[Birch Village Facebook Community Group](#)

[Boxted Community Hub.](#) Call: 01206 272129 or 07488 345019.

[Chappel and Wakes Colne Local Events and Local Matter Facebook Group](#)

[Chappel Parish Council.](#) Call Helen Cook: 01206 589095 Email parishclerk@chappel.org

[Colchester's anti loo roll brigade](#)

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



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

Fordham Parish Council

Fordham Village Facebook Group

Great Horkesley and Boxted

Great Tey - All Street / Village Matters

Highwoods Colchester Community Group

Hugh Dickenson Road Neighbours:

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

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

Layer Parish Council

Marks Tey Parish Council

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

Men in Sheds

Mile End & Braiswick Community Hub

New Town Community Group

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

Rowhedge Covid-19 Support Facebook Group

Rowhedge Wharf Bloor/Hills "residents" Development Facebook Page

Secret Layer Facebook Group

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

Stanway Residents Group Facebook Page

St Johns and Highwoods Community Hub

Tiptree Good Neighbours Private Facebook Group

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

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

West Bergholt Care Network

Wivenhoe Mutual Aid Facebook Page

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



FURTHER LOCAL SUPPORT

Essex Wellbeing Service

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

Call 0300 303 9988. Mon– Fri 8am—7pm. Sat 10am—2pm. Email provide.essexwellbeing@nhs.net

[Register for help here.](#)

Community Agents Essex is a countywide network of agents and volunteers who support older people and informal carers to find and develop independent living solutions from within their local community.

- promoting health and independence
- reducing social isolation
- finding practical solutions to daily living
- providing confidential trusted Information
- informing choice and reducing confusion
- increasing individual and community resilience

Colchester's Community Agents are

Morna Clements: Call 07305488233 or

email morna.clements@caessex.org.uk

Clive Wakeford: Call 07540720604 or email clive.wakeford@caessex.org.uk

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

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

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

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

St Helena Hospice SinglePoint

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

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

befriending@ageconcerncolchester.org.uk

Macmillan Cancer telephone buddy support service.

Macmillan are launching a countrywide telephone befriending service.

Action for hearing loss. Your local action for Hearing Loss Community Support Officer can help with adjusting hearing aids, batteries and re tubing plus more. Call Angie on 07442 538939 or email angela.baker@hearingloss.org.uk

Community360. Virtual pub lunches, walk and talk sessions, telephone befriending and for patients leaving Colchester hospital light touch support from volunteer befrienders to help you get back on your feet. Please call 01206 505250 or email information@community360.org.uk

Reengage. Call companions telephone befriending service. Their call companions love a good chat and they're great listeners too. They'll enjoy getting to know you and telling you a bit about their lives too. Whatever you talk about, the phone calls will give you a real boost. Call companions is a free service. Please do give them a call on 0800 716543 or email at info@reengage.org.uk

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

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

Essex Law Clinic. The Essex Law Clinic provides free legal advice to those who live, study or work in Essex, and who cannot obtain legal advice in other ways or afford to pay for a lawyer.

Appointments are completely confidential and are currently being conducted online through Zoom, either directly or facilitated by a support organisation. A written letter of advice will be provided following the interview.

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

They are unable to offer appointments for issues that concern immigration, criminal law, tax and debt management. Please email lawclinic@essex.ac.uk for a referral form and more details about the service.

Essex Free School Uniform; The Essex Free School Uniform has been set up to help alleviate the pressure on parents by assisting with the cost of school uniform that can be accessed by a request through FOODBANK (and other partners) or direct through their email address uniform@networks.org.

African Families in the UK The one stop place for families of African origin resident in the UK to seeking advice, information on matters relating to parenting, children's education and any family friendly activities that enrich family lives. Contact: Rachel Walton Tel: 07539 455974 afiukrachel@gmail.com

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

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

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

Website: <https://healthwatchessex.org.uk/> where we can also be contacted via WhatsApp and live chat. Feedback Centre: <https://healthwatchessex.org.uk/services/>

Essex Befriends. Whether you are feeling lonely, isolated, stopped doing

things you once loved or generally lack in confidence, Essex Befriends is here to help. It offers befriending services to people over 18 and who are carers, older people, those experiencing mental ill health or who have a learning disability.

They are currently making most of their contacts by phone, video call, e-mail or texts. Where appropriate and safe, Befrienders can also meet the person they are Befriending in outside spaces.

If volunteering as a Befriender is of interest to you please apply via the Essex Befriends website. Call: 0300 770 1263. Email: essexbefriends@affc.org.uk

Macmillan Information Centre.

Providing emotional and practical support to anyone that has been affected by cancer.

Colchester Hospital, CO4 5JL 01206 745347. Email esneft.cancerwell-beingcentre@nhs.net. National Macmillan Number 0808 808 00 00

Alzheimer's Society Community

Support Service Essex. Providing support via virtual groups, including peer support, quizzes, activity groups, virtual coffee mornings and signing for the brain. Email
dementia.connect@alzheimers.org.uk or telephone 0333 150 3456

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

anyone else). Will issue foodbank vouchers and arrange delivery, can link with other organisations, help with housing and benefit and social care issues, advice on activities and care and support. Assistance with Covid testing and access to health services. Also have a small respite pot and may be able to assist with this. They can provide regular phone and or Zoom/MST support as often as someone may need this. Have a wealth of knowledge and contacts and try and help where they can.

Suffolk Law Centre

Housing legal advice and assistance is now available at Suffolk Law Centre under Legal Aid which can pay some or all of a client's costs.

Legal advice and assistance are provided by a dedicated housing casework team mainly serving clients

across Suffolk but with capacity to take clients from North Essex due to lack of legal aid providers in the area.

Housing work within scope of Legal Aid:

Possession proceedings

- Evictions
- Disrepair
- Homelessness
- Re-housing

All advice is by appointment only. You must be eligible for Legal Aid, means and merits tests are applied prior to any work being carried out, to determine eligibility. To make an appointment or for more information please call 01473 408111 or email office@suffolklawcentre.org.uk.



REPORT AN INCIDENT WHICH INCREASES THE RISK OF SPREADING CORONAVIRUS

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

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

Only report something if you think there is a serious breach of the rules like a large gathering of people obviously from lots of different households. If you are unable to use the online form then call 101. Call

999 if there is an immediate or perceived threat to life, risk of serious damage to property or a serious offence is taking place.

For business breaching restrictions

If you have concerns that a business is not following government regulations then contact

licensing.team@colchester.gov.uk and food.team@colchester.gov.uk

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



Tell us about





Report a breach of
Coronavirus measures

Do it online at:
essex.police.uk

NATIONAL LOCKDOWN: STAY AT HOME

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

YOU MUST STAY AT HOME. The single most important action we can all take is to stay at home to protect the NHS and save lives.

You should follow this guidance immediately. This is the law.

Leaving home

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

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

this should be limited to once per day, and you should not travel outside your local area.

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

If you do leave home for a permitted reason, you should always stay local - unless it is necessary to go further, for example to go to work. Stay local means stay in the village, town, or part of the city where you live.

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

Meeting others

You cannot leave your home to meet socially with anyone you do not live with or are not in a support bubble with (if you are legally permitted to form one).

You may exercise on your own, with one other person, or with your household or support bubble. This should be limited to once per day, and you should not travel outside your local area.

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



Stay 2 metres apart from anyone not in your household.

Education

Colleges, primary and secondary schools will remain open only for vulnerable children and the children of critical workers. All other children will learn remotely until 8 March.

Early years settings remain open.

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

You should follow this guidance immediately. This is the law. There is additional guidance for households with a possible or confirmed coronavirus infection.

If you are clinically extremely vulnerable you are advised to follow shielding guidance. It is recommended that you do not attend work, school, college or university. You should limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

Hands. Face. Space.

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

Remember - 'Hands. Face. Space.'

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

Face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into

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

contact with people you do not normally meet.

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

You should avoid all non-essential meetings and interactions. In all circumstances, you should follow the guidance on meeting others safely.

Reducing the chance of catching or spreading the virus in your home.

Coronavirus spreads from person to person through small droplets, tiny airborne particles known as aerosols and through





HM Government



ENGLAND LOCKDOWN

STAY AT HOME

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

▶ LEAVING HOME

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

▶ MEETING OTHERS

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

▶ EXERCISE

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

▶ BARS, PUBS AND RESTAURANTS

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

▶ RETAIL

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

▶ WORK AND BUSINESS

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

▶ EDUCATION

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

▶ LEISURE AND SPORTING FACILITIES

Closed, with limited exceptions.

▶ ACCOMMODATION

Closed, with limited exceptions.

▶ PERSONAL CARE

Closed.

▶ ENTERTAINMENT

Closed.

▶ OVERNIGHT STAYS

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

▶ WEDDINGS AND FUNERALS

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

▶ PLACES OF WORSHIP

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

▶ TRAVELLING

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

▶ CLINICALLY EXTREMELY VULNERABLE

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

▶ CARE HOME VISITS

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

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

For more information go to:
gov.uk/coronavirus

direct contact.

To reduce the chance of catching or passing on coronavirus to or from the people you live with, you should:

- Wash your hands regularly and for at least 20 seconds.
- Regularly clean frequently touched surfaces.
- Make sure you let plenty of fresh air into your home without getting uncomfortably cold. This should be balanced with other considerations such as comfort, safety and security.

There is further guidance on:

Letting fresh air in.

Grandparents, parents and children living together where someone is at increased risk or has possible or confirmed coronavirus (COVID-19) infection.

Households with a possible or confirmed coronavirus infection.

Landlords, tenants and local authorities.

When you can leave home.

You must not leave or be outside of your home except where you have a 'reasonable excuse'. This is the law. The police can take action against you if you leave home without a 'reasonable excuse', and issue you with a fine (Fixed Penalty Notice).

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



A 'reasonable excuse' includes:

Work: You can only leave home for work purposes where it is unreasonable for you to do your job from home. This includes, but is not limited to, people who work within critical national infrastructure, construction or manufacturing that require in-person attendance

Volunteering: You can also leave home to provide voluntary or charitable services. You must volunteer from home unless it is not reasonably possible for you to do so.

Essential activities: You can leave home to buy things at shops or obtain services where necessary. You may also leave your home to do these things on behalf of a disabled or vulnerable person or someone self-isolating.

Education and childcare: You can only leave home for education, registered childcare, and supervised activities for children where the child is eligible to attend. Access to education and children's activities for school-aged pupils is restricted. See further information on education and childcare. You can continue existing arrangements for contact between

parents and children where they live apart. If you live in a household with anyone aged under 14, you can also form a childcare bubble.

Meeting others and care: You can leave home:

- To visit people in your support bubble(if you are legally permitted to form one).
- To provide informal childcare for children under 14 as part of a childcare bubble (for example, to enable parents to work, not to enable social contact between adults).
- To provide care for disabled or vulnerable people.
- To provide emergency assistance.
- To attend a support group (of up to 15 people).
- For respite care where that care is being provided to a vulnerable person or a person with a disability, or is a short break in respect of a looked-after child.

Exercise: You can continue to exercise alone, with one other person or with your

household or support bubble. This should be limited to once per day, and you should not travel outside your local area. You should maintain social distancing. See exercising.

Medical reasons: You can leave home for a medical reason, including to get a COVID-19 test, for medical appointments and for emergencies.

Maternity: You can leave home to be with someone who is giving birth or, accessing other maternity services, or to be with a baby receiving neonatal critical care. There is NHS guidance on pregnancy and coronavirus.

Harm: You may leave home, to avoid injury or illness or to escape risk of harm (such as domestic abuse).

Compassionate visits: You may also leave home to visit someone who is dying or someone in a care home (if permitted under care home guidance), hospice, or hospital, or to accompany them to a medical appointment.

IF YOU BREAK THE RULES

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

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

This can increase to £800 for anyone attending a house party of more than 15 people. These will double for each repeat offence to a maximum of £6400.

Animal welfare reasons: You can leave home for animal welfare reasons, such as to attend veterinary services for advice or treatment.

Communal worship and life events:

You can leave home to attend or visit a place of worship for communal worship, to attend a funeral or event related to a death, to visit a burial ground or a remembrance garden, or to attend a wedding ceremony. You should follow the [guidance on the safe use of places of worship](#) and must not mingle with anyone outside of your household or support bubble. Weddings, funerals and religious, belief-based or commemorative events linked to someone's death are all subject to limits on the numbers that can attend.

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

MEETING OTHER PEOPLE

It is against the law to meet socially with family or friends unless they are part of your household or support bubble. You cannot leave home for recreational or leisure purposes (such as for a picnic or a social meeting).

Exercising

You should minimise time spent outside your home, but you can leave your home to exercise. This should be limited to once per day, and you should not travel outside your local area.

You can exercise in a public outdoor place:

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

This includes but is not limited to running, cycling, walking, and swimming. Personal training can continue if participants are from the same household or support bubble. It can also continue if it is one-one, although this should only take place in a public outdoor place, and not in someone's private home or garden.

Public outdoor places include:

- parks, beaches, countryside accessible to the public, forests





- public gardens (whether or not you pay to enter them)
- the grounds of a heritage site
- playgrounds

Outdoor sports venues must close, for example:

- tennis courts
- golf courses
- swimming pools

Children under 5, and up to 2 carers for a person with a disability who needs continuous care, are not counted towards gatherings limits for exercising outside.

If you (or a person in your care) have a health condition that routinely requires you to leave home to maintain your health - including if that involves travel beyond your local area or exercising several times a day - then you can do so.

When around other people, stay 2 metres

SUPPORT BUBBLES

Who can make a support bubble

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

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

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

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

apart from anyone not in your household - meaning the people you live with - or your support bubble. Where this is not possible, stay 1 metre apart with extra precautions (like wearing a face covering).

Face coverings

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

Support and childcare bubbles

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

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

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

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

If you live in a household with anyone aged under 14, you can form a childcare bubble. This allows friends or family from

one other household to provide informal childcare.

You must not meet socially with your childcare bubble, and must avoid seeing members of your childcare and support bubbles at the same time.

There is separate guidance for support bubbles and childcare bubbles.

Where and when you can meet in larger groups

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

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

- Where eligible to use these services, for education, registered childcare, and supervised activities for children. Access to education and childcare facilities is restricted. See further information on [education and childcare](#).
- For arrangements where children do not live in the same household as both their parents or guardians.
- To allow contact between birth parents and children in care, as well as between siblings in care.
- For prospective adopting parents to meet a child or children who may be placed with them.
- To place or facilitate the placing of a child or children in the care of another by social services.
- For birth partners.
- To provide emergency assistance, and to avoid injury or illness, or to escape a

risk of harm (including domestic abuse).

- To visit someone who is dying or to visit someone receiving treatment in a hospital, hospice or care home, or to accompany a family member or friend to a medical appointment.
- To fulfil a legal obligation, such as attending court or jury service.
- For gatherings within criminal justice accommodation or immigration detention centres.
- To [provide care or assistance to someone vulnerable](#), or to provide respite for a carer.
- For a wedding or equivalent ceremony. This should only be in exceptional circumstances and is limited to 6 people.
- For funerals - up to a maximum of 30 people. Wakes and other linked ceremonial events can continue in a group of up to 6 people.
- For elite sportspeople (and their coaches if necessary, or parents/guardians if they are under 18) - or those on an official elite sports pathway - to compete and train.
- To facilitate a house move.

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

Where a group includes someone covered



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

If you break the rules

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

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

Protecting people more at risk from coronavirus

If you are clinically vulnerable, you could be at higher risk of severe illness from coronavirus. There is additional guidance for people who are clinically extremely vulnerable. If you're clinically extremely vulnerable we recommend that you do not attend work, school, college or university. You should limit the time you spend outside the home. You are advised to only go out for medical appointments, exercise or if it is essential. See page 41.

Going to work

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

Where people cannot work from home they

should continue to travel to their workplace. This includes, but is not limited to, people who work in:

- critical national infrastructure
- construction
- manufacturing
- childcare or education
- essential public services

This is essential to keeping the country operating and supporting sectors and employers.

Where it is necessary for you to work in other people's homes - for example, for nannies, cleaners or tradespeople - you can do so. Otherwise, you should avoid meeting for work in a private home or garden, where COVID-19 Secure measures may not be in place.

Employers and employees should discuss their working arrangements, and employers should take every possible step to facilitate their employees working from home, including providing suitable IT and equipment to enable remote working. Where people cannot work from home, employers should take steps to help employees avoid busy times and routes on public transport.

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

Going to school or college

Colleges, primary (reception onwards) and secondary schools will remain open for

vulnerable children and the children of critical workers. All other children will learn remotely until 8 March.

Exams

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

Providers can continue with the vocational and technical exams that are due to take place in January, where they judge it right to do so.

Universities

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

- Medicine & dentistry

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

Returning students should be tested twice upon their return to university, or they should self-isolate for ten days instead.

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

STAY AT HOME

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

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

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

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

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

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

Childcare

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

- Early years settings (including nurseries and childminders) remain open
- Childminders should continue to allow children to attend as normal except for school-aged children. Childminders caring for school-aged children (including reception children) should only admit vulnerable children and children of critical workers.
- Vulnerable children and children of critical workers can continue to use registered childcare, childminders and other childcare activities (including

wraparound care).

- Parents are able to form a childcare bubble with one other household for the purposes of informal childcare, where the child is under 14. This is mainly to enable parents to work, and must not be used to enable social contact between adults.
- Some households will also be able to benefit from being in a support bubble
- nannies will be able to continue to provide services, including in the home.

Travel

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

- Work, where you cannot reasonably work from home.
- Accessing education and for caring responsibilities.
- Visiting those in your support bubble – or your childcare bubble for childcare.
- Visiting hospital, GP and other medical appointments or visits where you have had an accident or are concerned about your health.
- Buying goods or services that you need, but this should be within your local area wherever possible.

- Outdoor exercise. This should be done locally wherever possible, but you can travel a short distance within your area to do so if necessary (for example, to access an open space).
- Attending the care and exercise of an animal, or veterinary services.

If you need to travel, walk or cycle where possible, and plan ahead and avoid busy times and routes on public transport. This will allow you to practise social distancing while you travel.

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

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

Travelling internationally from England

You can only travel internationally – or within the UK – where you first have a legally permitted reason to leave home. The legally permitted reasons to leave home for international travel are the same as the reasons listed on this page in the ‘When you can leave home’ section. This means you may not travel to go on holiday.

In addition, you should consider the public health advice in the country you are visiting.

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

Travelling to England from outside the UK

All visitors to England are subject to the national lockdown rules.

All those planning to travel to England must follow the [guidance on entering the UK](#). All arrivals will need to take a coronavirus (COVID-19) test on day 2 and day 8 of quarantining. Arrivals must book a travel test package. See the [guidance on how to quarantine when you arrive in England](#).

You cannot travel to the UK if you’ve visited or passed through a country where travel to the UK is banned in the last 10 days, unless you’re:

- a British national
- an Irish national



- anyone with residence rights in the UK

From 15 February onwards, everyone allowed to enter England who has visited or passed through a country where travel to the UK is banned in the last 10 days must:

- quarantine for 10 days in a managed quarantine hotel
- take a coronavirus (COVID-19) test on or before day 2 and on or after day 8 of quarantining, the tests are included in the hotel package
- follow the [national lockdown rules](#)

See the guidance on [booking and staying in a quarantine hotel when you arrive in England](#).

Advice for visitors and foreign nationals in England

Foreign nationals are subject to the national lockdown rules.

If you are visiting the UK, you may return home. You should check whether there are any restrictions in place at your destination.

Staying away from home overnight

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

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

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

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



abuse)

- are an elite athlete or their support staff or parent, if the athlete is under 18 and it is necessary to be outside of the home for training or competition

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

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

Accommodation providers are also encouraged to work cooperatively with local authorities to provide accommodation to vulnerable groups, including the homeless.

Care home visits

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

You should check the guidance on [visiting care homes during COVID-19](#) to find out how visits should be conducted. Residents cannot meet people indoors on a visit out

(for example, to visit their relatives in the family home). There is [separate guidance for those in supported living](#).

Funerals

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

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

Weddings, civil partnerships and religious services

Weddings and civil partnership ceremonies must only take place with up to 6 people. Anyone working is not included. These should only take place in exceptional circumstances, for example, an urgent marriage where one of those getting married is seriously ill and not expected to recover, or is to undergo debilitating treatment or life-changing surgery.

Weddings and civil partnerships must only take place in COVID-19 secure venues or in public outdoor spaces unless in exceptional circumstances.

Places of worship

You can attend places of worship for a service. However, you must not mingle with anyone outside of your household or

support bubble. You should maintain strict social distancing at all times.

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

Visits to places of worship are legally permitted. However, the Directors of Public Health for Essex, Southend and Thurrock wrote to faith organisations last week to strongly advise places of worship to close for congregational worship.

Sports and physical activity

Indoor gyms and sports facilities will remain closed.

Outdoor sports facilities must also close, including:

- sports courts
- outdoor gyms
- golf courses
- outdoor swimming pools
- archery/driving/shooting ranges
- riding centres

Organised outdoor sport for disabled people is allowed to continue.

Elite sport may continue. There is further [guidance on the phased return of elite sport](#).

Moving home

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

Estate and letting agents and removals firms can continue to work. If you are

looking to move, you can go to property viewings.

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

Financial support

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

[financial support packages for businesses](#)

[financial support for closed businesses as a result of restrictions](#)

[claim for employee wages through Coronavirus Job Retention Scheme](#)

[check if you can claim a grant through the Self-Employment Income Support Scheme](#)

[financial support if you're off work because of coronavirus](#)



TRAVEL ADVICE

Under current UK COVID-19 restrictions, you must stay at home. You must not travel, including abroad, unless you have a legally permitted reason to do so. It is illegal to travel abroad for holidays and other leisure purposes.

Check the [rules that apply to you in England](#).

If you intend to [travel to the UK from abroad](#), including UK nationals returning home, you must provide evidence of a negative COVID-19 test result taken up to 3 days before departure. If you do not comply (and you do not have a valid exemption) your airline or carrier may refuse you boarding and/or you may be fined on arrival.

Before you enter the UK you must [provide your journey and contact details](#). You must self-isolate (or quarantine) when you [enter the UK](#) from any foreign country except Ireland, unless you have a valid exemption.

When you enter England from abroad (except Ireland), you must follow the new requirements for quarantining and taking additional COVID-19 tests. If you are travelling from a country on the [banned travel list](#) you must [quarantine in a hotel](#). Different rules apply for arrivals into [England](#), [Scotland](#), [Wales](#) and [Northern Ireland](#).

If you are legally permitted to travel abroad, [check government advice](#) on your

country of destination. Some other countries have closed borders, and may further restrict movement or bring in new rules including testing requirements with little warning.

Plan for your travel: checklist

Developments in the coronavirus pandemic remain uncertain around the world. No travel is risk-free, and many countries have closed their borders to UK travellers due to the new variant of the virus.

You should check the guidance for your personal circumstances before deciding whether you can travel internationally.

If you are legally permitted to travel abroad and are planning travel in the future, even if you are returning to a place you've visited before, follow this checklist.

Before you travel

- Follow all the current rules for where you live. You need a legally permitted reason to leave your home, including to travel abroad. In the UK, there are different restrictions in place in [England](#), [Scotland](#), [Wales](#) and [Northern Ireland](#).
- Keep up-to-date with the latest developments for your destination. Sign up for [travel advice](#) email alerts and check the [TravelHealthPro website](#) for travel health guidance.
- Find out about any entry restrictions,

screening or quarantine requirements on arrival that might affect you. Check 'entry requirements' in the governments [travel advice](#) and contact the [UK-based embassy of the country you're travelling to](#) for more information.

- If you need proof of a negative coronavirus test to enter another country, you must use a private test provider. The NHS Test and Trace testing service cannot provide the documents you will need for travel.
- Read the [safer air travel guidance](#) on sensible precautions and steps to take if you're flying. Consider your own circumstances and health, and remember you will need to [wear a face covering](#) on flights in England and Scotland. See also the [National](#)

[Travel Health Network and Centre \(NaTHNaC\) guidance](#).

- Check with your accommodation provider for information about availability and the safety measures they have put in place.
- Read the advice of local authorities and follow all local health measures in place during your journey and in your destination. Local measures and travel restrictions may change before you arrive or during your stay. Check the [travel advice](#) page for your destination and check with your transport provider for more information.
- Get [travel insurance](#), and make sure you are content with the level of cover it provides. If you already have

NATIONAL TRAVEL RESTRICTIONS



- You **must** stay at home
- Do **NOT** travel either within UK or abroad, unless you have a legally permitted reason

It is currently illegal to travel abroad for holidays and other leisure purposes

STAY HOME ► PROTECT THE NHS ► SAVE LIVES

travel insurance check it is valid and provides appropriate cover.

- Check your cancellation rights. Contact your tour operator, transport and accommodation providers if you have any questions.

When you're abroad

- Continue to follow any updates to our [travel advice](#) for your destination.
- Be prepared to comply with measures to manage localised outbreaks such as border closures, movement restrictions, testing requirements or quarantine rules. These could be brought in at short notice.
- If you test positive for coronavirus you are likely to need to get treatment locally and stay there until you have recovered. If you are required to quarantine or self-isolate by local authorities, you should expect to do so in the country.
- You may need to stay longer than you intended. Plan ahead for any delays to your return home and the financial implications or practical arrangements you may need to make.
- You should liaise closely with your travel company or airline to ensure you are aware of any changes to schedules. Plan for the risks of disruption and local domestic measures affecting your travel when arranging your return to the UK
- If you will be returning to the UK,

prepare for your return journey by completing the [passenger locator form](#).

- To travel to [England](#), from abroad, including UK nationals returning home, you must provide evidence of a negative COVID-19 test result taken up to 3 days before departure. If you do not comply (and you do not have a valid exemption) your airline or carrier may refuse you boarding and/or you may be fined on arrival.
- You must self-isolate (or quarantine) when you [enter the UK](#) from any foreign country except Ireland, unless you have a valid exemption.
- When you enter England, follow the quarantine and additional COVID-19 testing requirements: if you are travelling from a country on the [banned travel list](#) you must [quarantine in a hotel](#). If you are travelling from any other foreign country (except Ireland), follow the [quarantine rules for arriving into England](#).

When you return

You will need to follow the [rules for entering the UK](#):

- To travel to [England](#), [Scotland](#), [Wales](#) or [Northern Ireland](#) from abroad, including UK nationals returning home, you must provide evidence of a negative COVID-19 test result taken up to 3 days before departure. If you

do not comply (and you do not have a valid exemption) your airline or carrier may refuse you boarding and/or you may be fined on arrival.

- You must show proof of a completed passenger locator form at the UK border. You can complete it up to 48 hours before you enter the UK, and should do so before arrival. Failing to complete the form is a criminal offence.
- You must self-isolate (or quarantine) when you enter the UK from any foreign country except Ireland, unless you have a valid exemption. Check the list of people who are exempt from the English border rules.

When you enter UK from abroad (except Ireland), follow the quarantine and additional COVID-19 testing requirements:

- If you are arriving in England from a country on the banned travel list you must quarantine in a hotel.
- If you are arriving in England, travelling from any other foreign country (except Ireland), follow the quarantine rules for arriving into England.

If you are arriving in England, and you are not travelling from a country on the banned travel list, you may be able to pay for a COVID-19 test under the Test to Release scheme to find out if you can reduce your self-isolation period

FCDO travel advice

FCDO travel advice explains that you must comply with the restrictions on travel, both domestic and international, that apply in each nation across the UK. You must not leave home or travel, including abroad, unless you have a legally permitted reason to do so.

It sets out the risks that you may face if you go to another country, including non-COVID risks, if you are able to travel abroad.

They continue to advise against all non-essential international travel to some countries and territories. You should check the country page for your destination. They also currently advise against cruise ship travel.

They are monitoring the international situation very closely and keeping this advice under constant review so that it reflects their latest assessment of risks to British people. They take a range of factors into account. For coronavirus, this includes the incidence rate and the resilience of healthcare provision in each country. Find out more about how FCDO travel advice works.

Consular help

The government publish all their travel advice on GOV.UK. Consular officers cannot provide any additional information by phone. Read more about the consular support provided.

If FCDO travel advice changes when you are abroad

Travel advice is under constant review and may change at short notice, if risks in a country change.

Travel advice may change while you are in a country to advise against all travel, or all but essential travel, because of COVID risks. If this happens, you are not advised to return immediately to the UK. Instead, you should follow the local advice on any measures the local authorities are taking to control the virus before your return to the UK.

If you decide you wish to shorten your stay abroad because of a change in travel advice you should:

- Contact your airline and travel company to discuss your options.
- You must provide evidence of a negative COVID-19 test result taken up to 3 days before departure.
- Provide your journey and contact details before you travel using the passenger locator form.
- Check how you need to self-isolate or quarantine when you enter the UK on your return.

If changes relating to the new COVID-19 variant mean you cannot return from travel abroad

If you are travelling abroad and unable to return to the UK, contact your airline or travel provider for advice. You can also contact your nearest British embassy,

high commission or consulate for urgent assistance.

Quarantine while you are abroad

If the local authority where you are proposes to quarantine you for your own protection, you should follow their advice.

If there are suspected cases of coronavirus where you are, you may need to remain in your hotel room or accommodation for 14 days, move to quarantine facilities and take tests for coronavirus. If you test positive, in some cases, you may need to be hospitalised abroad.

You should also contact your airline or travel company, and your insurance provider as soon as you can. The government only organise assisted departure in exceptional circumstances.



HM Government

TRAVELLING TO THE UK?

THE RULES HAVE CHANGED

- ✓ If you have been in a **red list country** in the last 10 days you must book a hotel quarantine and testing package.
- ✓ If you have only been in **non-red list countries** in the last 10 days, you must home quarantine and book a testing package.
- ✓ All passengers must complete and submit a **Passenger Locator Form**.
- ✓ All passengers must carry proof of a **negative COVID-19** test taken 3 days before your departure.

Find out more at gov.uk/coronavirus

WHO'S AT HIGHER RISK FROM CORONAVIRUS?

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

There are 2 levels of higher risk:

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



Definition of clinically extremely vulnerable groups

People who are defined as clinically extremely vulnerable are thought to be at very high risk of serious illness from coronavirus. There are 3 ways you may be identified as clinically extremely vulnerable:

- You have one or more of the conditions listed on page 34.
- Your clinician or GP has added you to the Shielded Patient List because, based on their clinical judgement, they deem you to be at high risk of serious illness if you catch the virus.
- You have been identified through the COVID-19 Population Risk Assessment as potentially being at high risk of serious illness if you catch the virus. This combines a number of factors such as age, sex registered at birth, ethnicity, body mass index (BMI) and specific health conditions and treatments to estimate the risk of a person catching coronavirus and becoming seriously unwell.

If you do not fall into any of these categories, and have not been contacted to inform you that you are on the Shielded Patient List, follow the [national lockdown guidance](#) for the rest of the population.

If you think there are good clinical reasons why you should be added to the

Shielded Patient List, discuss your concerns with your GP or hospital clinician. People with the following conditions are automatically deemed clinically extremely vulnerable:

- solid organ transplant recipients
- people with specific cancers:
- people with cancer who are undergoing active chemotherapy
- people with lung cancer who are undergoing radical radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- people having immunotherapy or other continuing antibody treatments for cancer
- people having other targeted cancer treatments that can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- people who have had bone marrow or stem cell transplants in the last 6 months or who are still taking immunosuppression drugs
- people with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD)
- people with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID),

homozygous sickle cell disease)

- people on immunosuppression therapies sufficient to significantly increase risk of infection
- problems with your spleen, for example splenectomy (having your spleen removed)
- adults with Down's syndrome
- adults on dialysis or with chronic kidney disease (stage 5)
- women who are pregnant with significant heart disease, congenital or acquired
- other people who have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions



I HAVE JUST BEEN ADDED TO THE SHIELDED PATIENTS LIST—WHAT DOES IT MEAN?

If you have been added to the new shielded patient list you will receive a letter and / or email, with background information on the model that explains why you have been added, as a precautionary measure to ensure early vaccination.

The QCovid® model combines a number of characteristics such as age, sex registered at birth, ethnicity, body mass index (BMI), height and weight (to calculate BMI) and specific health conditions and treatments such as

- Chronic kidney disease
- Sickle cell disease
- HIV
- Diabetes
- Cerebral palsy
- Undergoing chemotherapy
- Parkinson's
- Cancers
- Heart disease

to estimate the risk of catching and then being hospitalised or dying from COVID-19. Because of this new research, this group can be considered alongside the clinically extremely vulnerable

If you have not already been vaccinated, you will be prioritised for vaccination and receive a separate letter inviting you to vaccination in the normal way.

Can I get more information about what risk factors I have that mean I have been added to the shielding list?

- The NHS Digital website has detailed information about the QCovid® model, how this has been used to help identify those most at risk from coronavirus, and the Shielded Patients List. Please visit: [COVID –19 Population Risk Assessment](#).

Will I be required to follow the same guidance as current clinically extremely vulnerable people?

- People in the highest risk category (the clinically extremely vulnerable) are currently advised by the Government to shield and stay at home as much as possible **until 31 March**, except to exercise or to attend health appointments (including vaccination appointments).
- You are now advised to follow this guidance to keep yourself safe. This is advice and not the law. You can choose what action to take as long as you continue to follow the national lockdown rules that apply to the whole population.

Shielding guidance is available on page 41

CLINICALLY EXTREMELY VULNERABLE—SHIELDING

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

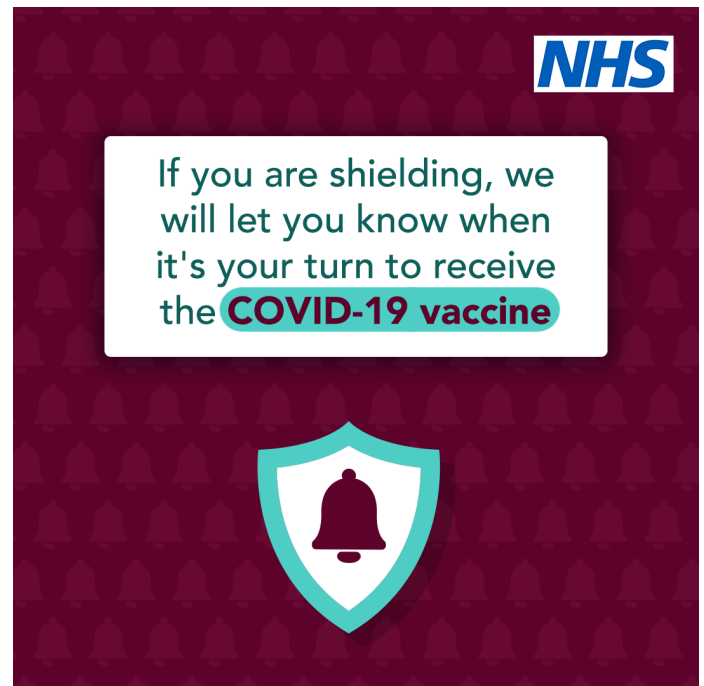
You should continue to access the NHS services that you need, and you should contact the NHS if you have an urgent or emergency care need. You can quickly and easily access a range of NHS services from home, including ordering repeat prescriptions or contacting your health professional through an online consultation. To find out more visit www.nhs.uk/health-at-home, or download the [NHS App](#).

Children and young people

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

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

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



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

Work

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

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

If you cannot make alternative arrangements, your employer may be able to furlough you under the [Coronavirus Job Retention Scheme](#), which has been extended until the end of April 2021. You should have a conversation with your employer about

Get help and support

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

Who this support is for.

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

[Read more here](#)

Or call Community360 on 01206 505250 Community360 by emailing information@community360.org.uk

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

Call 0808 196 3646 (open 8am to 8pm) to get help from NHS Volunteer Responders.

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

Education

Colleges, primary (reception onwards) and secondary schools will remain open for vulnerable children and the children of critical workers. All other children will learn remotely until March 8th.

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

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

Socialising

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

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

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

Try to stay 2 metres away from other

whether this is possible.

As you are being advised not to attend work, you may be eligible for Statutory Sick Pay (SSP) or Employment Support Allowance (ESA). The formal shielding letter you receive will act as evidence for your employer and the Department of Work and Pensions that you are advised to shield and may be eligible for SSP or ESA.

REGISTERING FOR SUPPORT

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

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

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

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

people within your household, especially if they display symptoms of the virus or have been advised to self-isolate.

Travel

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

Shopping

You are advised not to go to the shops. Use online shopping if you can, or ask others to collect and deliver shopping for you (friends and family, or [NHS Volunteer Responders](#)). Locally Community360 can help—email information@community360.org.uk

You can [register](#) to request access to priority supermarket deliveries, if you do not have someone you can rely on to go shopping for you. If you already have a

priority delivery slot with a supermarket, that will continue – you do not need to do anything further. When registering you will be asked for your NHS number. You can find it on any letter the NHS has sent you, or on a prescription.

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

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

Medicines

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

In the first instance, you should ask if any friends, family or volunteers can collect medicines for you.

If friends and family are not able to collect your medicines for you, and you and/or the pharmacy are unable to arrange a volunteer, then you will be eligible for free

medicines delivery. Please contact your pharmacy to inform them that you are clinically extremely vulnerable and need your medicines delivered, and they will arrange this free of charge.

Care and support

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

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

Get a shielding note

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

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

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

Who this service is for

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

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

You do not need to use this service if:

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

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

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

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

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

Essex Wellbeing Service

They have a dedicated group of volunteers to offer help and support.

Call 0300 303 9988. Mon– Fri 8am—7pm. Sat 10am—2pm. Email provide.essexwellbeing@nhs.net

Register for help here.

ACCESSING FOOD AND ESSENTIAL SUPPLIES

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

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

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

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

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

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

Vitamin D supplements

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

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

You do not need take vitamin D supplements if:

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



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

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

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

ROADMAP OUT OF LOCKDOWN

This roadmap is a step-by-step plan to ease restrictions in England cautiously, starting with schools and colleges.

The Four Tests.

Before taking each step, the Government will review the latest data on the impact of the previous step against four tests.

The tests are:

1. The vaccine deployment programme continues successfully.
2. Evidence shows vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated.
3. Infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS.
4. The assessment of the risks is not fundamentally changed by new Variants of Concern.

STEP 1

From 8 March 2021

- Pupils and students in all schools and further education settings will return to face-to-face education.
- The Government also recommends that the use of face coverings in higher education, further education and secondary schools is extended for a limited period to all indoor environments - including classrooms - unless 2m social distancing can be maintained. Face coverings are now also recommended in early years and

primary schools for staff and adult visitors in situations where social distancing between adults is not possible, for example, when moving around in corridors and communal areas. All children will once again be expected to attend school, as they were in the autumn term.

- Wraparound childcare (including childminders) and other children's activities can restart for all children where it is needed to enable parents or carers to work, seek work, attend education, seek medical care or attend a support group.
- Vulnerable children can attend these settings regardless of circumstance.
- Under-18 sport can take place at school as part of educational provision, or as part of wraparound care, but should not otherwise take place at this time.
- Students on practical higher education courses at English universities who would be unable to complete their courses if they did not return to take part in practical teaching, access specialist facilities, or complete assessments will also return from 8 March. Research labs and libraries can be kept open if needed.
- For those higher education students that do not need to take part in practical teaching, and do not require access to specialist facilities or

equipment as part of their studies, the Government will review, by the end of the Easter holidays, the options for timing of the return of these students. This will take account of the latest data and will then be a key part of the wider roadmap steps.

- Every care home resident in England will be able to nominate a single named visitor who can come in for a regular visit. The visitor will have to take a rapid lateral flow test every time they visit, wear PPE and keep physical contact to a minimum.
- The Stay at Home restrictions will continue but it will be amended so that people can leave home for recreation as well as exercise outdoors - with their own household, support or childcare bubble, or with one person from another household. Social distancing and other safe behaviours should be followed.
- In England, travel abroad for holidays will still not be permitted and, from 8 March, outbound travellers will be legally obliged to provide their reason for travel on the Declaration to Travel form.

From 29th March

- People will be able to meet outside in groups up to a maximum of 6 people (the Rule of 6) or with one other household, though people from different households will still need to socially distance from each other. This

will apply in all outdoor settings, including private gardens.

- Outdoor sports facilities to reopen, increasing the options for outdoor exercise and recreation. These facilities, such as tennis and basketball courts, and swimming pools, can be used by people in line with the wider social contact limits.
- Formally organised outdoor sports – for adults and under 18s—can also restart and will not be subject to the gatherings limits, but should be compliant with guidance issued by national governing bodies.
- All children will be able to access any outdoor childcare and supervised activities.
- Parent and child groups can also take place outdoors with a limit of 15 attendees (children under five years of age do not count towards the attendee limit.).

STEP 2

No earlier than 12 April

Social contact rules in England will not change further at this point. Outdoor gatherings must still be limited to 6 people or 2 households as in Step 1, and no indoor mixing will be allowed unless otherwise exempt.

The following will be able to reopen.

- Non-essential retail; personal care premises such as hairdressers, salons and close contact services.

STEP 1: 8 March



Schools and colleges are open for all students. Practical Higher Education Courses.



Recreation or exercise outdoors with household or one other person.
No household mixing indoors.



Wraparound childcare.



Stay at home.



Funerals (30), wakes and weddings (6).

29 March



Rule of 6 or two households outdoors.
No household mixing indoors.



Outdoor sport and leisure facilities.



Organised outdoor sport allowed (children and adults).



Minimise travel.
No holidays.



Outdoor parent & child groups (up to 15 parents).

- Indoor leisure facilities such as gyms and spas.
- Overnight stays away from home in this country will be permitted and self-contained accommodation - those that do not require shared use of bathing, entry/exit, catering or sleeping facilities - can also reopen, though must only be used by members of the same household.
- Public buildings such as libraries and community centres.
- Activities such as driving tests may also resume.
- The majority of outdoor settings and attractions can also reopen, including outdoor hospitality, zoos, theme parks, drive-in cinemas and drive-in

performances events. The rules on social contact outdoors will apply in these settings.

- Hospitality venues will be able to open for outdoor service, with no requirement for a substantial meal to be served alongside alcoholic drinks, and no curfew. The requirement to order, eat and drink while seated ('table service') will remain.
- At Step 2, the Government will take a decision on extending the number of care home visitors to two per resident and set out a plan for the next phase of visits.
- All children will be able to attend any indoor children's activity, including sport, regardless of circumstance. Parent and child groups of up to 15 people (not counting children aged under five years old) can restart indoors.
- At this point, funerals can continue to proceed with up to 30 attendees. Weddings, receptions, and commemorative events including wakes will be able to take place with up to 15 attendees (in premises that are permitted to open).

People should continue to work from home where they can, minimise domestic travel where they can. International holidays will still be prohibited.

STEP 3

No earlier than 17 May

- Indoors, people will be able to meet socially in a group of 6, or with 1 other household, though it may be possible to go further than this depending on the data. People will be asked to follow guidance on how to meet safely, for example by minimising the size of gatherings and meeting outdoors where possible.

The following can reopen

- Indoor hospitality, with no requirement for a substantial meal to be served alongside alcoholic drinks, and no curfew. The requirement to order, eat and drink while seated ('table service') will remain.
- Remaining outdoor entertainment, such as outdoor theatres and cinemas.
- Indoor entertainment, such as museums, cinemas and children's play areas.
- Remaining accommodation, such as hotels, hostels and B&Bs;
- Adult indoor group sports and exercise classes.
- Some large events, including conferences, theatre and concert performances and sports events. Controlled indoor events of up to 1,000 people or 50% of a venue's capacity, whichever is lower, will be permitted, as will outdoor events with a capacity of either 50% or 4,000 people, whichever is lower.

STEP 2

At least five weeks after Step 1, no earlier than 12 April.



Indoor leisure (including gyms) open for use individually or within household groups.



Rule of 6 or two households outdoors.
No household mixing indoors.



Outdoor attractions, such as zoos, theme parks and drive-in cinemas.



Libraries and community centres.



Personal care premises.



All retail.



Outdoor hospitality.



All children's activities, indoor parent & child groups (up to 15 parents).



Domestic overnight stays (household only).



Self-contained accommodation (household only).



Funerals (30), wakes, weddings, receptions (15).



Minimise travel.
No international holidays.



Event pilots begin.

- The Government will also make a special provision for large, outdoor, seated venues where crowds can be safely distributed, allowing up to 10,000 people or 25% of total seated capacity, whichever is lower. In addition, pilots will run as part of the Events Research Programme to examine how such events can take place without the need for social distancing using other mitigations such as testing .
- Weddings, receptions, funerals, and commemorative events including wakes can proceed with up to 30 attendees.
- A broader range of stand-alone life

events will also be permitted at this step, including bar mitzvahs and christenings.

- Gatherings of more than 30 people outdoors will remain illegal.
- People will continue to be advised to work from home where they can.
- Government will determine when international travel should resume.

STEP 4

No earlier than 21 June

- All legal limits on social contact, will be removed and the government will publish accompanying guidance on how best to reduce the risk of

transmission and protect ourselves and loved ones;

- All remaining closed settings, including nightclubs will open and large events, including theatre performances will be allowed above the Step 3 capacity restrictions, subject to the outcome of the scientific Events Research Programme and potentially using testing to reduce the risk of infection, subject to further evaluation.
- Remove all limits on weddings and other life events, will be removed subject to the outcome of the scientific Events Research Programme.

STEP 4

At least five weeks after Step 3, no earlier than 21 June.
By Step 4, the Government hopes to be able to introduce the following
(subject to review):



No legal limits on
social contact.



Nightclubs.



Larger events.



No legal limit on all
life events.

PROTECT YOURSELF AND OTHERS

This guidance is for everyone to help reduce the risk of catching coronavirus (COVID-19) and passing it on to others. By following these steps, you will help to protect yourself, your loved ones and those in your community.

It is possible to have COVID-19 with no symptoms. You can pass COVID-19 on to others if you only have mild symptoms or even no symptoms at all.

The main way of spreading COVID-19 is through close contact with an infected person. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. These particles can be breathed in by another person.

Surfaces and belongings can also be contaminated with COVID-19, when people who are infected cough or sneeze near them or if they touch them.

If you have COVID-19, there is a risk that you will spread the virus onto surfaces such as furniture, benches or door handles, even if you do not touch them directly. The next person to touch that surface may then become infected.

Even if you try and avoid other people, you cannot guarantee that you will not come into contact with the virus. That is

why you need to follow **all of the steps in this guidance all of the time**, even when you feel well, to help prevent the spread of COVID-19. This is especially important if you live with someone who is clinically extremely vulnerable.

Keep a safe distance (social distancing)

During the national lockdown you must not leave, or be outside of your home, except where necessary and for a permitted reason.

If you must leave your home:

- Stay at least 2 metres away from people you do not live with or who are not in your support bubble.
- Reduce the time spent in crowded areas where it may be difficult to socially distance (such as shops and supermarkets).
- Avoid direct contact and face to face contact with people you do not live with.
- If you live in the same household as someone who is clinically extremely vulnerable, try to stay 2 metres away from them even when you are at home.
- Stay at least 2 metres away from anyone who visits your home for work reasons such as a cleaner or a

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

tradesperson doing essential or urgent work.

Why keeping a safe distance is important

The further you can keep away from other people, the less likely you are to catch COVID-19 and pass it on to others.

COVID-19 spreads through the air by droplets and smaller aerosols that are released from the nose and mouth of an infected person when they breathe, speak, cough or sneeze. The closer you are to a person with COVID-19 (even those without symptoms), the more likely you are to become infected.

Remember the basics of good hygiene

No matter where you are or what you are doing, following the basic rules of good hygiene will help to protect you and

others from COVID-19. These are:

- washing your hands
- cleaning your surroundings
- covering your nose and mouth when you cough and sneeze

Wash your hands

Wash your hands with soap and water or use hand sanitiser regularly throughout the day. You should wash your hands after coughing, sneezing and blowing your nose and before you eat or handle food. Wash your hands after coming into contact with surfaces touched by many others, such as handles, handrails and light switches, and shared areas such as kitchens and bathrooms. If you must leave your home, wash your hands as soon as you return.

Where possible, avoid touching your eyes, nose and mouth. If you do need to touch your face (for example to put on or take off your face covering), wash or sanitise your hands before and after.

Why hand washing is important

Hands touch many surfaces and can become contaminated with viruses. Once contaminated, hands can transfer viruses to your eyes, nose or mouth. From there, viruses can enter your body and infect you.

If you are infected with COVID-19, you can pass the virus from your nose and mouth (when coughing or talking) to your hands and infect the surfaces that you



touch.

Washing or sanitising your hands removes viruses and other germs, so you are less likely to become infected if you touch your face. Using soap and water is the most effective way to clean your hands, especially if they are visibly dirty. Hand sanitiser can be used when soap and water is not available.

Clean your surroundings

Clean surfaces often. Pay particular attention to surfaces that are touched frequently, such as handles, light switches, work surfaces and electronic devices.

Use disposable cloths, paper roll or disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings – think ‘one site, one wipe, in one direction’. Any cloths, paper roll or mop heads used can be disposed

of with your usual domestic waste.

It is fine to use your normal household detergent when cleaning in your home. Information on [cleaning and waste disposal outside of your household](#) is available.

Why cleaning your surroundings is important

COVID-19 spreads through small droplets, aerosols and direct contact. Surfaces and belongings can be contaminated with COVID-19 when people with the infection touch them or cough, talk or breathe over them.

Viruses on a surface could infect another person if they touch the surface and then touch their eyes, nose and mouth. Cleaning surfaces will reduce the amount of contamination and so reduce the risk of spread.

The more you clean, the more likely you are to remove viruses from an infected surface before you or another person touches it.

Cover your nose and mouth when you cough and sneeze

Cover your mouth and nose with disposable tissues when you cough or sneeze.

If you do not have a tissue, cough or sneeze into the crook of your elbow, not into your hand.

Dispose of tissues into a rubbish bag and immediately wash your hands.

HM Government

NHS

GOT CORONAVIRUS SYMPTOMS?

High temperature

New continuous cough

Change/loss of smell/taste

Book a test at gov.uk/coronavirus

Why covering your nose and mouth when you cough and sneeze is important

Coughing and sneezing increases the number of droplets and aerosols released by a person, the distance they travel and the time they stay in the air.

A cough or sneeze of an infected person which is not covered will significantly increase the risk of infecting others around them.

By covering your nose and mouth, you will reduce the spread of droplets and aerosols carrying the virus.

You can find more advice on reducing the risks from COVID-19 in your home at [GermDefence](#).

Wear a face covering

There are some [places where you must wear a face covering](#) by law.

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

Wearing a face covering may not be possible in every situation or for some people who are [exempt](#); please be mindful and respectful of such circumstances.

Why wearing a face covering is important

COVID-19 spreads through the air by droplets and aerosols that are exhaled

from the nose and mouth of an infected person when they breathe, speak, cough or sneeze.

The best available scientific evidence is that, when used correctly, wearing a face covering reduces the spread of COVID-19 droplets, helping to protect others. A face covering may even reduce spread in those who are not experiencing symptoms by reducing the amount of the virus being released when they talk and breathe.

Face coverings are mainly intended to protect others from COVID-19 rather than the wearer and are not a replacement for social distancing and regular hand washing.

Let fresh air in (ventilation)

Make sure you let plenty of fresh air into your home by uncovering vents and opening doors and windows, even a small amount for a short period of time. If you have an extractor fan (for example in your bathroom or kitchen), leave it running for longer than usual with the door closed after someone has used the room.

If someone in the household is self-isolating, open a window in their room and keep the door closed to reduce the spread of contaminated air to other parts of the household. Leave windows open fully for a short period after someone working in your home such as a cleaner or tradesperson has left.

If you are concerned about noise, security or the costs of heating, opening windows for shorter periods of time can still help to reduce the risk of the virus spreading. Wearing warm clothes or extra layers can help you to keep warm. You may be able to change the layout of your room so that you do not sit close to cold drafts from open windows or doors.

Why letting fresh air in is important

When a person infected with COVID-19 coughs, talks or breathes, they release droplets and aerosols which can be breathed in by another person. While larger droplets fall quickly to the ground, smaller droplets and aerosols containing the virus that causes COVID-19 can remain suspended in the air for some time indoors, especially if there is no

ventilation.

Ventilation is the process of replacing this shared air with fresh air from the outside. The more ventilated an area is, the more fresh air there is to breathe, and the less likely a person is to inhale infectious particles.

Get tested if you have symptoms

How to get a test

The most important symptoms of COVID-19 are:

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

If you have any of these symptoms click



get a free NHS test or call NHS 119 to book a free COVID-19 test. You should arrange a test even if you have been vaccinated against COVID-19 or if you have had COVID-19 before.

Why getting a test is important

It is important to know if you have COVID-19 so that you stay at home, self-isolate and do not infect other people.

Testing positive means that anyone you may have already infected (those who you recently had contact with) can be identified through contact tracing (contacting people you may have been in contact with) and advised to self-isolate. This is an important action to stop the spread of COVID-19.

We do not know exactly how long immunity following COVID-19 infection or vaccination lasts so it is important that anyone with symptoms arranges a test.

Self-isolate if you have COVID-19 symptoms or a positive COVID-19 test result

Self-isolate immediately if:

- you develop symptoms of COVID-19 - you should self-isolate at home while you arrange and wait for the results of your test
- you test positive for COVID-19

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

Self-isolation means you must stay at home at all times and not have contact with other people, except in very limited circumstances, for example to seek medical assistance. You may have to ask others to do your shopping, and you may have to make alternative plans if you are currently supporting a vulnerable person. Do not invite visitors to your home or garden.

There is additional guidance for those who have symptoms or have tested positive for coronavirus and live with someone who is clinically extremely vulnerable or over 70.

Why self-isolating is important

If you are instructed to self-isolate, it is because there is a high risk that you will spread COVID-19 to others, even if you feel well and have no symptoms at all. It is therefore crucial that you follow the guidance and complete the full period of self-isolation.

If you test positive for COVID-19 you must self-isolate immediately and for the next 10 full days because this is the period of time when the virus is most



likely to be passed on to others (the infectious period).

Self-isolate if you live with someone or are a contact of someone who has COVID-19

Self-isolate immediately if:

- You live with someone who has tested positive for COVID-19 or who has symptoms and is waiting for their test result - your isolation period includes the day the first person in your household's symptoms started (or the day their test was taken if they did not have symptoms), and the next 10 full days.
- You are a contact of a person who has tested positive for COVID-19 who is not from your household - your isolation period includes the date of your last contact with them and the next 10 full days.

Self-isolation means you must stay at home at all times and not leave, except in very limited circumstances, for example to seek medical assistance. Do not invite visitors to your home or garden.

There is further [guidance on self-isolation and support available](#) to those self-isolating.

Why self-isolating if you live with someone or are a contact of someone who has coronavirus is important

If you are a contact (you have recently been in contact with someone who has

tested positive or has symptoms of COVID-19), you must self-isolate for 10 full days following your contact with that person.

You must self-isolate for 10 days because this is how long it can take to develop the infection after being exposed (the incubation period).

If you are instructed to self-isolate, it is because there is a high risk that you will develop COVID-19 and might spread it to others, even if you feel well and have no symptoms at all. It is therefore crucial you follow the guidance and complete the full period of self-isolation.

Vaccination

The NHS is currently offering [COVID-19 vaccines](#) to people at the highest risk of becoming unwell from COVID-19.

The vaccines have been shown to reduce the likelihood of severe illness, but we do not know yet if they stop COVID-19 from spreading.

Even if you have been vaccinated, you could still spread COVID-19 to others.

To help protect your friends, family, and community you should continue to follow all of the advice above even if you have been vaccinated.

WEARING A FACE COVERING OR MASK

This information relates to the use of face coverings in public spaces where social distancing is not always possible. It is important to follow all the other government advice on coronavirus (COVID-19), including staying safe outside your home.

What a face covering is

In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. You can buy reusable or single-use face coverings. You may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face.

Face coverings are not classified as PPE (personal protective equipment) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings.

Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).

If you wish to find out more about the differences between surgical face masks, PPE face masks, and face coverings see the MHRA's (Medicines and Healthcare



products Regulatory Agency) regulatory status of equipment being used to help prevent coronavirus (COVID-19).

Face visors or shields

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

When to wear a face covering

There are some places where you must wear a face covering by law, unless you are exempt or have a reasonable excuse (see When you do not need to wear a face covering. See page 24).

In England you must wear a face covering in the following indoor settings (examples are given in brackets):

- public transport (aeroplanes, trains, trams and buses)

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



- visitor attractions and entertainment venues (museums, galleries, cinemas, theatres, concert halls, cultural and heritage sites, aquariums, indoor zoos and visitor farms, bingo halls, amusement arcades, adventure activity centres, indoor sports stadiums, funfairs, theme parks, casinos, skating rinks, bowling alleys, indoor play areas including soft-play areas)
- libraries and public reading rooms
- places of worship
- funeral service providers (funeral homes, crematoria and burial ground chapels)

Penalties for not wearing a mask are now £200 (reduced to £100 if paid within 14 days) After the first offence there will be no discount. For example, receiving a second fine will amount to £400 and a third fine will be £800, up to a maximum value of £6,400.

- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities

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

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

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

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

When you do not need to wear a face covering

In settings where face coverings are required in England there are some circumstances where people may not be able to wear a face covering.

Please be mindful and respectful of such circumstances. Some people are less

able to wear face coverings, and the reasons for this may not be visible to others.

This includes (but is not limited to):

- Children under the age of 11 (Public Health England does not recommend face coverings for children under the age of 3 for health and safety reasons).
- People who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability.
- Where putting on, wearing or removing a face covering will cause you severe distress.
- If you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate.
- To avoid harm or injury, or the risk of harm or injury, to yourself or others – including if it would negatively impact on your ability to exercise or participate in a strenuous activity.
- Police officers and other emergency workers, given that this may interfere with their ability to serve the public.

There are also scenarios when you are permitted to remove a face covering:

- If asked to do so in a bank, building society, or post office for identification.
- If asked to do so by shop staff or

relevant employees for identification, for assessing health recommendations (for example by a pharmacist) or for age identification purposes, including when buying age restricted products such as alcohol.

- If required in order to receive treatment or services, for example when getting a facial.
- In order to take medication.
- If you are delivering a sermon or prayer in a place of worship.
- If you are the persons getting married in a relevant place.
- If you are aged 11 to 18 attending a faith school and having lessons in a place of worship as part of your core curriculum.
- If you are undertaking exercise or an activity and it would negatively impact your ability to do so.
- If you are an elite sports person, professional dancer or referee acting in the course of your employment.
- When seated to eat or drink in a hospitality premise such as a pub, bar, restaurant or cafe. You must put a face covering back on once you finish eating or drinking.

The reason for using face coverings

Coronavirus (COVID-19) usually spreads by droplets from coughs, sneezes and speaking. These droplets can also be picked up from surfaces, if you touch a

surface and then your face without washing your hands first. This is why social distancing, regular hand hygiene, and covering coughs and sneezes is so important in controlling the spread of the virus.

The best available scientific evidence is that, when used correctly, wearing a face covering may reduce the spread of coronavirus droplets in certain circumstances, helping to protect others.

Because face coverings are mainly intended to protect others from coronavirus (COVID-19) rather than the wearer, they are not a replacement for social distancing and regular hand washing. It is important to follow all the other government advice on coronavirus (COVID-19), including staying safe outside your home. If you have recent onset of any of the most important symptoms of coronavirus (COVID-19):



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

you and your household must isolate at home: wearing a face covering does not change this. You should arrange to have a test to see if you have COVID-19.

How to wear a face covering

A face covering should:

- Cover your nose and mouth while allowing you to breathe comfortably.
- Fit comfortably but securely against the side of the face.
- Be secured to the head with ties or ear loops.
- Be made of a material that you find to be comfortable and breathable, such as cotton.
- Ideally include at least 2 layers of fabric (the World Health Organization recommends 3, depending on the fabric used).
- Unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged.

When wearing a face covering you should:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on.

- Avoid wearing on your neck or forehead.
- Avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus.
- Change the face covering if it becomes damp or if you've touched it.
- Avoid taking it off and putting it back on a lot in quick succession (for example, when leaving and entering shops on a high street).

When removing a face covering:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before removing.
- Only handle the straps, ties or clips.
- Do not give it to someone else to use.
- If single-use, dispose of it carefully in a residual waste bin and do not recycle.
- If reusable, wash it in line with manufacturer's instructions at the highest temperature appropriate for the fabric.
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser once removed

Making your own face covering

If you want to make your own face covering, instructions are widely available online. We do not endorse any particular method but be considerate of

materials and fabrics that may irritate different skin types.

Emerging evidence suggests that the risk of transmission may be reduced by using thicker fabrics or multiple layers. However, the face covering should still be breathable.

Children should make face coverings under the supervision of an adult and face coverings for children should be secured to the head using ear loops only.

If you would like more information on how to make a face covering with materials from around your home please visit the [Big Community Sew](#) website. Here you will find step-by-step video tutorials on how to make face coverings and other useful tips and advice.

USEFUL LINKS

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

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

[Explaining PPE to children](#)

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

[Action for hearing loss](#). Face coverings, how the regulations apply to you.

[The Alzheimer's Society](#) Should a person with dementia wear a face mask for coronavirus?

[Asthma UK](#). Should I wear a face mask or face covering?

[MIND](#). Mask anxiety, face coverings and mental health.

[Multiple Sclerosis Trust](#) :Should I be wearing a face covering?

[Royal National Institute for the Blind \(RNIB\)](#): Face covering exemption.



EXEMPTION CARDS

If you have an age, health or disability reason for not wearing a face covering:

- you do not routinely need to show any written evidence of this
- you do not need show an exemption card

This means that you do not need to seek advice or request a letter from a medical professional about your reason for not wearing a face covering.

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

If you wish to use an exemption card or badge, you can [download exemption card templates](#). You can then print these yourself or show them on a mobile device. Please note that the government is not able to provide physical exemption cards or badges.

If you use assistive technology (such as a screen reader) and need a version of these templates in a more accessible format, please email publiccorrespondence@cabinetoffice.gov.uk. Please say what format you need the template in and what assistive technology you use.

Carrying an exemption card or badge is a personal choice and is not required by law.

MAINTAINING AND DISPOSING OF FACE COVERINGS

- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose.
- Once removed, store reusable face coverings in a plastic bag until you have an opportunity to wash them. If the face covering is single use, dispose of it in a residual waste bin. Do not put them in a recycling bin.
- Make sure you clean any surfaces the face covering has touched using normal household cleaning products.
- If eating in a café, for example, it is important that you do not place the face covering on the table.
- Wash your face covering regularly and follow the washing instructions for the fabric. You can use your normal detergent. You can wash and dry it with other laundry. You must throw away your face covering if it is damaged.



USING THE NHS AND OTHER HEALTH SERVICES DURING CORONAVIRUS

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

It's important to:

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

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

Health information and advice

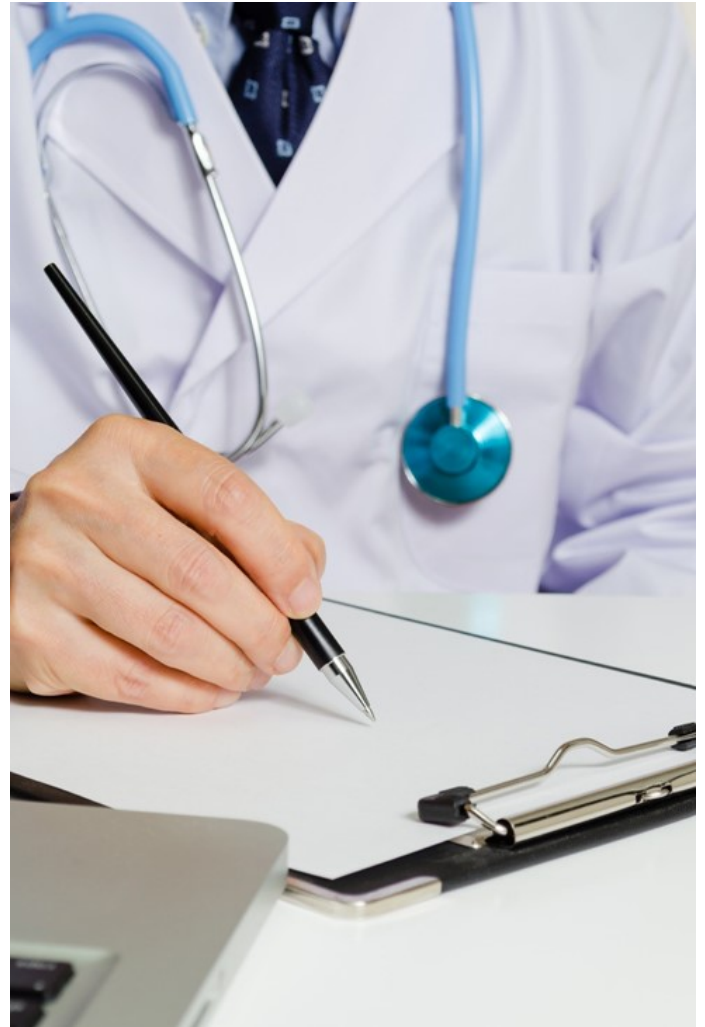
The best place to get accurate health information is the [NHS website](https://www.nhs.uk).

The NHS website has information and advice on:

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

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

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



Help and support from a GP

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

You can:

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

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

A phone or video call with a GP, nurse or

other healthcare professional may be booked for you.

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

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

Online services and apps

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

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

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

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

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

Repeat prescriptions

If you have a repeat prescription that you usually request at your GP surgery or

pharmacy, you can do this online.

You can order repeat prescriptions using:

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

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

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

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

Hospitals

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

Some changes have been made to hospital services:

- You must wear something that covers your nose and mouth when you go to a hospital.
- Some appointments may be online, by phone or by [video call](#).

CORONAVIRUS HELP

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

- You may be asked to come to your appointment alone, if you can.
- Some appointments may be cancelled or rescheduled – but keep going to any appointments you usually have, unless you're told not to.

If you're having surgery or a procedure:

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

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

Dental treatment

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

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

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

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

Instead:

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

They can give you advice, help you

New Arrangements for Long Term Sick Notes

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

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

Advice for Parents

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

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

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

[Click here to view advice poster](#)

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

A COLD, THE FLU OR CORONAVIRUS?

contact an urgent dental service or arrange treatment if needed.

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

Urgent medical help

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

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

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

Emergency medical help

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

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

YOUR COVID RECOVERY SERVICE

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

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

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

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. As well as the three main symptoms of

- fever or chills
- cough
- new loss of taste or smell

People with the following symptoms may have COVID-19:

- shortness of breath or difficulty breathing
- fatigue
- muscle or body aches
- headache
- sore throat
- congestion or runny nose
- nausea or vomiting
- diarrhoea

Flu and COVID-19 are both contagious respiratory illnesses, but they are caused by different viruses. COVID-19 is caused by infection with a new coronavirus (called SARS-CoV-2), and flu is caused

by infection with influenza viruses.

COVID-19 seems to spread more easily than flu and causes more serious illnesses in some people. It can also take longer before people show symptoms and people can be contagious for longer. More information about differences between flu and COVID-19 is available in the different sections below.

Because some of the symptoms of flu and COVID-19 are similar, it may be hard to tell the difference between them based on symptoms alone, and testing may be needed to help confirm a diagnosis.

TOP FIVE CORONAVIRUS SYMPTOMS IN CHILDREN

Experts say parents should look out for the following symptoms:

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

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

NHS TEST AND TRACE SERVICE

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

When to self-isolate

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

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

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

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

If you live in the same household as



someone with coronavirus symptoms, you must self-isolate straight away for 14 days.

How to order a test

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

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

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

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

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

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

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

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

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

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

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

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

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

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

If you test negative.

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

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

If you test positive.

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

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

Getting tested

If you live in Essex and have symptoms of coronavirus you can get a test. You can book a test on GOV.UK or call 119.

Where can you get tested?

Testing centres are run by the NHS and Ministry of Defence. They may offer you a test centre, depending on availability, at:

- one of the national testing centres, in Stansted or Ipswich
- or at local mobile testing site. The NHS provide locations on a weekly basis for the week ahead. Check current locations.

If you're unable to visit a test centre

You may be able to book a home test on GOV.UK if you meet the eligibility criteria.

spread of the virus.

Contact tracers will:

- Call you from 0300 013 5000.
- Send you text messages from 'NHS'.
- Ask you to sign into the NHS test and trace contact tracing website.
- Ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.
- Ask about the coronavirus symptoms you have been experiencing.
- Ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting. Close contact means having face-to-face contact with someone (less than 1 metre away), spending more than 15 minutes within 2 metres of someone, travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane.
- If you work in, or have recently visited, a setting with other people (for example a GP surgery, a school or a workplace).
- Ask if anyone you have been in contact with is under 18 or lives outside England.

CONTACT TRACERS WILL NEVER:

- Ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087).
- Ask you to make any form of payment or purchase a product or any kind.
- Ask for any details about your bank account.
- Ask for your social media identities or login details, or those of your contacts.
- Ask you for any passwords or PINs or ask you to set up any passwords or PINs over the phone.
- Disclose any of your personal or medical information to your contacts.
- Provide medical advice on the treatment of any potential coronavirus symptoms.
- Ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else.
- Ask you to access any website that does not belong to the government or NHS.

NHS TEST AND TRACE IN THE WORKPLACE

Guidance on what to do if you or someone you employ is contacted by NHS Test and Trace, including self-isolation and financial support.

Covid-19 Testing Centre Opens In Colchester

A new fast testing centre is opening in Colchester for those who **DO NOT** have symptoms of Covid-19.

Colchester residents with no symptoms are being encouraged to get tested to help reduce the spread of the virus and the pressure it is putting on hospitals and the care system.

The new Colchester Testing Centre is situated at Leisure World Colchester, Cowdray Avenue, CO1 1YH and will be operational from Saturday 16 January 2021.

This centre offers new and fast Lateral Flow Tests, **ONLY** for people for who **DO NOT** have symptoms and gives results in around 30 minutes.

Tests are by **appointment only** and bookings should be made online. Anyone booking should live in Colchester. You can book a test [here](#).

Booking online is the quickest and most effective option for residents seeking a Lateral Flow Test.

If you're not able to book using the online form, you can call 0333 772 6144 to arrange an appointment. Lines are open from 8am to 8pm, every day including Saturday and Sunday.

You can also email: booking.confirmation@nhs.net and a member of staff will contact you to arrange an appointment.

Anyone **WITH** symptoms should book a test via the NHS Test and Trace App, or [here](#).



HM Government

NHS
Test and Trace

CORONAVIRUS

Got symptoms? get tested now.

Be part of the team, protect your community –
get a test as soon as you can and follow the guidance.

Do not leave home, except to get a test. Find out how to get a test at
www.newcastle.gov.uk/coronavirus or call 119.

HELP AND FINANCIAL SUPPORT WHILE YOU'RE SELF-ISOLATING

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

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

Help with everyday tasks from an NHS volunteer

[NHS Volunteer Responders](#) can help with things like:

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

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

Financial support if you cannot work

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

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

[Test and Trace Support Payment](#)

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

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

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

[How long to self-isolate](#)

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

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

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

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

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

[Support with work and finances: Financial support - Essex County Council](#)

[Apply for a Test and Trace Support Payment - Essex County Council](#)

Colchester Borough Council has received extra funding from Essex County Council to extend its scheme to provide one-off support payments to residents asked to self-isolate.

Residents who need to self-isolate because they or a household member has tested positive for COVID-19 could get a £500 grant – whether or not they qualify for Government support.

People who test positive for Covid-19 could be entitled to a £500 Test and Trace Support Payment from the Government.

However, many residents asked to self-isolate may be ineligible for the Government support payment. It is these

people who this new fund aims to help.

People may not qualify for Government support because, for instance, they are on zero hours contracts, self-employed and trading for less than one year or self-employed without access to support because of low trading returns.

The extra funding is to ensure that those that must stay at home are given the financial means to do so. The £500 discretionary grant per resident will be a one-off payment to cover the two-week period of self-isolation. The funding is a per-head share of £3m distributed to councils across Essex.

£500 grants available to those who need to self-isolate



NHS COVID-19 APP

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

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

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

The importance of the app

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

App Data

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

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

Benefits of app contact tracing

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



The infographic is titled "NHS COVID-19 app features" and is set against a blue background. At the top left, it features the logos for "GIG", "NHS", "Prof. Chris Doolan", and "Test, Trace, Protect". At the top right is the "NHS Test and Trace" logo. The main title "NHS COVID-19 app features" is in large white text. Below the title, a smartphone screen displays the app's interface with the text: "This app helps us keep each other safe. It's a warning tool and there's no need to panic. It's a warning tool and there's no need to panic. It's a warning tool and there's no need to panic." Below the phone screen, there are six icons representing different app features: "Trace" (two people talking), "Alert" (a bar chart with a warning icon), "Check-in" (a person at a desk), "Symptoms" (a person with a fever icon), "Test" (a person holding a test result), and "Isolate" (a person in a house with a warning icon). Each icon has a brief description of the feature. At the bottom, a grey box contains the text: "To download the NHS COVID-19 app, search for 'NHS COVID-19' in the App Store / Google Play Store on your phone".

Trace
Get alerted if you've been near other app users who have tested positive for coronavirus

Alert
Lets you know the level of coronavirus risk in your postcode district

Check-in
Get alerted if you have recently visited a venue where you may have come into contact with coronavirus

Symptoms
Check if you have coronavirus symptoms and see if you need to order a free test

Test
Helps you book a test and get your result

Isolate
Keep track of your self-isolation countdown and access relevant advice

To download the NHS COVID-19 app, search for "NHS COVID-19" in the App Store / Google Play Store on your phone

How the app supports you

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

Trace

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

Alert

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

Check-in

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

Symptoms

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

Test

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

Isolate

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

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

ISOLATING—STAY AT HOME ADVICE

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

This guidance is for:

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

In this guidance a household means:

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

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

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

Symptoms

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

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

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

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

Tests for COVID-19

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

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

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

LFD tests detect proteins in the



**Public Health
England**

Self-isolation

Advice for patients with & without symptoms of infection, who are isolating themselves due to potential exposure to novel coronavirus (COVID-19). These actions will help to protect others inside & outside of your home from infection.

Isolate yourself



Stay in your home or accommodation, do not go to work, school or other public areas



Separate yourself from others in your home or accommodation



Do not have visitors in your home or accommodation



Use **separate facilities** if sharing, these should be cleaned before use by others



Have food, medication & other supplies **delivered to you**



Try to keep away from your pets. If unavoidable, wash your hands before & after contact

Prevent the spread of infection



Cover coughs & sneezes with a tissue



Place the tissue in a **bin**



Wash your hands with **soap & water**



Use **separate household items** like towels, bedding, toothbrushes, cups & dishes



Wear a mask when you are around others, if you have been told to do so

Wash hands with soap & water:



Before cooking & eating



After using the toilet

Take care of your health & wellbeing

For those with symptoms of infection:



Get plenty of rest until you feel better



Drink enough fluids so that you pass urine regularly



Take paracetamol as advised, to reduce pain & fever

For everyone in self-isolation:



Keep in contact with friends & family by phone, video & online



Carry on hobbies & interests within your home if you are able to



Take regular exercise within your home if able

Seek help if you develop symptoms or existing symptoms get worse (eg difficulty breathing) by calling NHS 111

Your healthcare provider will advise you on whether to remain in self-isolation following a negative test result

In an emergency, call 999 & inform the call handler about your potential exposure to COVID-19

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

Main messages

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

It may be difficult for some people to separate themselves from others in their household. Not all these measures will be possible if you are living with children or have caring responsibilities but follow this guidance to the best of your ability in these circumstances.

If you have COVID-19 symptoms or have received a positive COVID-19 test result

STAY AT HOME AND SELF-ISOLATE

- If you develop symptoms of COVID-19, stay at home and self-isolate immediately.
- If you have a positive test result but do not have symptoms, stay at home and self-isolate as soon as you receive the results.
- Your household needs to isolate too.

- Arrange to have a PCR test for COVID-19 if you have not already had one.
- Stay at home while you are waiting for a home test kit, a test site appointment or a test result.

You can leave your home in certain circumstances, but do not go to work, school, or public areas and do not use public transport or taxis. Only leave your home to get to your test if you need to, observe strict social distancing advice and return immediately afterwards.

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

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



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

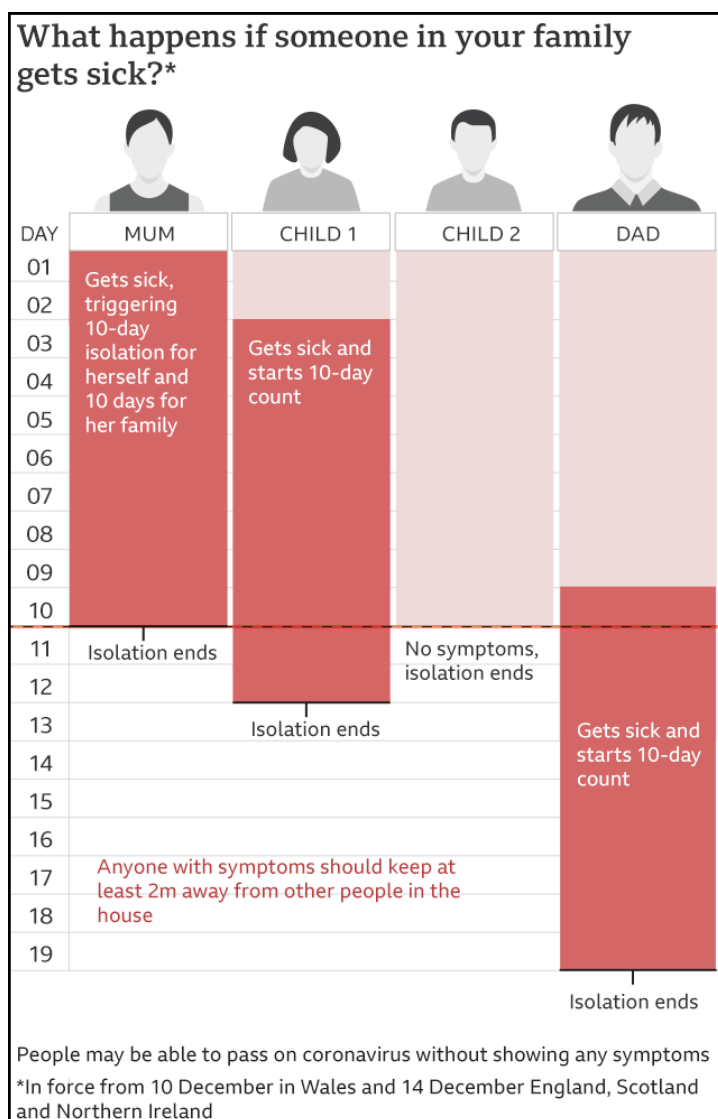
A positive PCR test result means you must complete your full isolation period. Your isolation period starts immediately from when your symptoms started, or, if you do not have any symptoms, from when your first test was taken, whether this was a LFD or a PCR test.

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

result is negative.

You can return to your normal routine and stop self-isolating after 10 full days if your symptoms have gone, or if the only symptoms you have are a cough or anosmia, which can last for several weeks. If you still have a high temperature after 10 days or are otherwise unwell, stay at home and seek medical advice.

If you are isolating because of a positive test result but did not have any symptoms, and you develop COVID-19



symptoms within your isolation period, **start a new 10 day isolation period by counting 10 full days from the day following your symptom onset.**

Most people with COVID-19 will experience a mild illness. Seek prompt medical attention if your illness or the illness of someone in your household is worsening.

Stay as far away from other members of your household as possible, especially if they are clinically extremely vulnerable. Wherever possible, avoid using shared spaces such as kitchens and other living areas while others are present and take your meals back to your room to eat. Wear a face covering or a surgical mask when spending time in shared areas inside your home.

Take exercise within your home, garden or private outdoor space. Follow the general advice to reduce the spread of the infection within your household.

If you have a negative COVID-19 PCR test result following a positive LFD test

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

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

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

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

You can stop isolating as long as:

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

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

After your isolation period has ended

If you have tested positive for COVID-19, you will probably have developed some immunity to the disease. However, it cannot be guaranteed that everyone will develop immunity, or how long it will last. It is possible for PCR tests to remain positive for sometime after COVID-19 infection. Anyone who has previously received a positive test result for COVID-19 should only be re-tested within a 90-day period if they develop any new symptoms of COVID-19.

If you develop COVID-19 symptoms at any point after ending your first period of isolation you and your household should

follow the steps in this guidance again.

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

NHS Test and Trace

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

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

If you live in the same household as someone with COVID-19

Stay at home and self-isolate. Do not go to work, school, or public areas and do not use public transport or taxis.

Your isolation period includes the day the first person in your household's symptoms started (or the day their test was taken if they did not have symptoms, whether this was an LFD or PCR test), and the next 10 full days. This means that if, for example, your 10 day isolation period starts on the 15th of the month, your isolation period ends at 23:59 hrs on the 25th and you can return to your normal routine.

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

If you are asked to self-isolate by NHS Test and Trace, including by the NHS COVID-19 app, you may be entitled to a payment of £500 from your local authority under the Test and Trace Support Payment scheme.

Failure to comply with self-isolation may result in a fine, starting from £1,000. Parents or guardians are legally responsible for ensuring that anyone under 18 self-isolates if they test positive for COVID-19 and are contacted by NHS Test and Trace and told to self-isolate.

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

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

Visitors to the household

Do not invite or allow social visitors to enter your home, including friends and family. If you want to speak to someone who is not a member of your household, use the phone, email or social media.

If you or a family member receive essential care in your home, carers should continue to visit and follow the provision of home care guidance to reduce the risk of infection.

All non-essential in-house services and repairs should be postponed until the self-isolation period is completed.

How COVID-19 is spread

COVID-19 spreads from person to person through small droplets, aerosols and through direct contact. Surfaces and belongings can also be contaminated with COVID-19 when people with the infection cough or sneeze or touch them.

The risk of spread is greatest when people are close to each other, especially in poorly ventilated indoor spaces and when people spend a lot of time together in the same room.

Social distancing, washing your hands and good respiratory hygiene (using and disposing of tissues), cleaning surfaces and keeping indoor spaces well ventilated are the most important ways to reduce the spread of COVID-19.

People who have COVID-19 can infect others from around 2 days before symptoms start, and for up to 10 days after. They can pass the infection to others, even if they have mild symptoms or no symptoms at all, which is why they must stay at home.

People who live in the same household as someone with COVID-19 are at higher risk of developing COVID-19. They could



spread the disease to others even when feeling well, which is why they must stay at home.

How to limit close contact with others in the household if you have COVID-19

- Spend as little time as possible in shared spaces such as kitchens, bathrooms and sitting areas.
- Avoid using shared spaces such as kitchens and other living areas while others are present and take your meals back to your room to eat.
- Observe strict social distancing.
- Ask the people you live with to help by bringing your meals to you, helping with cleaning and by giving you space.
- Use a separate bathroom from the rest of the household where possible. If a separate bathroom is not

available, try and use the facilities last, before cleaning the bathroom using your usual cleaning products. The bathroom should be cleaned regularly.

- You should use separate towels from other household members, both for drying yourself after bathing or showering and for drying your hands. Keep your room well-ventilated by opening a window to the outside.
- Use a face covering or a surgical mask when spending time in shared areas inside your home to minimise the risk of spread to others. Used correctly, they may help to protect others by reducing the transmission of COVID-19 but they do not replace the need to limit your contact with other household members.

You can find more advice on reducing the risks from COVID-19 in your home at GermDefence.

Those who are clinically extremely vulnerable should be supported to minimise their contact with other people in the household during this period, regardless of whether others have symptoms or not.

Reducing the spread of COVID-19 in your household

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



WASH YOUR HANDS

This is an important way to reduce the risk of catching COVID-19 or passing it on to others. Wash your hands with soap and water for 20 seconds or use hand sanitiser, particularly after coughing, sneezing and blowing your nose and before you eat or handle food. Clean your hands frequently and avoid touching your face.

COVER COUGHS AND SNEEZES

Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have a tissue, cough or sneeze into the crook of your elbow, not into your hand.

Dispose of tissues into a rubbish bag and immediately wash your hands. If you have a carer, they should use disposable tissues to wipe away any mucus or phlegm after you have sneezed or coughed and then wash or sanitise their hands.

CLEAN YOUR HOME TO REDUCE SPREAD OF INFECTION

Regularly clean frequently touched surfaces, such as door handles and remote controls, and shared areas such as kitchens and bathrooms. This is particularly important if you have a clinically extremely vulnerable person in the house.

Use standard household cleaning products like detergents and bleach to clean your home as these are very

effective at getting rid of the virus on surfaces. Clean shared bathrooms each time they are used, especially the surfaces you have touched, using your usual bathroom cleaning products.

Cleaning cloths and personal waste such as used tissues and disposable face coverings should be stored in disposable rubbish bags. These bags should be placed into another bag, tied securely and put aside for at least 72 hours before being put in your usual external household waste bin. Other household waste can be disposed of as normal.

Use a dishwasher to clean and dry your crockery and cutlery. If this is not possible, wash them by hand using washing up liquid and warm water and dry thoroughly using a separate tea towel.

LAUNDRY

To reduce the possibility of spreading the virus through the air, do not shake dirty laundry. Wash items in accordance with the manufacturer's instructions. All dirty laundry can be washed in the same load. If you do not have a washing machine, wait a further 72 hours after your self-isolation has ended when you can then take the laundry to a public launderette.

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

VENTILATE INDOOR AREAS

Keep indoor areas well-ventilated with fresh air, especially shared living areas. To increase the flow of air you can:

- open windows as much as possible
- open doors
- make sure that any vents are open and airflow is not blocked
- leave extractor fans (for example in bathrooms) running for longer than usual with the door closed after use

CARING FOR PETS

COVID-19 in the UK is spread between humans. There is limited evidence that some animals, including pets, can become infected with SARS-CoV-2 (the virus that causes COVID-19) following close contact with infected humans.

Pet owners who have COVID-19 or who are self-isolating with symptoms should restrict contact with pets and wash their hands thoroughly before and after interacting with their pet.

Looking after your health and wellbeing

Looking after your mental and physical wellbeing while staying at home

Staying at home and self-isolating for a prolonged period can be difficult, frustrating and lonely for some people and you or other household members may feel low. It can be particularly challenging if you do not have much space or access to a garden.

Remember to take care of your mind as well as your body and get support if you need it. There are many sources of support and information, such as guidance on looking after your mental health and wellbeing and on supporting children and young people.

Every Mind Matters provides simple tips and advice to take better care of your



mental health, including a COVID-19 hub with advice for those staying at home.

Many people find it helpful to remind themselves why what they are doing is so important. By staying at home, you are helping to protect your friends and family, other people in your community and the NHS.

Things that you can do to help make staying at home easier:

- Keep in touch with friends and family over the phone or through social media.
- Remember that physical exercise can be good for your wellbeing. Look for online classes or courses that can help you take light exercise in your home.
- Plan ahead and think about what you will need to be able to stay at home for the full duration.
- Ask your employer, friends and family for help to access the things you will need while staying at home.
- Think about and plan how you can get food and other supplies, such as medication, that you will need during this period.
- Check if your neighbourhood or local community has a volunteer system that could help bring you supplies or provide other support.
- Ask friends or family to drop off anything you need or order supplies

online or by phone, making sure these are left outside your home for you to collect.

- Think about things you can do during your time at home such as cooking, reading, online learning and watching films.
- Many people find it helpful to plan out the full 10 days. You may also find it helpful to plan in advance what you will do if, for example, someone in your household were to feel much worse.

If you need help for a mental health crisis, emergency or breakdown, seek immediate advice and assessment. Even during the COVID-19 pandemic, urgent mental health support is available to adults and children around the clock. Find your [local NHS helpline](#) by searching for your postcode or home town in a new service finder.

If you need medical advice

Health and care services remain open to help people with all health conditions, including COVID-19. Most people with COVID-19 will experience a mild illness which can be managed at home. Find out more about [managing the symptoms of COVID-19 at home](#).

All routine medical and dental appointments should be cancelled while you are staying at home. If you are concerned or have been asked to attend in person during this time, discuss this with your medical contact first (for

example, your GP or dentist, local hospital or outpatient service).

Seek prompt medical attention if your illness or the illness of someone in your household is worsening. If it is not an emergency, contact the [NHS 111 online](#) COVID-19 service or NHS 111 for other health conditions. If you have no internet access, call NHS 111.

If it is a medical emergency and you need to call an ambulance, dial 999. Inform the call handler or operator that you or someone in your household has COVID-19 or symptoms if that is the case.

If you are breastfeeding

If you have symptoms of COVID-19, have tested positive or are living in a household with someone who has COVID-19, you may be concerned about the infection spreading to your baby if you are breastfeeding.

The benefits of breastfeeding outweigh any potential risks of transmission of the virus through breast milk or by being in close contact, however, this will be an individual decision. Talk to your midwife, health visitor or GP by telephone.

There is currently no evidence to suggest that the COVID-19 virus can be transmitted through breast milk. However, COVID-19 infection can be passed on to a baby in the same way as it can to anyone in close contact with you. The current evidence is that children

with COVID-19 get much less severe symptoms than adults. If you or a family member are feeding with formula or expressed milk, sterilise the equipment carefully before each use. You should not share bottles or a breast pump with someone else.

You can find more information from the [Royal College of Obstetricians and Gynaecologists](#).

People with learning disabilities, autism or serious mental illnesses

Not all these measures will be possible if you, or those you live with, have conditions such as learning disabilities, autism or serious mental illnesses. Follow this guidance to the best of your ability, whilst keeping yourself and those close to you safe and well, ideally in line with any existing care plans.





HOW TO TREAT CORONAVIRUS SYMPTOMS AT HOME

TEMPERATURE



- ✓ Get lots of rest.



- ✓ Drink plenty of fluids (water is best) to avoid dehydration - drink enough so your pee is light yellow and clear.



- ✓ Take paracetamol or ibuprofen if you feel uncomfortable.

COUGH



- ✓ Lie on your side or sit upright instead. **Avoid lying on your back.**



- ✓ Try having a teaspoon of honey to help ease a cough. But do not give honey to babies under 12 months.

If this does not help, ask a non-isolating friend or family member to seek advice from a pharmacist on your behalf.

BREATHLESS



- ✓ Keep your room cool. Try turning the heating down or opening a window. **DO NOT use a fan as it may spread the virus.**



- ✓ Try breathing slowly in through your nose and out through your mouth, with your lips together.



- ✓ Sit upright in a chair relaxing your shoulders.



- ✓ Lean forward slightly - support yourself by putting your hands on your knees or on something stable like a chair.

Try to stay calm if you're feeling breathless. Anxiety can make it worse.

Call 999 for an ambulance if you or someone you care for:

- are struggling to breathe
- are coughing up blood
- have blue lips or a blue face
- feel cold and sweaty, with pale or blotchy skin
- have a rash that does not fade when you roll a glass over it
- collapse or faint
- become confused or very drowsy
- have stopped peeing or are peeing much less than usual

Tell the operator you might have coronavirus symptoms.

DO NOT GO TO A PHARMACY

If you or someone you live with has coronavirus symptoms, you must all stay at home.

If you're concerned about your symptoms and need medical advice, use the **NHS 111 online coronavirus service.**

GETTING HELP WHILE YOU'RE STAYING AT HOME

The Essex Wellbeing Service can help you while you have to stay at home (self-isolate).

Call 0300 303 9988 8am to 7pm (Mon to Friday), 10am to 2pm (Weekends)

HOW TO LOOK AFTER YOURSELF IF YOU HAVE COVID-19?

It's very important that you stay at home for 10 days if you have symptoms that may be caused by coronavirus (COVID-19), even if you think your symptoms are mild.

There are a few things you can do to take care of yourself at home. Do not go to your GP, pharmacy or hospital.

Treating a fever at home

It's safe to treat most fevers at home. However, you may be at risk of becoming dehydrated.

You should:

- Wear loose, comfortable clothing - don't try to make yourself too cold.
- Drink more fluids – you should be peeing (approximately) every 6 hours.
- Monitor your pee colour – a pale yellow colour means you're unlikely to be dehydrated, whilst darker pee means you should drink more water.
- Take paracetamol if you have a temperature – always follow the manufacturer's instructions.
- Keep your room at a comfortable temperature and make sure fresh air is circulating.

When to get help

You should phone 111 if you develop any of the following symptoms:

- Severe thirst and peeing less.
- Light-headedness or weakness.

- New, severe muscle cramps.

You should also phone 111 if your symptoms worsen or if you notice new symptoms.

Treating a cough at home

It's also safe to treat most coughs at home.

You should:

- Take pain medication such as paracetamol - always follow the manufacturer's instructions.
- Drink enough fluids to keep you hydrated – this is particularly important if you've just woken up.
- Drink warm drinks as they have a soothing effect.

To reduce the risk of spreading to others you should:

- Cover your mouth when you cough or sneeze.
- Wash your hands regularly.
- Dispose of tissues appropriately.
- Sneeze into the crook of your elbow if you don't have a tissue.

When to get help

You should phone 111 if you develop any of the following symptoms:

- Coughing up blood.
- Chest pain.
- Shortness of breath that's new or worsening.

CORONAVIRUS VACCINES

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

Who can get the COVID-19 vaccine

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. In England, the vaccine is being offered in some hospitals and pharmacies, at local vaccination centres run by GPs and at larger vaccination centres. More centres are opening all the time.

It's being given to:

- people aged 65 and over
- people who are at high risk from coronavirus (clinically extremely vulnerable)
- people who are at moderate risk from coronavirus (clinically vulnerable)
- people who live or work in care homes
- health and social care workers

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

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

The priority list for the first phase is as follows:

- Residents in a care home for older adults and their carers.
- All those aged 80 and over.

Suffolk and North East Essex COVID-19 Vaccination Service

Has information on:

- Where you can get the vaccine
- Vaccine eligibility
- Making an appointment
- Attending the appointment

- Frontline health and social care workers.
- All those aged 75 and over.
- All those aged 70 and over. Clinically extremely vulnerable individuals.
- All those aged 65 and over.
- All individuals aged 16-64 with underlying health conditions which put them at higher risk of serious disease and mortality.
- All those aged 60 and over.
- All those aged 55 and over.
- All those aged 50 and over.

How you will be contacted for your coronavirus (COVID-19) vaccination

The NHS will let you know when it's your turn to have the coronavirus (COVID-19) vaccination.

The vaccine is being offered at larger vaccination centres, pharmacies and some local NHS services such as hospitals or GP surgeries.

More people are being offered the vaccine every week.

Please remember that the vaccine is FREE and at no point will money or bank details be asked for. If you have any concerns then please to Citizens Advice Consumer Service on 0808 223 1133.

By letter, text or email

If you're invited to have your vaccination at a larger vaccination centre or at a pharmacy, you may get a letter.

If you're invited to have your vaccination at a local centre such as a hospital or GP surgery, you'll usually get a text or email. You may sometimes get a letter.

You can choose to go to a larger vaccination centre or pharmacy, or wait to be invited to go to a local NHS service. More places are opening all the time.

If you have received a letter but not booked an appointment

You may get a phone call from the NHS Immunisation Management Service. This call will be from 0300 561 0240.

This will be a reminder to book your COVID-19 vaccination appointments.

The person you speak to will see if you need any help and support.

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

The COVID-19 vaccines will become

Book or manage your coronavirus vaccination

Use this service to book a coronavirus (COVID-19) vaccination or manage your appointments.

- You can only use this service if any of the following apply:
- you are aged 65 and over
- you have previously received a letter saying you are at high risk from coronavirus (clinically extremely vulnerable)
- you are an eligible frontline health worker
- you are an eligible frontline social care worker

You also need to be registered with a GP surgery in England to use this service. You can register with a GP if you do not have one.

If you are not eligible yet wait for the NHS to contact you to arrange your vaccination appointments. It is important not to contact the NHS for a vaccination before then.

Find out more about who is eligible to have a coronavirus vaccination.

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

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

Where you can get the COVID-19 vaccination

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

surgery.

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

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

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

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

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

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

The poster features a dark blue background with a large, light blue, abstract shape on the left. In the top left corner is the HM Government logo. In the top right corner is the NHS logo. On the right side, there is an illustration of a female healthcare worker in a white lab coat and a female patient, both wearing face masks. The text on the poster is as follows:

HAD ONE DOSE OF THE COVID-19 VACCINE?

STAY HOME

You need both doses of the vaccine to fully protect yourself against coronavirus.

STAY HOME ► PROTECT THE NHS ► SAVE LIVES

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

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

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

- at high risk of getting coronavirus because of where you work
- have a health condition that means you're at high risk of serious complications of coronavirus

You can have the COVID-19 vaccine if you're breastfeeding.

Speak to a healthcare professional before you have the vaccination. They will discuss the benefits and risks with you.

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

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

[Read the latest Royal College of Obstetricians and Gynaecologists and Royal College of Midwives statement on the COVID-19 vaccine and fertility](#)

How the COVID-19 vaccine is given

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

It's given as 2 doses. You will have the 2nd dose 3 to 12 weeks after having the 1st dose.

When the 2nd dose will be given

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

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

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

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

What happens at your appointment

When it's your turn to have the coronavirus (COVID-19) vaccine, you'll get a letter, phone call, email or text inviting you for an appointment.

You need to have 2 doses of the vaccine and to go to 2 appointments.

The 1st dose of the COVID-19 vaccine should give you good protection from coronavirus. But you need to have the 2 doses of the vaccine to give you longer lasting protection.

You may be invited to have your vaccination at:

- a hospital
- your GP surgery
- a vaccination centre
- a pharmacy

What happens on the day

What to bring

You'll need to bring:

- a face covering, unless you cannot wear one for a health or disability reason
- your booking reference numbers if your appointment is at a vaccination centre

If you need a carer you can bring them with you on the day.

What happens at the appointment

Your appointment should last for around 30 to 45 minutes.

You'll be asked some questions about your medical history.

It's important to tell the staff giving you the vaccination if you have ever had a severe allergic reaction or you are pregnant.

If your appointment is at a vaccination centre, you'll be asked for your booking reference numbers.

You will then be given an injection of the vaccine into your upper arm.

All places that offer COVID-19 vaccinations will help keep you safe from COVID-19. There will be regular cleaning and social distancing in waiting areas.

After the vaccination

You may be asked to wait for 15 minutes after having the vaccination. This is in the unlikely event you have a serious reaction to the vaccine.

Research has found it's very rare to have a serious allergic reaction to the vaccine. If this does happen, it usually happens within minutes.

The team are trained to deal with reactions and treat them immediately.

You will also be given a leaflet about what to expect after your vaccination to take home with you.

[Find out more about what to expect after the vaccination on GOV.UK](#)

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

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

How safe is the COVID-19 vaccine?

The vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness set out by the independent Medicines and Healthcare products Regulatory Agency (MHRA).

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

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

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

To find out more about the vaccines approved in the UK, see:

[GOV.UK: Pfizer/BioNTech vaccine for COVID-19 approved by MHRA](#)

[GOV.UK: Oxford/AstraZeneca vaccine for COVID-19 approved by MHRA](#)

[GOV.UK: Moderna vaccine for COVID-19 approved by MHRA](#)

How effective is the COVID-19 vaccine?

The 1st dose of the COVID-19 vaccine should give you good protection from

coronavirus. But you need to have the 2 doses of the vaccine to give you longer lasting protection.

There is a chance you might still get or spread coronavirus even if you have the vaccine.

This means it is important to:

- continue to follow [social distancing guidance](#)
- if you can, wear something that covers your nose and mouth in places where it's hard to stay away from other people

COVID-19 vaccine side effects

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

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

An NHS advertisement featuring a smiling Black couple sitting together. The man is holding a tablet. The background is a warm, indoor setting. The text is overlaid on the left side of the image.

HM Government

HAVE YOU HAD YOUR COVID-19 VACCINE?

There is still a risk you could spread coronavirus, even after you have been vaccinated.

Stay home to save lives.

STAY HOME > PROTECT THE NHS > SAVE LIVES

NHS

- feeling achy

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

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

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

Allergic reactions

Tell healthcare staff before you are vaccinated if you've ever had a serious allergic reaction.

You should not have the COVID-19 vaccine if you have ever had a serious allergic reaction (including anaphylaxis) to:

- a previous dose of the same vaccine
- any of the ingredients in the vaccine

Serious allergic reactions are rare. If you do have a reaction to the vaccine, it usually happens in minutes. Staff giving the vaccine are trained to deal with allergic reactions and treat them immediately.

You can report any suspected side effect using the Coronavirus Yellow Card safety scheme.

[Visit the Coronavirus Yellow Card to report a vaccine side effect](#)

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

The vaccine cannot give you COVID-19 infection, and a full course will reduce your chance of becoming seriously ill. We do not yet know whether it will stop you from catching and passing on the virus, but we do expect it to reduce this risk. So, it is still important to follow the guidance in your

local area to protect those around you.

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

- practice social distancing
- wear a face mask
- wash your hands carefully and frequently
- follow the [current guidance](#)

More information

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

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

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

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

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

[How you will be contacted for your coronavirus \(COVID-19\) vaccination](#)

[Book or manage your coronavirus vaccination](#)

[What happens at your appointment](#)

[COVID-19 vaccination easy read leaflets](#)

[British Sign Language Resources](#)

[COVID-19 vaccination: women of childbearing ages, currently pregnant or breastfeeding](#)



Public Health
England

Which COVID-19 vaccine?

Pfizer/BioNTech BNT162b2

 **BIONTECH**

Dose
0.3ml

Age from
16 years of age

Minimum interval between 2 doses
21 days

Pack size
195 vials*

Minimum number of doses per vial
6

Requires dilution?
Yes with 1.8ml preservative free sodium chloride 0.9%

Frozen storage
Frozen -80°C to -60°C until expiry

Routine storage
Thawed and undiluted
5 days (120 hours) at +2°C to +8°C

Use after 1st dose withdrawn
Once diluted, use within 6 hours
Store at +2°C to +25°C

Appearance
Diluted solution off white
with no particulates visible

Observation
15 minutes observation

* Pack volumes may vary, check with your supplier.

AstraZeneca

 AstraZeneca

Dose
0.5ml

Age from
18 years of age

Minimum interval between 2 doses
28 days

Pack size
10 vials

Minimum number of doses per vial
10 (5ml vial) / 8 (4ml vial)

Requires dilution?
No

Frozen storage
Not applicable

Routine storage
+2°C to +8°C
6 months or until expiry

Use after 1st dose withdrawn
Use within 6 hours of first puncture
Store at +2°C to +25°C

Appearance
Colourless to slightly brown
clear to slightly opaque no particles

Observation
No observation period required
but not to drive for 15 minutes

Resources:

Green Book Chapter 14a: www.gov.uk/government/publications/covid-19-the-green-book-chapter-14a
GOV.UK COVID-19 vaccination programme: www.gov.uk/government/collections/covid-19-vaccination-programme

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CORONAVIRUS VACCINE— SCAMS

Criminals are exploiting the current situation to attempt to steal personal details and your money.

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. These people will be contacted by the NHS.

NO PAYMENT IS REQUIRED FOR THE VACCINE.

There has been a surge worldwide of vaccine related phishing email scams. We expect to see an increase in these.

Phishing emails seen have contained malicious files that installed malware, or links to bogus websites to obtain the victim's information.

Protect yourself from vaccine-themed phishing campaigns by checking the email addresses on incoming messages and be alert to hyperlinks that contain misspelled domain names; be aware of highly emotive language designed to manipulate you; do not supply login credentials or personal information in response to an email; monitor key financial accounts regularly; and keep software and apps updated.

Report all scams Citizens Advice Consumer Service on 0808 223 1133.

For more information on vaccine scams see page 162.

- The NHS will never ask you for your bank account or card details.
- The NHS will never ask you for your PIN or banking password.
- The NHS will never arrive unannounced at your home to administer the vaccine.
- The NHS will never ask you to prove your identity by sending copies of personal documents such as your passport, driving licence, bills or pay slips.



COVID-19 VACCINE FACT CHECK



The COVID-19 vaccine will always be available free of charge.



The NHS will never ask you to share bank details to confirm your identity.

CORONAVIRUS VACCINE— MYTH BUSTERS

We are all being exposed to a huge amount of COVID-19 information on a daily basis, and not all of it is reliable

Myth: COVID 19 vaccines will give you COVID 19

Fact: You cannot get COVID 19 from the vaccine. The Pfizer and Moderna vaccines do not carry any live or dead virus in it.

Myth: If you have already had COVID 19, you don't need the vaccine.

Fact: Due to the severe health risks associated with COVID-19 and the fact that re-infection with COVID-19 is possible, people may be advised to get a COVID-19 vaccine even if they have been sick with COVID-19 before. At this time, experts do not know how long

someone is protected from COVID-19 after being sick. The immunity someone gains from having an infection, called natural immunity, varies from person to person. Some early evidence suggests natural immunity may not last very long. GW Infectious Disease clinicians are estimating that natural immunity may last only four months.

Myth: The vaccine was developed really fast so they 'cut corners' to get it done and it may not be safe.

Fact: mRNA vaccines have been studied for five years so while the technology is still relatively new, it was not invented for this pandemic. In addition, the vaccines have undergone large clinical trials and have been vetted by multiple regulatory and government

Top tips for navigating the infodemic



1. Assess the source:

Who shared the information with you and where did they get it from? Even if it is friends or family, you still need to vet their source.



2. Go beyond headlines:

Headlines may be intentionally sensational or provocative.



3. Identify the author:

Search the author's name online to see if they are real or credible.



4. Check the date:

Is it up to date and relevant to current events? Has a headline, image or statistic been used out of context?



5. Examine the supporting evidence:

Credible stories back up their claims with facts.



6. Check your biases:

Think about whether your own biases could affect your judgment on what is or is not trustworthy.



7. Turn to fact-checkers:

Consult trusted fact-checking organizations, such as the International Fact-Checking Network and global news outlets focused on debunking misinformation.

agencies that have shown these to be both safe and highly effective.

Myth: The side effects of the vaccine are really bad.

Fact: The most common side effects from this vaccine have included fatigue, muscle pains, joint pains, headaches, pain and redness at the injection site. These symptoms were more common after the second dose of the vaccine and the majority of side effects were mild.

Myth: Receiving an mRNA vaccine (the type of vaccine used by Pfizer and Moderna) will alter your DNA.

Fact: mRNA stands for messenger ribonucleic acid and can most easily be described as instructions for how to make a protein or even just a piece of a protein. mRNA is not able to alter or modify a person's genetic makeup (DNA). The mRNA from a COVID-19 vaccine never enter the nucleus of the cell, which is where our DNA are kept. This means the mRNA does not affect or interact with our DNA in any way.

Instead, COVID-19 vaccines that use mRNA work with the body's natural defences to safely develop protection (immunity) to disease. - it simply tells your body how to create a protein that is found on the surface of the Coronavirus. Your own immune system is then able to recognise and produce antibodies against that protein, which means you are ready to fight off a Covid-19 infection.

Myth: The flu vaccine can help protect against COVID 19.

Fact: Getting a flu shot will not protect you against coronavirus. These are two different vaccinations.

Myth: Vaccines contain toxic ingredients

Fact: Any substance, even water, can be toxic in large doses. The gelatin and egg proteins in some flu vaccines can cause allergic reactions in very rare cases. Those affected typically have a history of severe allergies to gelatin or eggs. If you have severe allergies, tell the nurse before your vaccine or talk to your doctor.

Myth: Natural immunity is healthier and more effective than vaccine immunity

Fact: Vaccines allow you to build immunity without the damaging effects that vaccine-preventable diseases can have. These diseases can cause serious health problems and even be life-threatening. These effects can be avoided by simply getting vaccinated. Re-infection with Covid is possible and we cannot predict who will get severe disease.

We do know that the new vaccine protects around 90% of people so the safest option is to have it. We also know that Covid infection causes long term problems (labelled as 'Long Covid') in many young previously healthy patients. In addition if you catch Covid you are

likely to infect many others - some of whom might become ill, infect others, have Long Covid - or at worst die.

Myth: Vaccines cause autism

Fact: Vaccines do not cause autism. This incorrect claim stems from a study that has been discredited. Unfortunately, this flawed study has created much misinformation.

Myth: Vaccines have microchips and are used to microchip people .

Fact: This is entirely false and is not possible. This is a myth that stemmed from misinformation on the internet.

Myth: I will be forced to take the vaccine and that infringes my human rights.

Fact: You will not be forced to take the vaccine, it is a choice. But if you choose to take the vaccine you will be protecting both yourself and the vulnerable.

Myth: The vaccines are pointless unless everyone takes them.

Fact: If you are vaccinated you will be protected regardless of who else is vaccinated. But the more people who are vaccinated the better because this will protect babies and other vulnerable groups who can't be vaccinated themselves.

Myth: The COVID-19 vaccine causes infertility in women.

Fact: Misinformation on social media suggests the vaccine trains the body to

attack syncytin-1, a protein in the placenta, which could lead to infertility in women. The truth is, there's an amino acid sequence shared between the spike protein and a placental protein; however, experts say it's too short to trigger an immune response and therefore doesn't affect fertility.

Myth: Vaccines are mandatory

Fact: A video being circulated on social media claims that because Covid regulations are law there will be "mandatory vaccines, house arrest until people are vaccinated and children forced to be vaccinated".

This is untrue. Parliament did vote on new Covid-19 regulations on January 6 — which introduced a new national lockdown and restricted reasons why people could leave their homes — but it did not make vaccines mandatory.

Myth: GP's are making a lot of money from COVID vaccinations.

Fact: GPs are paid £12.50 per injection. Most won't make a profit. Some may make a loss. This includes paying for, GP work, venues, admin and nursing staff, training staff and educating patients, monitoring patients after their vaccination.

Myth: COVID is caused by the 5G network

Fact: COVID is spreading in countries without 5G. There is no scientific connection . This myth started as the

COVID-19 MYTHBUSTERS

COVID outbreak coincided with 5G being rolled out in Wuhan. It ignores the fact that 5G had been started in other areas of China before the COVID outbreak.

COVID has also affected countries that do not have 5G.

Myth: A nurse took the COVID vaccine and died on camera.

Fact: The nurse fainted. After recovering she gave a press conference to say she has fainted previously when in pain. The nurse recovered. The vaccines have been approved after analysis of safety data from clinical trials involving tens of thousands of patients. Further data is being collected from patients receiving the vaccine.

Myth: The coronavirus disease (COVID-19) is caused by a bacteria, NOT by a virus

Fact: The virus that causes COVID-19 is in a family of viruses called Coronaviridae. Antibiotics do not work against viruses.

Some people who become ill with COVID-19 can also develop a bacterial infection as a complication. In this case, antibiotics may be recommended by a health care provider.

There is currently no licensed medication to cure COVID-19. If you have symptoms, call your health care provider or COVID-19 hotline for assistance.

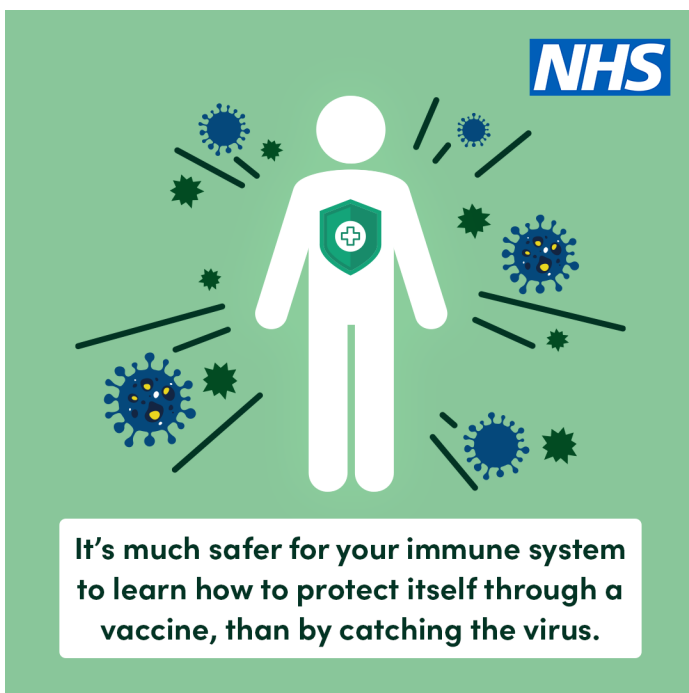
Myth: The prolonged use of medical masks* when properly worn, causes CO2 intoxication or oxygen deficiency.

Fact: The prolonged use of medical masks can be uncomfortable. However, it does not lead to CO2 intoxication nor oxygen deficiency. While wearing a medical mask, make sure it fits properly and that it is tight enough to allow you to breathe normally. Do not re-use a disposable mask and always change it as soon as it gets damp.

Medical masks (also known as surgical masks) are flat or pleated; they are affixed to the head with straps or have ear loops.

Myth: Drinking alcohol protects you against COVID-19.

Alcohol does not protect you against



COVID-19. The harmful use of alcohol increases your risk of health problems.

Myth: Adding pepper to your soup or other meals prevents or cures COVID-19.

Fact: Hot peppers in your food, though very tasty, cannot prevent or cure COVID-19. The best way to protect yourself against the new coronavirus is to keep at least 2 metres away from others and to wash your hands frequently and thoroughly. It is also beneficial for your general health to maintain a balanced diet, stay well hydrated, exercise regularly and sleep well.

Myth: 5G mobile networks spread COVID-19.

Fact: Viruses cannot travel on radio waves/mobile networks. COVID-19 is spreading in many countries that do not have 5G mobile networks.

COVID-19 is spread through respiratory droplets when an infected person coughs, sneezes or speaks. People can also be infected by touching a contaminated surface and then their eyes, mouth or nose.

Myth: Only old people can be infected by the COVID-19 virus

Fact: Older people and younger people can be infected by the COVID-19 virus. Older people, and people with pre-existing medical conditions such as asthma, diabetes, and heart disease appear to be more vulnerable to

becoming severely ill with the virus.

WHO advises people of all ages to take steps to protect themselves from the virus, for example by following good hand hygiene and good respiratory hygiene.

Myth: Antibiotics can prevent or treat COVID-19.

Antibiotics work only against bacteria, not viruses.

COVID-19 is caused by a virus, and therefore antibiotics should not be used for prevention or treatment.

However, if you are hospitalized for COVID-19, you may receive antibiotics because bacterial co-infection is possible.

USEFUL LINKS

[WHO: Coronavirus mythbusters](#)

[Facts about COVID-19 Vaccines](#)

[COVID Vaccines—Key Facts](#)

[NHS: Coronavirus Vaccine](#)

[COVID Vaccine: Myths and Facts](#)

[British Islamic Medical Association—COVID19 vaccine hub—myths](#)

INFORMATION AND TRANSLATED ADVICE FOR NON ENGLISH SPEAKING RESIDENTS

INFORMATION AND SUPPORT

Boloh: The Black, Asian and Minority Ethnic family COVID-19 Helpline. Phone 0800 1512605

Light the Bubble Counselling: A multi-faiths, multi-ethnic and multi-languages counselling service in Colchester. Counselling-07593659264

BAMEstream: offer bereavement support to Black, Asian and Minority Ethnic (BAME) adults who have been affected by the death of a loved one due to Covid-19.

BAATN (The Black, African and Asian Therapy Network)

BAATN formed due to the pandemic and the death of George Floyd, followed by a spout of police brutality killings of Black Americans - that gained global attention. The disproportionate number of deaths as well as dealing with witnessing traumatic deaths, known as vicarious trauma, led them to form a collective of culturally appropriate therapists. They are now the "UK's largest independent organisation to specialise in working psychologically, informed by an understanding of intersectionality." You can find a therapist or service through BAATN as their network platforms a range of services from free to paid.

Spark & Co.

Spark & Co. was founded amidst the pandemic after seeing there was a

disproportionate negative effect on racialised communities. It is an online resource hub that collates various services, organisations and information to provide support in many areas.

Spark & co have a specific directory of resources that can aid when dealing with bereavement and grief.

COVID vaccines: Misleading claims targeting ethnic minorities. BBC News article

Leading BAME doctor urges others to say yes to the vaccine.

TRANSLATED INFORMATION

NHS England has produced videos of **clinicians recording messages** in some of the most commonly spoken languages to help ensure messages about the importance of getting a COVID-19 vaccine are clear for all. Public Health England has also shared printable leaflets on COVID-19 vaccine information in various community languages.

Click here to watch or download leaflets :<https://www.england.nhs.uk/london/our-work/covid-19-vaccine-communication-materials/>

BBC video content in 5 South Asian languages now available:

- [Lockdown rules](#)
- [NHS test and trace](#)
- [Vaccine explainer](#)

- [Vaccine Q&A](#)
- [Vaccine myth busting](#)

NHS inform: Health information in different languages and formats. Arabic, Bengali, Chinese, Farsi, Hindi, Polish, Punjabi, Romanian, Slovak, Spanish and Urdu

Suffolk and North East Essex COVID 19 Vaccination Service. COVID-19 vaccination information in other languages

Coronavirus easy to read guides in other languages

Translated guidance and infographics on COVID-19 in 26 languages.

Translations of NHS and WHO advice surrounding COVID-19

COVID: Lockdown rules explained in five South Asian languages

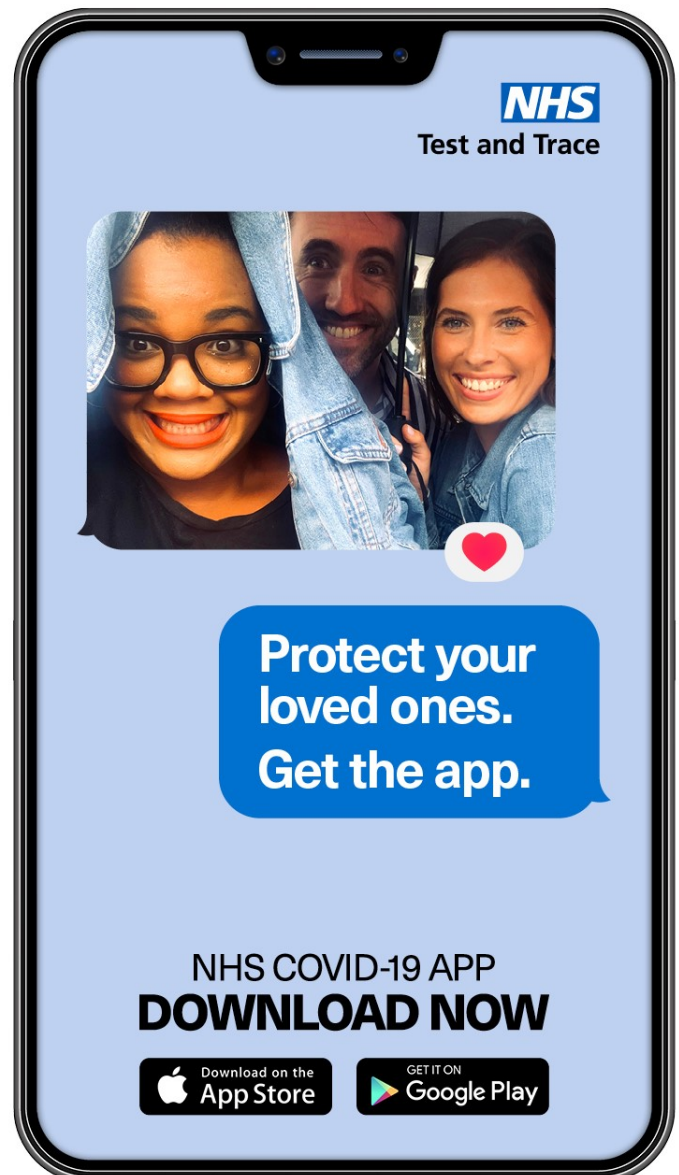
GOV.UK Coronavirus Social distancing. Welsh, Urdu, Turkish, Somali, Romanian, Punjabi, Polish, Gujarati, Chinese, Bengali, Arabic.

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

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

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

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



NHS COVID app

Download resources to support visitors at your business or organisation. These resources can be shared by email, hosted on your website or displayed at your venue.

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

UK.GOV: Guidance for arranging or attending a funeral. Arabic, Bengali, Simplified Chinese, Traditional Chinese, French, Gujarati, Polish, Portuguese, Punjabi, Urdu.

Race Equality Foundation. COVID translated materials resources.

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

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

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

Visit their [You Tube channel](#).

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

ECC Advice for people from Black, Asian and minority ethnic backgrounds.

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

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

GMCVO Information and advice. The Greater Manchester Centre for Voluntary Organisation (GMCVO) has collected coronavirus information and sources of support. These include links to audio and written translated guidance for Black, Asian and Minority Ethnic (BAME) communities.

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

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

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

Translated face covering guidance. Suffolk County Council produced these translated guidance documents around face coverings. English, Arabic, French, Kurdish Sorani, Lithuanian, Pashto, Polish, Portuguese, Romanian, Russian, Spanish, Tigrinya (English is alongside the translated message).

Coronavirus and work FAQ's translated by the Work Rights Centre.

If you need to know how your rights are affected by the COVID-19 pandemic they have addressed the most common issues on this page. English, Română, Português, Русский, Polski, Български, Italiano, Español.

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

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

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

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

Quarantine rules for travel, explained in Arabic.

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

Translated and easy read versions of guidance on getting help if you or someone you know is a victim of domestic abuse.

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

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

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

Test and Trace videos in 14 languages - Peterborough Council. These videos have been produced by Peterborough



City Council and contain references to local provision, but maybe useful to share with communities with local information to help get the basics of Test and Trace.

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

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

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

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

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

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

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

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

The information service includes:

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

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

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

FINANCIAL & EMPLOYMENT SUPPORT

EMERGENCY HELP WITH BILLS, FOOD AND OTHER ITEMS

Essex Essential Living Fund

The Essential Living Fund can help to pay for:

- furniture
- clothing
- fuel connection charges
- daily living expenses such as food and toiletries

Adults and families can use it to help pay for bills and essential household items if they are struggling during the coronavirus pandemic. The Essex Essential Living Fund has replaced Crisis Loans and Community Care Grants.

You must live in Essex and apply through [Southend Borough Council](#).

Budgeting Loans

Budgeting Loans can help to pay for:

- furniture
- rent

- home maintenance
- clothing
- travel costs
- other living expenses

They are only available to people who have been on certain benefits for at least 6 months.

Apply for a [Budgeting Loan on GOV.UK](#).

Grants and charitable funds

You might be able to apply for a grant from a charity.

[Search for grants on Turn2Us](#)

Emergency fuel vouchers

Further funding has been secured for the Emergency Fuel Scheme and it is now back in operation with Citizens Advice Essex on behalf of the Citizens Advice service in the county.

The scheme is available for those who are on a low income or facing a financial crisis and have some form of vulnerability such as a health condition, young children, previously homeless etc. It is only available to those with **prepayment** gas and electricity meters. They do not have to be at the point of disconnection to be eligible.

The vouchers amounts are set at £28 for a single person and £49 for a family. The scheme allows for a maximum of 3 vouchers per household and a Citizens Advice adviser will assess if it is appropriate to issue 1,2 or 3 vouchers,



given the clients circumstances.

Please email

advice@colchestercab.org.uk for an adviser to contact .

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

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

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

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

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

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

If your workplace has been told to close, or your employer has less work for you than normal, you might be able to get New Style Jobseeker's Allowance (JSA), Universal Credit or Pension Credit.

New Style Jobseeker's Allowance (JSA)

You could get New Style JSA if:

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

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

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

Universal Credit

You could get Universal Credit if:

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

If you're already getting tax credits, they

The graphic is a dark blue rectangular box with white and green text. At the top left is the HM Government logo, and at the top right is the NHS logo. The main title 'SUPPORT THROUGH SELF-ISOLATION' is in large, bold, green capital letters. Below this, there are three lines of white text: 'Those on lower incomes', 'Who cannot work from home', and 'And stand to lose income as a result of self-isolation'. At the bottom, there is a green rectangular box with white text that reads 'MAY BE ELIGIBLE FOR A £500 SUPPORT PAYMENT'.

HM Government

NHS

SUPPORT THROUGH SELF-ISOLATION

Those on lower incomes

Who cannot work from home

And stand to lose income as a result of self-isolation

MAY BE ELIGIBLE FOR A £500 SUPPORT PAYMENT

will stop when you or your partner applies for Universal Credit.

You might be able to get Universal Credit at the same time as New Style JSA.

Depending on your circumstances, Universal Credit can include additional amounts for things like rent or the costs of raising children.

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

Pension Credit

You could get Pension Credit if:

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

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

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

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

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

If you cannot work from home

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

- Test and Trace Support Payment

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

Test and Trace Support Payment

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

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

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

Statutory Sick Pay (SSP)

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

You may be able to get Universal Credit or Pension Credit at the same time as SSP. The amount you get may be reduced by the amount of your SSP.

[Check if you're eligible for SSP.](#)

New Style Employment and Support Allowance (ESA)

You might be able to get New Style ESA if either:

- you have a disability or health condition that affects how much you can work
- you or your child has coronavirus, is self-isolating or is shielding

You can apply for it if:

- you cannot get SSP
- you're under State Pension age
- you have made enough National Insurance contributions over the last 2 to 3 years
- you're employed, self-employed or unemployed

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

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

Universal Credit

You could get Universal Credit if:

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

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

You might be able to get Universal Credit at the same time as SSP or New Style ESA. Depending on your circumstances, Universal Credit can include additional

amounts for things like rent or the costs of raising children.

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

Pension Credit

You could get Pension Credit if:

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

You might still be able to get it even if you have savings, have a pension or own your home. You can get Pension Credit at the same time as SSP.

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

USEFUL LINKS

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

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

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

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

[Financial support for working families](#)

[Money advice service](#)

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

[Discrimination at work—your rights](#)

Colchester Citizens Advice

Citizens Advice is now offering a telephone and email service. Telephone 0300 330 2140, Monday - Friday, 10am - 4pm. Email advice.colchester@cabnet.org.uk Get help claiming Universal Credit contact free national helpline on 0800 144 84444

Universal Credit: New claims to Universal credit should be done online where possible. Customers do not need to call DWP to arrange an appointment and they should not attend the Jobcentre. If teams need more information, they will call back claimants.

New Style Employment and Support Allowance

The DWP@s Employment and Benefits Support Website the latest guidance and messages on sick pay, existing benefit claims, new claims to benefit, self-employment, housing and more.

HMRC Help and Support

Employers in particular may wish to register to receive help and support from HMRC. Individuals and businesses can sign up to receive email alerts about a range of help and support products that are available. These include live and recorded webinars, YouTube videos and online guides

MoneySavingExpert - Coronavirus

help and your rights. Financial advice and guidance relating to COVID-19.

Coronavirus advice from Which. Get the latest news and advice on COVID-19, from protecting yourself and your loved ones to the financial support on offer and how to shop safely.

SIGNPOST

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

Their HeadsUp service is for anyone who is unemployed and who has experienced common mental health problems such as anxiety and/or depression. Clare, the Peer Support Worker, is on hand via the phone and email, to provide one to one support and mentoring. You can self-refer by calling the number below, or Clare on 07801 329321. Also offer help with improving digital skills writing CV's. Telephone 01206 890908 or email info@sign-post.inf

[SignPost Facebook page](#)

COLCHESTER FOOD BANK

List of Colchester Foodbank Referral Agents.

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

Colchester Food Bank

E: info@colchester.foodbank.org.uk

T: 01206 621998

Greenstead Foodbank

Open Tuesdays and Thursdays 10am—12 noon

Stanway Foodbank

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

FOODBANK VOUCHERS

The process for obtaining a food voucher is:

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

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

Find food support and advice

There is a wide range of support in Colchester. Businesses and organisations are offering free meals, as well as activities for children during school holidays. <https://www.colchester.gov.uk/food-support/>

Foodbank Voucher Referral Agent	Voucher Information	Location and Updates	Contact Number
Autism Anglia	Yes - Autism Anglia residents only	Foodbank voucher issued to existing clients only	01206 577678
Beacon House	Yes - only to service users already registered with them	Beacon House, Crouch Street, Colchester CO3 3ES	01206 761960
Brightlingsea Food Bank	Yes	Brightlingsea Parish Hall, Brightlingsea	07970 480968
CAP	Yes	Offering phone support and vouchers can be arranged	07971 308388
Hawthorn GP Surgery	Yes	St. Edmunds Centre, Tamarisk Way, Colchester CO4 3GW	01206 517100

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

Foodbank Voucher Referral Agent	Voucher Information	Location and Updates	Contact Number
CARA	Yes - Existing CARA clients only	Foodbank voucher issued to existing clients only	01206 769795
CBH Housing Options and CBH Emergency Tenancy Services	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 282514
CBC Sheltered Housing (Older Persons Services)	Yes—existing clients only	Foodbank voucher issued to existing clients only	01206 282701
Colchester Citizens Advice Bureau (CAB)	Yes	Phone and email support to anyone that needs advice or Foodbank vouchers	0300 330 2104 or advice.colchester@cabnet.org.uk
Colchester Gateway	Yes existing clients only	Offering phone support and Foodbank vouchers can be arranged	07710 177050
Eastlights Community Homes	Yes existing clients only	Foodbank voucher issued to existing clients only	01206 244700
Essex Child and Family Wellbeing Service	Yes supporting families with children	Offering phone support and Foodbank vouchers can be arranged	0300 247 0015 9am to 5pm Monday to Friday
Essex Integration	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 861180, Option 2
Essex Outreach Service (Peabody)	Yes		0800 2888883
Estuary Housing	Yes—existing tenants only	Foodbank voucher issued to existing clients only	0300 304 500
Family Solutions (Assessment and Intervention Team, Family Support Team and Protection Team)	Yes	Offering phone support and Foodbank vouchers can be arranged	0345 603 7627
GP Primary Choice Ltd	Yes - To access vouchers patients call their own GP surgery, who then refers to	Yes - To access vouchers patients call their own GP surgery, who then refers to	Own GP Surgery/Care Advisor

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

OTHER FOOD PROVISION PROVIDERS – Please contact direct to discuss requirements

Tiptree Churches Food Bank	N/A - Not required	Supporting those in need within Tiptree, Tolleshunt Knights, Messing, Inworth and Great Braxted	Please contact The Revd Anne-Marie Renshaw amlrenshaw@btinternet.com
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or maureenpowell1952@yahoo.co.uk
GO4 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or pepidepiter@gmail.com
West Mersea Porch Pantry	N/A not needed	Supporting West Mersea residents	Tel: 07593 429114 or email admin@freshsalt.uk
The Boaz Project	N/A not needed	Colchester	07940441756 or Cdemliftingland@gmail.com FB: @boazproject

SUPPORT FOR FAMILIES WITH CHILDREN

Free school meals assistance during school closures.

Parents and carers of eligible children will need to contact their child's school in the first instance to discuss how they can access Free School Meals assistance during the current national lockdown and school closures. If you need to confirm your child's eligibility for Free School Meals, please read the information [here](#).

Essex Child and Family Wellbeing Service

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

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

Click here to enter [the hub](#)

The Parenting Together Support Programme

The Parenting Together Support

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

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

Colchester Gateway Club Update

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

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

Digital Safety and Wellbeing Kit

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

StarLine YouTube channel

As well as supporting parents and carers via the telephone helpline, StarLine will also be broadcasting a weekly discussion programme to explore aspects of

parenting, education and home learning. Each episode will provide simple and engaging ideas for home learning. StarLive will be broadcast live on YouTube every Wednesday morning at 08.30 and will finish at 9.30am.

Family Innovation Fund-Xtra Services

Provided by the voluntary sector and community partners to provide early support across key areas including understanding coronavirus; managing and coping with change; separation and loss; managing and coping with anxiety; healthy family relationships and staying active and curious.

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

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

ECC Every Family Matters

A dedicated campaign aimed at supporting and reassuring parents, carers, children and young people in Essex during the coronavirus outbreak. They will be signposting relevant guidance and resources on the ECC

website across three key areas – children’s mental health and wellbeing, young people and social distancing as well as online safety, using their own and shared channels.

To support all parents at this difficult time, the government launched a series of measures for families to assist with remote education, wellbeing and general support. The guidance can be found in the links opposite alongside a whole list of on- line resources for you to use. If your child/children has SEND need, support can also be found in these resources.

USEFUL LINKS

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

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

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

If you are home-schooling but don’t have home broadband, or can’t afford extra mobile data—you may be able to get help.

A temporary scheme means schools, trusts and local authorities can request mobile data increases for children and young people who meet their criteria . If increasing mobile data isn’t a suitable option, schools can also request 4G wireless routers.

8 WAYS TO HELP CHILDREN STRUGGLING DURING LOCKDOWN



1

Know how to spot the signs

If you notice your child is becoming withdrawn, that there's been a change in sleeping or eating habits, if they seem to lack confidence or get upset, it might be a sign they're struggling.



1



2

Talk to your child

If you spot signs your child might be struggling, it's important to talk to them. Keep talking and trying to communicate in any way you can – hugging, listening to them, texting them.



2



3

Create structure and routine

Try introducing a rota or loose timetable that includes fun things you're doing during the week. This can help to create a feeling of stability, which can alleviate anxiety.



3



4

Give children a sense of control through information

Look online with your children to find useful information and resources that help children feel they have control.



4



[GOV.Uk - Online educational resources](https://www.gov.uk/coronavirus/children)

[TES - 139 free resources for home learning](https://www.tes.com/resources/coronavirus)

[BBC Bitesize](https://www.bbc.com/health/children/coronavirus)

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

[Coping skills for kids](#)

[Supporting your children's remote education during coronavirus.](#)

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

HOME-START COLCHESTER

Home-Start Colchester is a local charity that has been operating in Colchester since 1993. They are currently still providing a much needed service during Coronavirus for local families and children. Contact [Office@](mailto:Office@home-start.org.uk)

8 WAYS TO HELP CHILDREN STRUGGLING DURING LOCKDOWN



5

Keep children learning

Using fun and creative ways at home to learn alongside continued access to educational opportunities will support your children's development.



5



6

Limit screen time and mix up activities

As most socialising moves online, it's important to have conversations on how an increase in screen time can have an impact on everyone's mental health and self-esteem.



6



7

Help your child manage stress

If you spot signs your child might be struggling, it's important to talk to them. Keep talking and trying to communicate in any way you can – hugging, listening to them, texting them, etc.




7



8

Expressing feelings doesn't have to be face-to-face

Children might find it easier writing their thoughts down, so the whole family could do this and put them in a 'feelings box' and then talk about their good, sad or difficult feelings at the end of the day.



8

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

CHILDCARE BUBBLES

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

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

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

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

How childcare bubbles relate to other types of bubble

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

Support bubble

You might be able to form a support bubble to have close contact with another household. You have to meet certain eligibility rules to form a support bubble. Find out more about [making a support bubble with another household](#).

You must avoid seeing members of your

childcare and support bubbles at the same time, unless otherwise permitted by gatherings limits in your tier.

Changing a childcare bubble

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

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

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

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

Children turning 14

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

within that bubble.

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

If your child lives in more than one location

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

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

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

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

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

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

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

If [NHS Test and Trace](#) contacts you or someone in your childcare bubble, you must follow their guidance.

If you're clinically extremely vulnerable

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

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

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

Other forms of childcare support

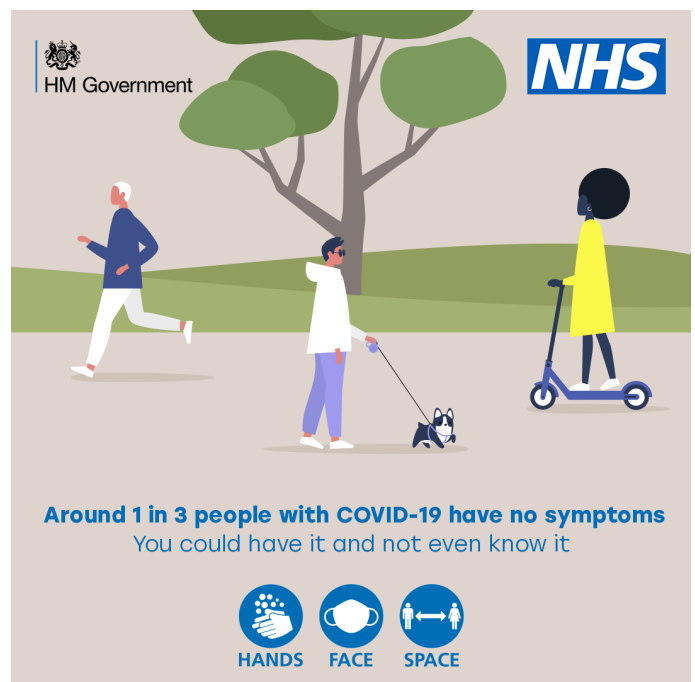
In addition to childcare bubbles, the following people can provide childcare support (including in private homes and gardens):

- registered childcare providers
- providers of other supervised activities for children, including wraparound care and children's groups
- paid in-home childcare providers
- people in your [support bubble](#)

Guidance on [working safely in other people's homes](#) is available.

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

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



INFORMATION AND RESOURCES FOR DISABLED PEOPLE

GOV.UK—Supporting disabled people through the Coronavirus outbreak

GOV.UK—Financial help if you are disabled.

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

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

Contact. Information and advice for families with disabled children.

Public Health easy to read booklet. Coronavirus advice for people with learning disability.

Scope coronavirus information and links.

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

British Sign Language Versions of Government Advice.

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

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

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

Guide Dogs. Coronavirus and guide dogs.

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

Action on Hearing Loss

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

NHS Get active with a disability.

Disability Grants

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

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

Information in British Sign Language

Essential coronavirus information

Face touching

Home isolation

How to use the NHS

Spot the signs of coronavirus

How virus spreads: Cash machine

How virus spreads: Door handle

How the virus spreads: pedestrian crossing

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

COVID-19 vaccination: British sign language resources.

SUPPORT FOR CARERS

If you are caring for someone who is extremely vulnerable, it is useful to understand what extra care and precautionary measures you can take.

- In the first place, you can follow the NHS hygiene advice for people at higher risk.
- As long as you have no COVID-19 symptoms and take every precaution, **you are allowed to continue visiting someone who relies on you for care** – find out what protective measures you should take.
- If you do start having symptoms, it is imperative that you self isolate and take the right steps – see below.
- Need to consider a contingency plan? For suggestions on arranging alternative care, see our guidance on making a plan.

FREE PPE FOR UNPAID CARERS

Unpaid carers across the country who do not live with the people they care for can now benefit from free PPE through a new national scheme.

If you care for someone with a disability, you may also be able to benefit from a 'support bubble'/'extended household'. This also continues to apply to those who live alone or in a single adult household. You can find out more information [here](#).

Getting vaccinated

Carers are now included on the vaccination priority list in group 6 - make sure you are registered as a carer with your GP. Read more [here](#). You can also find out where someone you care for is likely to be on the priority list [here](#).

Carersuk

Latest guidance for carers

Essex Welfare Service

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

Carers First

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

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

Action for Family Carers

Provide support across Essex including telephone befriending (Essex Befriends) and support with health and wellbeing (Feeling Good Caring Well). Telephone 0300 770 8090. Email admin@essexcarerssupport.org.uk

Essex Carers Support

Providing a local point of contact and support for family carers living in North Essex. Telephone: 01255 474410. Email admin@essexcarerssupport.org.uk

[Facebook Essex Carers Support.](#)

Essex Carers Network

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

Adult Social Care Connects

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

Feeling Good, Caring Well Project

Supporting the emotional and physical wellbeing of Carers across Essex

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

symptoms

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

[For learning disability specific support](#)

Time 4 You

Particularly at this time more and more people are caring for a friend or family member with limited support; and without the chance to take a break and recharge their batteries.

If you, or someone you know is providing care for a friend or family member then call Essex Carers Support 01255 474410 to have a conversation with one of the team about ways to prioritise some 'me-time' and Essex Carers Support can pay up to £100 to help to achieve it. Afterwards they just need one more telephone conversation to know how it helped.

Stuck for ideas? Why not have a look on their website to see how others used their award?

[**http://www.essexcarerssupport.org.uk**](http://www.essexcarerssupport.org.uk)

SUPPORT FOR OLDER PEOPLE

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

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

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

Essex Befriends. Whether you are feeling lonely, isolated, stopped doing things you once loved or generally lack in confidence, Essex Befriends is here to help. It offers befriending services to people over 18 and who are carers, older people, those experiencing mental ill health or who have a learning disability.

They are currently making most of their contacts by phone, video call, e-mail or text. Where appropriate and safe, Befrienders can also meet the person they are Befriending in outside spaces.

If volunteering as a Befriender is of interest to you please apply via the Essex Befriends website. Call: 0300 770 1263
Email: essexbefriends@affc.org.uk

STAY SAFE, WELL, WARM AND CONNECTED.

ONE Colchester's 2020/21 Winter Resilience Information Booklet and Flyer is now ready to download. Your guide to organisations providing services which help those in Colchester who are most vulnerable to the cold this winter. Stay Safe, Well, Warm and Connected this Winter. [Read more here and to download the brochure](#)

Keep your home warm

Follow these tips to keep you and your family warm and well at home:

Make sure your boiler has been serviced. This will ensure it is working properly, is safe and running efficiently as possible

Don't block up air vents, as fires and heaters need ventilation. Good ventilation also helps to prevent condensation

Make sure radiators are not obstructed by furniture or curtains

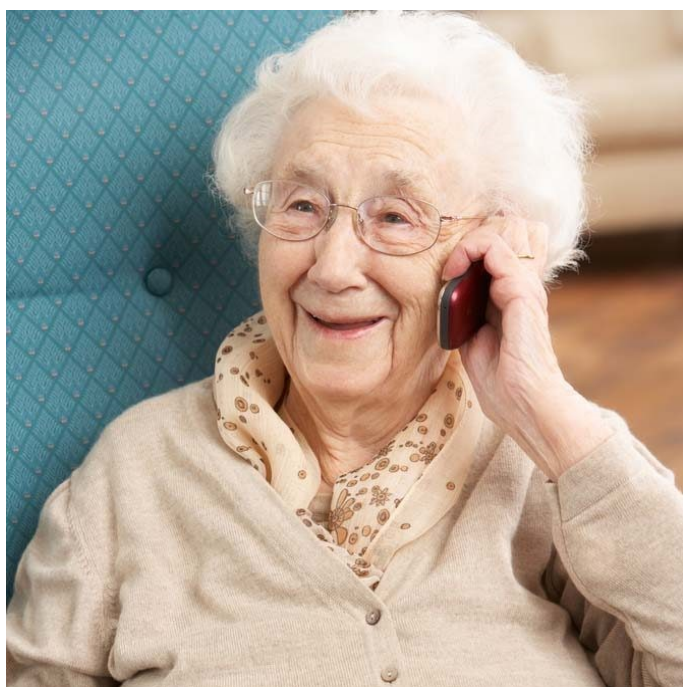
Keep your main living room heated at approx. 21°C (70F) and the rest of your home at least 18°C (65F)

Purchase a carbon monoxide detector if you use gas or oil appliances and test your smoke alarms every week. To arrange a free home fire safety visit call: 0300 303 0088 or visit: www.essex-fire.gov.uk/Home_Fire_Safety/

Stay connected

Community360's [Community Transport](http://www.community360.org.uk) scheme provides a door to door service to and from doctor, dental & hospital appointments, medical centres, shopping centres, and encourages visits to therapy, friends and relatives. In addition, we offer a range of hugely popular excursions offering the opportunity for members to meet new people, enjoy good health and wellbeing and reduce social isolation. For more information email ct@community360.org.uk

[The Digital Access Support Team](#) offer a



free digital support service that helps you gain basic skills and confidence using today's smart technology. They host community-based events, including drop-in sessions as well as one to ones. You can also find them supporting your online needs at local surgeries.

For more information on what we do click on one of the options below to find out more or contact us on 01206 282 452 / 01255 686497 or digital.accesssupport@colchester.gov.uk.

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

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

Independent Age. There are a number of ways they can support you. For instance you can call the Helpline to talk about how they can help, or to arrange a call with one of their expert advisers. You can also arrange to receive a regular phone call or visit from one of their volunteers. Helpline 08003196789

The Dance Network Association The Dance Network Association CIC (DNA) is a dance organisation that is dedicated to

delivering dance in the community to increase the health and wellbeing of the people it serves in the East of England. To access their 'Dancing Through.... (Lockdown with DNA) season including Dancing with Parkinson's, Take a seat lets Dance, and Dancing with Dementia. All sessions are via zoom and free. info@dancenetworkassociation.org.uk 07490 37 47 17

Colchester Arts Centre— Dial a Poem Service. Offering a phone call, a poem and a chat to people who may be lonely. Telephone 07814695598

Arthritis Action: UK charity offering hands-on, practical help for people with arthritis to improve their quality of life whilst living with the condition. We offer our Members healthy eating advice, clinical appointments, exercise tips and pain management techniques whether or not they are having medical treatment. We also hold Arthritis Action Groups both face to face, and online to help those living with arthritis share tips, tricks, and experiences with one another. Phone: 0203 781 7120 Email: info@arthritisaction.org.uk Website: www.arthritisaction.org.uk

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

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

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

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

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

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

Where to find information

Essex University: Find the latest updates on the COVID-19 situation for applicants, students and staff

Essex University: COVID 19 Student directory

Office for students FQA's

Department of Education FAQ's for university students

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

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

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

CULTURAL FOOD OUTLETS IN COLCHESTER FOR INTERNATIONAL STUDENTS

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

Choice Foods Colchester. African, Caribbean & Asian popular foods. You can shop online and pay in store. You can also text your order. Open Monday



BUSINESS SUPPORT

- Saturday 10:00am - 7:00pm. 37 St Botolph's St, Colchester, CO2 7DU. 01206 766182.

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

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

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

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



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

Colchester Borough Council's website has a dedicated business page, which has links to all the latest information, guidance and advice on crucial business themes. new information is being added all the time. You can also follow @yourcolchester and @colchbusiness on Twitter too.

The Government have announced a further £4.6 billion in new lockdown grants for businesses.

- One-off top up grants for retail, hospitality and leisure businesses worth up to £9,000 per property to help businesses through to the Spring.
- £594 million discretionary fund also made available to support other impacted businesses.
- Comes in addition to £1.1 billion further discretionary grant funding for Local Authorities, Local Restriction Support Grants worth up to £3,000 a month and extension of furlough scheme

The new one-off grants come in addition to billions of existing business support,

including grants worth up to £3,000 for closed businesses, and up to £2,100 per month for impacted businesses once they reopen.

The government has also provided 100% business rates relief for retail, hospitality and leisure businesses, £1.1 billion existing discretionary funding for Local Authorities, the furlough scheme now extended to April and 100% government backed loans, extended until March.

Further information

The one-off top-ups will be granted to closed businesses as follows:

- £4,000 for businesses with a rateable value of £15,000 or under
- £6,000 for businesses with a rateable value between £15,000 and £51,000
- £9,000 for businesses with a rateable

value of over £51,000

Government Coronavirus (COVID-19) support is available to businesses

Use [GOV.UK's business support finder](#) tool to see what support is available for you and your business.

Visit GOV.UK for the latest information on the government's [business support packages](#).

This includes:

- [the Coronavirus Job Retention Scheme \(CJRS\)](#)
- [Income Tax payments](#)
- [statutory sick pay rebate](#)
- [business rates holiday](#)
- small businesses grants and retail and hospitality grants (contact your [local authority](#) for information and how



**£4.6 BILLION
IN NEW LOCKDOWN GRANTS**

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

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

to apply)

- [access to finance](#)

Loan schemes

[Bounce Back Loan Scheme](#) offers small and medium-sized businesses the opportunity to borrow between £2,000 and up to 25% of their turnover (up to a maximum of £50,000), interest free for 12 months

[Future Fund](#) provides loans between £125,000 to £5 million to innovative companies, subject to at least equal match funding from private investors

[Coronavirus Business Interruption Loan Scheme \(CBILS\)](#) provides access to loans and finance up to £5 million to businesses with a turnover of up to £45 million

[Large Business Interruption Loan Scheme](#) provides access to loans of up to £200 million to business with a turnover of more than £45 million

[Corporate Financing Facility](#) will help large businesses through the purchase of their short-term debt

Other guidance and support

- [protection from eviction for commercial tenants](#)
- [financial assistance for employers unable to pay statutory redundancy payments](#)
- [advice for employers on social distancing during coronavirus](#)

The government's [business support site](#) offers guidance on a wider range of business support, including innovation and exporting.

The Department for Work and Pensions have launched a new website, [Support for employers from Jobcentre Plus](#), to help businesses overcome challenges associated with the COVID-19 pandemic.

LOCAL BUSINESS SUPPORT

[Essex Chamber of Commerce](#)

[Colchester small business support and networking group](#)

[COLBEA - Colchester Business Enterprise Agency](#) are offering fully funded Business Advise sessions online. Businesses of any size, from any sector, can call if they need support.

Book a 1:1 appointment with a business adviser. Telephone: 01206 548833 (9am to 5pm) Email: enquiries@colbea.co.uk

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

[Our Colchester BID](#)

[Federation of Small Business](#)



REGISTER TO ORDER CORONAVIRUS TESTS FOR YOUR EMPLOYEES

Use this service to get the forms you need to order coronavirus (COVID-19) rapid lateral flow tests for your employees.

Do not use this service if you or your employees have symptoms. Anyone with symptoms should order an individual test and stay at home.

You can register to order tests if:

- your business is registered in England
- you employ 50 people or more
- your employees cannot work from home

Before you start

You'll need:

- the name of your company
- your company registration number
- an email address

[Order your tests here](#)



WHAT DOES LOCKDOWN MEAN FOR BUSINESSES

Businesses and venues which must close

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

- Non-essential retail, such as clothing and homeware stores, vehicle showrooms (other than for rental), betting shops, tailors, tobacco and vape shops, electronic goods and mobile phone shops, auction houses (except for auctions of livestock or agricultural equipment) and market stalls selling non-essential goods. These venues can continue to operate click-and-collect (where goods are pre-ordered and collected off the premises) and delivery services.
- Hospitality venues such as cafes, restaurants, pubs, bars and social clubs; with the exception of providing food and non-alcoholic drinks for takeaway (until 11pm), click-and-collect and drive-through. All food and drink (including alcohol) can continue to be provided by delivery.
- Accommodation such as hotels, hostels, guest houses and campsites, except for specific circumstances, such as where these act as someone's main residence, where the person cannot return home, for providing accommodation or support to the homeless, or where it is essential to stay there for work purposes.
- Leisure and sports facilities such as leisure centres and gyms, swimming pools, sports courts, fitness and dance studios, riding arenas at riding centres, climbing walls, and golf courses.
- Entertainment venues such as theatres, concert halls, cinemas, museums and galleries, casinos, amusement arcades, bingo halls, bowling alleys, skating rinks, go-karting venues, indoor play and soft play centres and areas (including

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

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

[For more information about the scheme](#)

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

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

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

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

Businesses and venues which can remain open

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

- Essential retail such as food shops, supermarkets, pharmacies, garden centres, building merchants and

suppliers of building products and off-licences.

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

- Car parks, public toilets and motorway service areas.
- Outdoor playgrounds.
- Outdoor parts of botanical gardens and heritage sites for exercise.
- Places of worship.
- Crematoriums and burial grounds.

Public services

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

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

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

COMMUNITY360

Community360, has been supporting the most vulnerable during the pandemic has pledged to carry on helping those who need assistance across the county.

Since the outbreak started:

Community360 has been extremely busy and registered an extra 300 volunteers for essential tasks for the most vulnerable people in Colchester's community. Supporting with a wide range of tasks from phoning people who are on their own for a chat, to collecting and delivering essential food.

Social isolation has not gone away either, that is why the befriending telephone service they initiated during the pandemic will continue to operate which has been a lifeline for many.

They are also still supporting the discharge of patients from the hospital and carrying out follow up welfare calls, as well as offering our Transport Service in Colchester and Maldon, which includes prescription delivery.

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

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

COMMUNITY TRANSPORT

Need help to get to your vaccine appointment?

Will take members **and non-members** to medical appointments including vaccines. They charge £1 per trip to non-members if you are using them as a one off. If you need more regular help with transport then you will need to join as a member.

VOLUNTEERING

If you would like to volunteer to support Colchester's vulnerable residents, organisations/ charities or just generally help during the ongoing coronavirus crisis please contact Community360 at information@community360.org.uk or call 01206 505250



THINGS TO CONSIDER WHEN VOLUNTEERING

VOLUNTEER CODE OF PRACTICE

Do

- Practice infection control measures, including social distancing and wearing PPE (where advised).
- Visibly display your identification.
- Be courteous, recognise vulnerable people may be stressed and anxious.
- Respect people's needs, culture and customs.
- Maintain confidentiality.
- If using your own vehicle, ensure this is done so safely and legally.

- Carry your mobile phone and ensure someone knows where you are.

DON'T

- Continue volunteering if you develop symptoms.
- Go into people's houses.
- Take any payment for services or goods provided, unless following specific instruction.
- Offer advice on benefits.
- Fill in forms on their behalf.
- Request any personal or financial information about the people you visit.
- Offer services beyond those instructions you have received, including childcare or personal care.
- Contact or meet vulnerable people, except to carry out tasks you have been asked to perform.
- Share any personal information you have been given, including posting information on social media relating to vulnerable people, staff or other volunteers.

VOLUNTEER ESSEX

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

[INDIVIDUALS](#) [BUSINESSES](#)

[FACEBOOK GROUPS /](#)
[VOLUNTEERING GROUPS](#)

[INVOLVING AND MANAGING](#)
[VOLUNTEERS DURING THE](#)

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



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

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

Delivering shopping and

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

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

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

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

USEFUL LINKS

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

[Safeguarding guidance](#)

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

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

A GUIDE FOR COVID-19 RESPONDERS

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

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



URGENT CALL OUT FOR SPECIALIST VOLUNTEERS AND VACCINATION MARSHALS

Specialist Volunteers

Community360 is calling for volunteers to help support all partners to care for our loved ones, as the NHS and other colleagues struggle with the discharge of patients from hospital to their homes and to help with their recovery process.

Volunteers are urgently needed to help with all areas of support from domiciliary care, specialist rehabilitation, to just providing a listening ear and supporting care homes who are in need of extra help.

They are urgently looking for occupational therapists, physiotherapists, personal trainers and sports exercise/injury personnel to help with motivation and rehabilitation. Carers, catering and chefs to administration and clerical professions. All who could play a part in helping the recovery of patients in their own homes and the day-to-day work of care homes, down to supporting people to stay safe and well within their own home settings that don't need to be in hospital. If you have been furloughed or retired recently and would like to use your free time to volunteer in Colchester, you could be just what they are looking for. They urgently need expert skills to support the local community, and your friends and family.

If you have specialist skills and would like to use them to support a good cause, C360 can match you to the right

volunteering opportunity and make it easy and rewarding for you to give back. You will be part of a team and could really make a difference to the local population.

The CCG are happy to provide training and PPE to keep everyone safe while helping others.

Anyone interested can apply directly 01206 505250 or go to Volunteer Essex

<https://www.volunteersexsex.org/opportunities/covid-community-support-12421/>

Vaccination Marshall Volunteers

With the NHS ready to deliver the COVID-19 vaccination programme, Community360 are looking for additional Vaccination Marshall Volunteers across Essex.

Community360 have already been supporting events as part of the Government COVID vaccination role out in Colchester, Maldon and Braintree. Staff and volunteers have been on hand to assist the CCG and GP's with booking in patients, temperature checks, car park and queue management along with after care welfare for all patients.

For further information on how to enquire about becoming Vaccination Marshall Volunteer log onto: <https://www.volunteersexsex.org/opportunities/primary-care-centre-vaccination-support-12397/>

UTILITIES

Pre-Payment cards

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

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

don't already have a membership card.

UK POWER NETWORKS

If you need information on a power cut, you can, visit Power Cut Map for [live updates](#), tweet them at @UKPowerNetworks or telephone customer service team, 24 hours a day, on 105 or 0800 3163 105. Calls are free from a landline or mobile phone. If you live in London, the East or South East of England, then being on the Priority Services Register will ensure you will receive extra support if you experience a power cut.

There are over 20 ways to get in touch including our website, on Twitter @ukpowernetworks, or call 105

WARM HOME DISCOUNT SCHEME

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your [Cold Weather Payment](#) or [Winter Fuel Payment](#).

ANGLIAN WATER

Have free Priority Register for the most vulnerable that provides the practical support. Aimed at a wide range of people, from those with sight, hearing or mobility difficulties, to parents with babies under 12 months old. Offers a wide range of support, such as reading meters for customers who find it difficult and sending out bills in Braille. Or if someone's struggling to pay a bill, they can set up payment plans or look at switching to a tariff that's a better fit. The website also has tips for saving water.

ESSEX LIBRARIES ONLINE

You can borrow eBooks or audiobooks free from Essex Libraries online. You need to download the app 'Borrowbox' and use your public library card to login in. It will ask you for your password which is usually your date of birth. You can join the public library online if you

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

www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply

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

STRUGGLING PAYING YOUR BILLS?

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

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

PHONES, DATA AND WI-FI

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

[Tips on using less data](#)

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

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

HELP CONTROL THE VIRUS

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

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

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

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

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

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



CBC SERVICE UPDATES

CLOSED

The following remain closed to the public

Colchester Museums

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

Outdoor gyms, skateparks and sports courts

All outdoor gyms, skateparks and sports courts are closed

Leisure World

Aqua Springs

Visitor Information Centre

High Woods Country Park Visitor Centre

Weddings

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



DISTRUPTED

Animals Services

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

Bereavement services

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

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

Colchester Market

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

Business Support

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

Environmental

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

NORMAL

Benefits and local council tax

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

Helpline

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

Parking

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

Housing

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

Parks and countryside sites

Parks and countryside sites are open, but visitors must follow government

guidelines. Highwoods Country Park Visitors Centre is closed.

Skateparks and sports courts

All skateparks and sports courts are open.

Rubbish and Recycling

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

Playgrounds

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

Building control

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



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



AVOID LIGHTING BONFIRES DURING CORONAVIRUS CRISIS

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

DOG WASTE AND LITTERING

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

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

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

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

The poster features a close-up of a person's face wearing a white surgical mask. The NHS logo is in the top right corner, and the HM Government logo is in the top left. The text 'Got any coronavirus symptoms?' is in large yellow letters. Below it, 'Isolate and book a test.' is in bold black letters. Further down, it says 'Use the NHS COVID-19 app or go to gov.uk/coronavirus'. At the bottom, there are three circular icons: a thermometer for 'High temperature', a person coughing for 'New continuous cough', and a nose with a slash for 'Change/loss of smell/taste'. To the right of these icons is a yellow box with the text 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

HOW TO KEEP WELL DURING CORONAVIRUS (COVID-19)



STAY ALERT

We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible.
- Work from home if you can.
- Limit contact with other people.
- Keep your distance if you go out (2 metres apart where possible). 1 metre plus only applies when you can mitigate the risks by taking other precautions
- Wash your hands regularly.
- Do not leave home if you or anyone in your household has symptoms.

EAT WELL

Eating healthily can often be more challenging when spending more time at home. There may be more temptations around, for example. By eating a range of fruits and vegetables you can help boost your immunity.

Try to stock up on healthy snacks like

fruits, nuts, olives, dips and veg to dip into them! Planning meals throughout the day can be helpful too.

VITAMIN D


The body creates vitamin D from direct sunlight on the skin. However, between October and early March we don't get enough vitamin D and whilst you can get some from certain foods, the NHS recommends that we all consider taking 10 micrograms of vitamin D a day to keep bones and muscles healthy throughout the winter months. You can buy vitamin D supplements from most supermarkets, pharmacies and health food stores.

WHAT ARE THE BENEFITS OF EXERCISE DURING WINTER?

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

Physical benefits of exercise include:

- **Physical resilience:** Our body fights viruses with our immune system, which is strengthened with exercise. There is the added benefit of increased oxygen in the lungs.
- **Better blood circulation:** Exercise pumps blood (including those handy white blood cells) around the body to where it's needed for repair.
- **Stronger bones and joints:** While



MY WELLNESS APP
TECHNOGYM
DOWNLOAD TODAY

leisure world

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

It has a range of Train at Home workouts, from easy to hard, so everyone can challenge themselves and have fun, no matter their abilities. It's our small way to try and help you get through this difficult time.

Create your account today, [here](#)

we're sitting down working from home everyday, our bones and joints are suffering. Exercise helps keep them in tip-top condition.

- **Stress reducing:** Exercise helps to regulate the levels of cortisol, the stress hormone, in our bodies.
- **Weight management:** Exercise burns calories, which helps many of us stay at a healthy weight, which in turn keeps our lungs and hearts healthy.
- **Improved quality of sleep:** If you find yourself waking up early in the

morning or struggling to get to sleep at night, then exercise could be the answer. In turn, sleep helps our cells repair themselves, along with helping the immune system and our general health.

Mental health benefits of exercise include:

- **Reducing stress:** Many people say that exercise is one of the main ways they reduce stress so with more of us working from home than ever before, we'll need to keep stress levels low.
- **Creating resilience:** Due to the physical challenges of exercise, it helps us create positive coping strategies and helps to develop mental resilience.
- **Releases endorphins:** The famous 'feel-good' hormones make us feel great, a key feature in improving our mental health through lockdown.
- **Less mental fatigue:** By changing up our daily routine with exercise, we can avoid the mental fatigue that comes with doing the same thing, in the same place, every day.



TOP TIPS FOR DEALING WITH STRESS

TIP 01
Divide big tasks into small ones

TIP 02
Create to-do lists

TIP 03
Stay active

WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.
Visit **Every Mind Matters** for more tips and advice

Better Health every mind matters

- **Improves our sleep quality:** Better sleep has been proven to help those struggling with their mental health during difficult times due to the physical benefits it creates.

Things to do

Walk Colchester and Cycle Colchester are local organisations which promote and recommend physical activity and access to the local green environment: paths, trails, parks, woods and open spaces.

As well as guidance on Getting active at home, Sport England's Join the Movement campaign provides all the latest advice on getting active, with tools to help you make the most out of the fresh air during your exercise. The Active 10 app from the NHS is a great way to help you monitor and gradually increase your brisk walking levels over time. If you're feeling anxious in these uncertain times you could also consider some of the Walking Meditations from Headspace.

Alongside walking and running, cycling is one of the simplest ways to get active outside and can be done with the whole family. British Cycling have created Lets Ride Local to encourage safe and responsible cycling - the website includes tips and advice on riding locally, as well as instructions on teaching children how to ride.

Daily Mile at Home is an easy and fun way to keep fit and maintain good health and wellbeing for you and your children. The Daily Mile guidance for schools has

been adapted for use at home to achieve the same benefits.

This comes from as little as 15 minutes or more of walking, running or jogging in the fresh air – doing it at whatever pace suits you best and wearing what you'll feel most comfortable in. Every week on Monday, Wednesday and Fridays, a new challenge is set.

Active Essex have launched a livestream YouTube channel which features a full timetable of different activities by Essex deliverers to keep us moving more. The following week's timetable is launched every Sunday.

Finding your Feet Walks

C360 are offering guided walks to encouraging people to get active, support their mental and physical well-being and socialise at a safe distance. The walks are designed to be a relaxed walk around a one-mile route. They currently offer 3 walks:

Tuesdays 10.30am starting and finishing at Norman Way, Prettygate CO3 4PS

Thursdays 2.00pm starting and finishing at Circular Road East Lower, Abbey Field CO2 7GA

Wednesdays 11.30am starting and finishing at Castle Park War Memorial

Places are currently limited to 5 attendees per walk. To book your place or find out further information please call 01206 505250. Email mshp@community360.org.uk

Physical activity helps our body and mind in many ways, and you can read more about getting the right amount of exercise at [Essex Livewell](#).

The Sport for Confidence team continue to support and deliver meaningful physical activity sessions to anyone that faces barriers to participation in North Essex. Whether you face barriers from a learning disability, the ageing process or mental health, the team will support you from the moment you walk through the door. You have access to a full timetable of activities ranging from Seated Exercise to Inclusive Dance. The team ensure sessions are inclusive by creating adaptive, active and most importantly fun sessions! Sessions are online or at Colchester Leisure World. To find out more please email info@sportforconfidence.com or call Sophie on 07394 564941.

Dance Network Association Lockdown Dancing through....programme. There should be something on this programme for absolutely everyone.

They have classes for

- Families and early years: Active Monday's and Welcome to the World.
- Young adults: Dance Club and Contemporary for a Curious Mind
- Working adults: Contemporary for a Curious Mind, Dance and Stretch your Mind Down, Take a Seat and Postivi-TEA

- Older adults: Take a Seat, Dancing with Parkinson's, Dance and Stretch your Mind Down.

After lockdown they hope that these classes will go into a Zoom space - or an in-person space so they can continue to connect but for now, they want to encourage people to take part in their sessions and engage in dance during lockdown for their own physical and mental health and wellbeing.

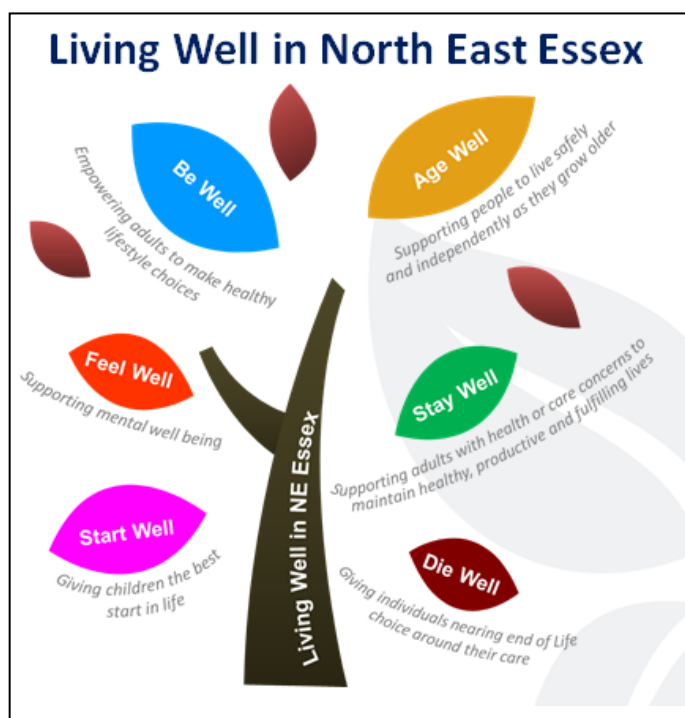


An NHS poster with a blue background and yellow accents. The title 'SOME SIMPLE TIPS FOR IMPROVING YOUR SLEEP' is in white. It features three tips: 'TIP 01 Keep regular sleep hours', 'TIP 02 Attempt not to check your phone for an hour before bed', and 'TIP 03 Consider turning your clock away so you can't see it'. The poster includes icons of a moon, clouds, a smartphone, and clocks. At the bottom, it says 'WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER. Visit Every Mind Matters for more tips and advice'. The NHS logo is in the top right corner, and 'Better health every mind matters' is in the bottom right corner.

ANXIOUS OR WORRIED

Staying at home for a prolonged period can be difficult, frustrating and lonely for some people and that you or other household members may feel low. Also, now lockdown is easing you may feel worried or anxious about going out and/or meeting people. It's important to remember to take care of your mind as well as your body and to get support if you need it.

The **Livewell Campaign** highlights 7 steps we can all take to support our mental health during this time and includes links to the latest government advice on looking after our mental health and that of children and young people.



You can call NHS 111 if you or someone you know needs urgent care, but it's not life threatening.

- If you have an existing mental health problem and your symptoms get worse.
- If you experience a mental health problem for the first time.
- If someone has self-harmed but it does not appear to be life threatening, or they're talking about wanting to self-harm.
- If a person shows signs of possible dementia.

If a person is experiencing domestic violence or physical, sexual or emotional abuse. Dial 111 and select the option for mental health crisis (option2) for immediate and specialist support 24 hours a day, 365 days a year. The service is for people aged over 18 and over and aims to ensure those in need of support can access it quickly when they need it most.

MIND telephone lines will remain open Monday to Friday 9am–5pm on 01206 764600. Alternatively, you can send them an email enquiries@mnessexmind.org.

The infographic is titled "TOP TIPS FOR DEALING WITH ANXIETY" and features three tips. TIP 01: "Try a short breathing exercise" with an illustration of a person sitting in a chair. TIP 02: "Learn how to manage anxious thoughts" with an illustration of a person sitting in a chair. TIP 03: "Keep a mood diary" with an illustration of a notepad and pen. The infographic also includes the NHS logo and the text "WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER. Visit Every Mind Matters for more tips and advice".

In addition, the following is a list of mental health charities and organisations for both adults and young people that are contactable for support and advice:

ADULTS

Mental Health First Aid (MHFA)

Provides a toolkit that helps everyone to support their mental health while working from home.

Links for Deaf people including British Sign Language videos and access to NHS 111.

Mid and North East Essex MIND In need of counselling? Call Monday – Friday 9am – 5pm 01206 764 600, email at enquiries@mnessexmind.org or visit their website for more information.

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

Anxiety UK provides support if you have been diagnosed with an anxiety condition. Call 03444 775 774 (Monday to

Friday, 9.30am– 5.30pm

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

OCD Action provides support for people with OCD. Call them on 0845 390 6232 (Monday to Friday, 9.30am-5pm). Calls cost 5p per minute plus your phone provider's access charge.

Samaritans provides confidential support for people experiencing feelings of distress or despair. Phone: 116 123 (free 24-hour helpline).

Textcare provides comfort and care via text message, sent when the person needs it most.

SHOUT Crisis provides 24/7 anonymous text support for when you feel you can't cope. Text "SHOUT" to 85258 for non-judgemental support.

Zero Suicide Alliance Have a link 20 minute module to support those who are in touch with people who might be really struggling over the next few months. It is also helpful for community members as it has a section about talking with family and friends. It is free to access.

Specialist advice for those living with **Diabetes**. The Diabetes UK helpline is also open Monday to Friday, 9am to 6pm, at 0345 123 2399 for anyone living with diabetes, their friends or family and

anyone else with concerns.

#quitforCovid It is vitally important to quit as smokers are less protected against infections. For support to quit smoking please contact Essex Lifestyle Service on 0300 303 9988. Or visit Essex lifestyle service - stop- smoking

Combatting loneliness and isolation

Access online Narcotics Anonymous meetings. To access an online meeting on a smart phone download and install the GOTOMeeting app.

In meeting Id box type 'ukna or 437-754-909, (skip and email) then enter your name and save. You can then access the daily sound only meetings.

Meetings are every morning at 11am and every evening at 7.30pm.

Laptop/desktop users can go to <https://www.gotomeet.me/ukna> and sign in the same way.

You can also download the Zoom app and scroll down the list of online meetings

CHILDREN AND YOUNG PEOPLE

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

Inspire Suffolk new free Wellbeing Service to support any young person aged 16-25 years and living in Suffolk and Essex.

KOOTH offers young people free, safe and online support.

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

YoungMinds offers information on child and adolescent mental health, services for parents and professionals. Call **0808 802 5544**, (Monday to Friday, 9.30am to 4pm).

Essex Youth Service provides Children and Young People Early Intervention Mental Health Services (CYP MHEIS). If you would like to speak to someone for more information about the services CYP MHEIS offer and to find out about what support might be available for you please call their Single Point of Access team on 0300 300 1600 from 9am-5pm, Monday – Friday. Guidance on supporting children and young people's mental health and wellbeing.

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

Tending around any issues that they may be struggling with. If YOU are between 11 - 19 years old or are the parent or carer of a child or young person who is struggling, and need to talk to someone please call Maria Hales on 07436 805270 between 11am & 2pm Monday—Thursday. Or family therapist Karen Atwell on 07484 091578 Mondays or Wednesdays between 11am & 2pm. If phone lines are busy please leave a number and your call will be returned as soon as possible.

Check the website for information and links to practical and emotional support and also check out our [Facebook page](#)

There is information on several websites about looking after your mental health.

The Livewell campaign provides local and national mental & physical health and wellbeing information including a useful guide on **7 steps to mental wellbeing while at home.**

Visit the **NHS mental health and wellbeing advice website** for self-assessment, audio guides and practical tools, if you are experiencing stress, feelings of anxiety or low mood.

If you already have a mental health problem, you can access **comprehensive guidance provided by Mind.**

SUPPORT AND ADVICE FOR PEOPLE AFFECTED BY DEMENTIA

If you or someone you care for are worried about coronavirus (COVID-19) and need support and advice, call the Dementia Connect support line on 0333 150 3456.

Alzheimer's Society Website for the most up to date information and advice.

Join **Alzheimer's Society online Community Talking Point** where you can connect with others affected by dementia in a similar situation.

Use this **Dementia Connect online support tool** to find dementia information and support that is right for you.

SIMPLE TIPS FOR IMPROVING YOUR MOOD

TIP 01
Learn how to manage unhelpful thoughts

TIP 02
Stay active

TIP 03
Talk to someone

WHEN THINGS AREN'T SO GOOD OUT THERE... MAKE INSIDE FEEL BETTER.
Visit **Every Mind Matters** for more tips and advice

Better health every mind matters

COMMUNITY SAFETY

STAY SAFE AT HOME

These are very challenging times for us all, and while the government's advice is to stay home, for some people, home is not a safe place. If you are living with domestic abuse and feel even more isolated and at risk please remember there is help available.

Stay Safe at Home is a new initiative to raise awareness of five common risks people may face at the moment.

- domestic abuse.
- child abuse.
- accidental fire/fire safety.
- fraud.
- bogus callers.

Support the campaign on social media by using

#ProtectingandServingEssex,

#StaySafeAtHome and

#StayHomeSaveLives.

More information can be found [here](#)

[Safer Colchester Partnership](#)
for up to date community
safety advice.

CORONAVIRUS SCAMS

The Department for the Economy's Trading Standards Service (TSS) is warning people to remain vigilant following a rise in reports of coronavirus-related scams.

Action Fraud, the UK's national reporting centre for fraud and cybercrime has already reported total losses during lockdown amount to over £4.6 million.

With many people continuing to be isolated from family and friends and with their guard potentially lowered they are becoming vulnerable to fraudsters.

Common Covid-19 related scams include:

Fake lockdown fines - Bogus text message with scam message claiming to be from the Government, telling the recipient their movements have been monitored through their phone and they must pay a fine or face a more severe penalty.

Anti-virus kits claiming to cure or prevent Covid-19.

Fake companies offering to obtain refunds for individuals who have had their holidays cancelled.

Online shopping scams where people order protective face masks, hand sanitiser and other products that are never delivered. Fake products that are delivered can often be dangerous and unsafe and not gone through the proper

Fake Products / Websites

Fake coronavirus (COVID-19) testing/treatment kits are been produced and sold worldwide. These kits contain harmful chemicals and police are warning anyone who has bought one of these kits not to use it. Report to **Action Fraud**, quoting “Trinity CV19 treatment kits

testing.

Criminals targeting older people on their doorstep and offering to do their shopping. Thieves take the money and do not return.

Coronavirus-themed phishing emails which try to trick people into opening malicious attachments that allow fraudsters access information such as passwords, email logins and banking details.

Doorstep cleansing services that offer to clean drives, letterboxes and doorways to kill bacteria and help prevent the spread of the virus.

Scammers targeting people on benefits by offering to 'help' them apply for interest-free government loans - once the scammers have the victim's personal details they use them to apply for an advance loan of Universal Credit which the scammers take, causing the victim's normal benefit payments to stop and leaving them with large loans to repay.

Donation scams - There have been reports of thieves extorting money from consumers by claiming they are

collecting donations for a Covid-19 'vaccine'.

Things to look out for.

- Fraudsters can fake telephone and text numbers so it might appear that the call or text is from your bank when it isn't.
- The caller will try to create a state of panic and fear, pushing you to act quickly. Please take a moment to think calmly about what you're being asked to do.
- The fraudster might know your personal details that you think only your bank will know – i.e. mother's maiden name and your address.
- Fraudsters can gather these details in the days and weeks running up to the fraud attempt from social media, and other sources
- The caller might take you through security questions, just like the bank would, to make it seem more real

What to do

Hang up and wait at least 10 minutes before making any further calls or use a different phone (fraudsters can keep the line open).

Call the number on the back of your card or from a trusted source like the website.

Don't give any sensitive financial or personal information out to people who call you out of the blue.

Contact your bank immediately if you think you are a victim of a scam.

Test and trace scam warning

EVERYONE has been warned to be on their guard after scammers posing as workers from the NHS Test and Trace service made calls in Essex asking for payment for coronavirus tests.

Those contacted were told they have been in contact with someone who has tested positive for Covid-19 and are then told they must purchase a test over the phone.

The genuine advice is that if you've been in close contact with someone who has coronavirus and need to self-isolate, you may get an email, text or phone call from NHS Test and Trace, however no one would be advised to get tested unless they had symptoms, and if they do, they would never be asked to purchase a test or give their bank details.

Parcel Delivery Scam

A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were



unable to deliver a parcel and that you need to contact them on 0906 6611911(a premium rate number). If you call the number and you start to hear a recorded message you will already have been billed £315 for the phone call.

If you do receive a card with these details, then please contact Royal Mail Fraud on 020 7239 6655. For more information see the [Crimestoppers website](#)

Please be aware that the premium rate number may change but nevertheless please do not call any number stated on a card from PDS



COVID-19 vaccination scam alert

Some people are receiving fraudulent calls and text messages offering the COVID-19 vaccination. In some cases, people are asked to press a number on their keypad or to send a text message to confirm they wish to receive the vaccine. Doing so is likely to result in a charge being applied to their phone bill. In other cases, callers are offering the vaccine for a fee or asking for bank details.

People are warned to be alert to these scams. The vaccine is only available from the NHS and the NHS will contact you when it is your turn. At present, appointments are only being offered to the public over 80 years old.

The NHS will NEVER ask you to press a button on your keypad or send a text to confirm you want the vaccine, and NEVER ask for payment or for your bank details.

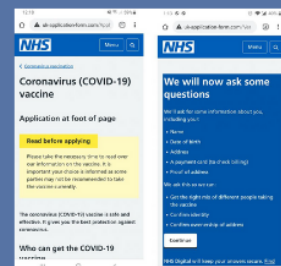
If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Essex Police online or by calling 101.

Scam text about Covid-19 vaccine

A dangerous fake NHS text has been circulating, telling people they're eligible to apply for the COVID-19 vaccine. Here's what it looks like.

**Do NOT click on links in unknown texts -
always check it first**

This URL takes you through to an extremely convincing fake NHS website that asks for your personal details



NEVER give out your personal details.

Protect others by reporting incidents like this. If you, or anyone you know, have been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk



Neighbourhood Watch Network is a
Charitable Incorporated Organisation (CIO)
registered in England and Wales, no. 1173349



Government
Counter Fraud
Function

GOV.UK/coronavirus

NHS

Counter Fraud Authority

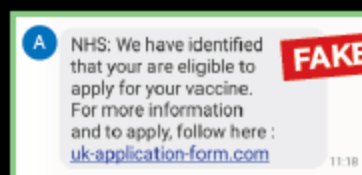
BE ALERT TO VACCINE FRAUD

Criminals are using the COVID-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing-looking text messages letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS, or local pharmacy.

PEOPLE ARE WARNED TO BE ALERT TO THESE SCAMS

The **NHS** will:

- ⊗ NEVER ask for payment - the vaccine is free
- ⊗ NEVER ask for your bank details
- ⊗ NEVER arrive unannounced at your home to administer the vaccine
- ⊗ NEVER ask you to prove your identity by sending copies of personal documents such as your passport



FURTHER GUIDANCE AND SUPPORT



National Cyber
Security Centre

If you receive a call you believe to be fraudulent, hang up. If you are suspicious about an email you have received, forward it to report@phishing.gov.uk. Suspicious text messages should be forwarded to the number 7726 which is free of charge.

ActionFraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk

If you believe you have been the victim of fraud or identity theft, you should report this directly to Action Fraud either online; actionfraud.police.uk or via phone 0300 123 2040.

CrimeStoppers.

If you have any information relating to vaccine fraud you can stay 100% anonymous by contacting Crimestoppers COVID Fraud Hotline online; covidfraudhotline.org or phone 0800 587 5030.

Be
Fraud
Smart!

essex.police.uk/
befraudsmart



Essex Police Fraud Alert System

24

29th January 2021

VACCINATION SCAMS CONTINUE!

Following on from the previous alert regarding vaccination text messages, there is a new fraudulent vaccination email being circulated. Again, this looks very convincing and could easily be mistaken for a genuine NHS email.

Do not click the link as it takes the recipient to a malicious website that steals personal details. These details are then used by the criminals to access other personal accounts.

Remember:

- **Never** click on any links in unsolicited emails
- **Check** the email address is genuine by hovering over it or clicking and holding
- **The vaccine is free and the NHS will never ask you for bank or payment details**



If you or someone you know is vulnerable and has been a victim of fraud, please call **Essex Police** on 101
Report fraud or attempted fraud by contacting **Action Fraud** at actionfraud.police.uk or call 0300 123 2040

Keep up to date with fraud and
do **even more** Online  essex.police.uk



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](#)

[Colchester Neighbourhood Watch](#)

[Friends against scams](#) aims to protect
and prevent people from becoming
victims of scams.

SECURE/PROTECT/ PREVENT

During winter, houses are more likely to
be burgled in the early evening.

- Put lights on timers in the rooms you use most to make it look like you're in.
- Close and lock all windows and doors every time you leave the house or go to bed. Make sure that the door is locked properly i.e. lift the handle, turn the key and then remove the key ensuring that it is available for you to exit in case of emergency but out of sight from prying eyes.
- If you have a burglar alarm use it at all times, even if just popping out for a

moment, or zone off areas before going to bed.

- Leave lights on timers or radios on in the rooms you use the most, invest in a TV simulator such as 'Fake TV' to make it look like you are in. Fit external lighting using energy saving bulbs or LED's which are activated by a dawn to dusk sensor. If burglars see your house has security lighting they are less likely to approach for fear of being seen.
- Secure your boundaries and ensure access to your back garden is not easily obtained, lock gates and consider some spiky plants. Look out for climbing aids such as wheelie bins that may make it easier for the burglar to get in. Keep sheds, garage and other outbuildings locked securely, as they may contain valuable items or tools that may be used to break into your house.
- Use forensic marking or other property marking methods to identify your property and display any product signage/labels. Keep an inventory of your property including serial numbers and photographs. This can be done in a paper version or on an online asset recording product. Make sure you include details such as identifying marks, value, and purchase date.



Advice From The Fire Service

A few key messages from the Fire Service; with more people in their homes please remember:

- A minimum of one smoke detector is advised on each floor of a property. Test your smoke alarm. Smoke alarms are proven life savers. They give warning at the first sign of fire, waking you and your family up and giving everyone the time, they need to get safely out and call the fire service.
- Never leave candles unattended - near curtains / flammable materials.
- Discuss with your family your Fire Escape Plan - how / what to do / leaving items / not entering back into the property.
- The largest number of residential fires start in the kitchen - distraction (children / pets/ phone calls etc) being a high proportion of incident causes with the kitchen left unattended.
- Hand Sanitiser in Cars: You may have heard reports that hand sanitisers left in cars can pose a fire risk, whilst there is not much evidence to suggest this is the case we would advise people to ensure they store their hand sanitisers in vehicles safely, which includes keeping bottles closed and out of direct sunlight, such as in the glove box. This will ensure the contents do not deteriorate and means bottles cannot be magnified by the sun. Sanitiser should also be kept away from naked flame.

For more advice from the Fire Service
[click here.](#)

DOMESTIC AND SEXUAL ABUSE HELP

The government acknowledges that coronavirus household isolation instructions can cause anxiety for those who are experiencing or feel at risk of domestic abuse. There is never an excuse for domestic abuse, no matter what the circumstances are.

If you feel at risk of abuse, there is help and support available to you, including the police, online support, helplines and refuges. You can find more information about these and other services in this booklet.

Codeword scheme

If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately but also phonetically sounds like the name Annie. If a pharmacy has the 'Ask for ANI' logo on display, it means they're ready to help. They will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services.

Recognise domestic abuse

Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background.

IF YOU ARE IN IMMEDIATE DANGER, PLEASE CALL 999 IF YOU CAN'T SPEAK PRESS 55

What is domestic abuse?

Domestic abuse is not always physical violence. It can also include:

- coercive control and 'gaslighting'
- economic abuse
- online abuse
- threats and intimidation
- emotional abuse
- sexual abuse

What signs to look for

If you believe that you or someone else could be a victim of domestic abuse, there are signs that you can look out for including:



Household isolation instructions as a result of coronavirus do not apply if you need to leave your home to escape domestic abuse.

- being withdrawn, or being isolated from family and friends
- having bruises, burns or bite marks
- having finances controlled, or not being given enough to buy food or pay bills
- not being allowed to leave the house, or stopped from going to college or work
- having your internet or social media use monitored, or someone else reading your texts, emails or letters
- being repeatedly belittled, put down or told you are worthless
- being pressured into sex
- being told that abuse is your fault, or that you're overreacting

See [more signs to look for](#).

Support a friend if they're being abused

Let them know you've noticed something is wrong.

If someone confides in you, there is [more information on how to support a friend who is being abused](#).

If you are worried that someone you know

is a victim of domestic abuse, you can call Refuge's National Domestic Abuse Helpline for free, confidential support, 24 hours a day on 0808 2000 247. Visit the [helpline website](#) to access information on how to support a friend.

If you believe there is an immediate risk of harm to someone, or it is an emergency, always call 999.

Report it

If you, or someone you know, is a victim of domestic abuse find out how to [report domestic abuse](#).

If you are in immediate danger, call 999 and ask for the police.

If you are in danger and unable to talk on the phone, call 999 and listen to the questions from the operator and, if you can, respond by coughing or tapping on the handset.

Call 999 from a mobile

If prompted, press 55 to [Make Yourself Heard](#) and this will transfer your call to the police.

Pressing 55 only works on mobiles and does not allow police to track your location.



Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler.

If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't verbally communicate

You can register with the [emergencySMS](#) service. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

Economic abuse

If you are concerned about how coronavirus may affect your finances and leave you vulnerable to economic abuse, see the [advice provided by HM Treasury](#) on what support is on offer.

The charity [Surviving Economic Abuse](#) has also provided additional coronavirus guidance and support.

Technological abuse

If you are concerned about whether your phone or tablets are being compromised, visit [Refuge's Tech Safety Tool](#) and click on the three pink dots at the bottom of the homepage. The tool offers instructional videos as well as practical real-time tips on

how to secure devices such as mobile phones and ensuring your location-tracking or map applications aren't accessible to abusive partners.

Welfare benefits and housing advice

The Department for Work and Pensions (DWP) has published up-to-date [coronavirus-related welfare benefits information](#).

If you are concerned about your financial situation, you can contact [Turn2us](#). They help people to access the money available to them through welfare benefits and grants. Their website has an income-related benefits checker enabling you to check that you are receiving all the benefits you are entitled to.

[Shelter](#) provide free confidential housing information, support and legal advice on all housing and homelessness issues. They also have an emergency helpline and a webchat service.

Support from your local jobcentre

Even if a jobcentre is closed, staff will still meet their most vulnerable customers including those fleeing domestic abuse.

Jobcentres are a safe space and the [DWP supports victims of domestic abuse](#). This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.

Find out more about [help available from the DWP for people who are victims of domestic violence and abuse](#).

Get help if you think you may be an abuser

If you are concerned that you or someone you know may be an abuser, there is support available.

The Respect Phonenumber is an anonymous and confidential helpline for men and women who are harming their partners and families. The helpline also takes calls from partners or ex-partners, friends and relatives who are concerned about perpetrators.

A webchat service is available Wednesdays, Thursdays and Fridays from 10am to 11am and from 3pm to 4pm.

Telephone: 0808 802 4040

Get legal help

Apply for a disclosure of information

Under the Domestic Violence Disclosure Scheme (also known as 'Clare's Law'), you can ask the police to check whether a new, former or existing partner has a violent past. This is called 'right to ask'. If records show that you may be at risk of domestic abuse from a partner, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

The 'right to ask' also allows a third party, such as a friend or family member, to apply for a disclosure on behalf of someone they know. Again, the police can release information if it is lawful, necessary and proportionate to do so.

- To make an application under the Domestic Violence Disclosure Scheme,

contact the police. You can do this by:

- visiting a police station (the household isolation instruction as a result of coronavirus does not apply if you need to leave your home to escape domestic abuse)
- phoning 101
- speaking to a member of the police on the street

If you believe there is an immediate risk of harm to someone, or it is an emergency, you should always call 999.

Get a court order to protect you or your child

If you're a victim of domestic abuse you can apply for a court order or injunction to protect yourself or your child from:

- your current or previous partner
- a family member
- someone you currently or previously lived with

This is called a non-molestation or occupation order.

You can apply online, by email or by post.

Get a court order if you've been the victim of domestic abuse.

If you don't have settled status in the UK

Apply for settlement in your own right

If your relationship with a British citizen or someone settled in the UK has broken down because of domestic abuse you may be able to apply for settlement as a victim of domestic violence.

The destitution domestic violence concession provides help if you are in the UK on a temporary visa as a partner, your relationship has broken down because of domestic violence and you have no money to support yourself.

Apply for access to benefits

The destitution domestic violence concession offers domestic abuse victims 3 months' leave outside the immigration rules with the ability to apply for access to public funds. This provides the opportunity to gain a temporary immigration status independent of the abuser and to fund safe accommodation, where victims of domestic abuse may consider applying for indefinite leave to remain or deciding to return to their country of origin.

More support materials

Read information and practice guidelines for professionals protecting, advising and supporting victims of forced marriage.

Read the leaflet the Home Office developed with Southall Black Sisters Three steps to escaping domestic violence, aimed at women in black and minority ethnic communities.

Refuge's website includes resources to help you identify the signs of domestic abuse, and a safety guide for women and children who are living with a perpetrator. It also has a tech abuse chat-bot with step-by-step instructional videos on how to secure devices such as phones and laptops. Look for the pink button in the bottom-right corner.

The NSPCC has issued guidance for spotting and reporting the signs of abuse.

The Survivor's Handbook, created by Women's Aid, provides information on housing, money, helping your children and your legal rights.

COMPASS - COMPASS is a single point of access funded by Essex County Council in partnership with the Office of Essex Police, Fire and Crime Commissioner to support victims of domestic abuse across Southend, Essex and Thurrock. It is available 24hrs a day, for callers to speak with a trained member of staff who will complete an assessment and ensure contact is made with the most appropriate support service.

There is an easy to use online form for both the public and professionals wishing to make a referral. You can contact them on **0330 3337444** or by emailing enquiries@essexcompass.org.uk.

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

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

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



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

GALOP DOMESTIC ABUSE HELPLINE

The Galop domestic abuse helpline offers emotional and practical support for LGBT+ people experiencing domestic abuse. Abuse is not always physical - it can be psychological, emotional, financial and sexual too. Tel:0800 999 5428

Domestic abuse perpetrator?

Do you need to change how you treat your partner in your relationship? Do you frequently put your partner down, criticise them or humiliate them? Are you being physically violent, emotionally abusing, controlling or intimidating? In these challenging times, emotions can become heightened, but abuse is not acceptable. Change your abusive behaviour by getting help **here**.

THE CHANGE PROJECT

For those concerned by their behaviour.

SEXUAL ABUSE

CARA (Centre for action on rape and abuse) 01206 769795. Open and supporting victims of sexual violence via telephone support whilst all staff work from home. The office is running on an answer machine, so the quickest and easiest way to refer into them, is via **Synergy Essex** the rape crisis partnership that covers Essex. In an

emergency, please dial 999. CARA offer specialist therapy, advocacy support and independent sexual violence advisors to guide victims through the criminal justice process.

Synergy Essex provides support and information for anyone who has been sexually abused or raped or has been affected by sexual violence at any time in their lives. 0300 003 7777 or email **support@synergyessex.org.uk**.

Below are the National Helplines:

National Domestic Violence Helpline-0808 2000 247

National LGBT+ Domestic Abuse Helpline - 0800 999 5428

Respect - 0808 802 4040

Men's Advice Line - 0808 801 0327

Shelter - 0800 800 4444

NSPCC Helpline - 0808 800 5000

ChildLine - 0800 1111

Samaritans - 116 123

Pharmacies launch codeword scheme to offer 'lifeline' to domestic abuse victims

Victims of domestic abuse will be able to access much needed support from thousands of pharmacies across the UK, backed by the government.

The Ask for ANI scheme allows those at risk or suffering from abuse to discreetly signal that they need help and access support. By asking for ANI, a trained

pharmacy worker will offer a private space where they can understand if the victim needs to speak to the police or would like help to access support services such as a national or local domestic abuse helplines.

As an essential retailer based on high streets across the country, and with specifically trained staff, pharmacies can provide a safe space for victims to sound an alarm if they are isolated at home with their abuser and unable to get help in another way.

CHILD PROTECTION AND SAFEGUARDING

The Essex County Council Children & Families Hub will remain in operation with no changes to threshold decisions.

The Priority Line (for children at risk of immediate danger) remains open alongside the Consultation Line.

Call **0345 603 7627** and ask for the Children & Families Hub. Please also state if you are a member of public or a professional.

Members of the public will speak to a Family Adviser who will discuss and identify the right services that will help to meet the family's needs.

Essex Safeguarding Children's Board

The Essex Safeguarding Children's Board website has launched a dedicated [Coronavirus webpage](#) which aims to provide a single point of access for

anyone needing information and resources in relation to safeguarding children and young people. These pages will outline any temporary changes to multi-agency safeguarding 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.



HATE CRIME

The police have advised that during this time there have been a small minority of people who have targeted individuals and communities for abuse in relation to COVID-19. There has been significant increase in hate crimes and incidents targeting the Chinese and South Asian communities and an increase in far right, anti Muslim and antisemitic online activity. They are concerned that residents feel reluctant to report crimes and incidents as they believe the police have priorities elsewhere.

They are urging people to come forward if they have been a victim of a hate crime or incident. This will become even more important as lockdown restrictions ease and people from different communities come into regular contact with each other again.

What is a Hate Crime?

Hate crime is any incident, which may constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice

or hate because of a person's:

Race, colour, ethnic origin, nationality or national origins, includes Gypsies and Travellers.

Religion or faith and can include no faith.

Gender identity includes Transphobia - resentment or fear of transgender people or transvestites.

Sexual orientation. Including Homophobia - resentment or fear of gay, lesbian or bi-sexual people. Also resentment or hatred of heterosexual people.

Disability – any physical, sensory or mental impairment whether short or long-term. Includes learning disability or difficulty.

Hate Crime Can Take Many Forms Including:

Physical attacks – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson.

Threat of attack – including offensive letters, abusive or obscene telephone calls and other intimidating behaviour as



WHAT CAN YOU DO?

Recognise that what is happening to you is a hate crime.

Understand that by reporting the incident you will get the help you need.

Don't suffer in silence, the help you need is available, call us now...

It will help police and support agencies if you keep a diary of events. Please remember to date and time entries and fully describe any individuals or vehicles involved.

In an emergency dial 999 or 112 (112 is a European equivalent number that works in UK.)

Call the Non-Emergency number for Essex Police on 101 to report any incident of crime.

If you feel that you are not confident in reporting the incident directly to the police you can complete a 'Hate Crime' reporting form at

[Essex Police - Report a Hate Crime](#)

Alternatively, you can call one of the Hate Incident Reporting Centres (HIRCs) whose details you can find at the link above or call

Crimestoppers 0800 555 111 and report it anonymously, your calls cannot be traced, nor recorded.

[SaferColchester - Hate Crime](#)

groups or individuals.

Verbal abuse or insults, abusive gestures.

Other abuse – offensive leaflets and posters, dumping of rubbish outside homes or through letterboxes, unfounded and malicious complaints and bullying at home, online, in school or in the workplace.

Hate Crime Helpline for anyone in the UK who has experienced anti-LGBT+ abuse, violence or harassment. <https://www.consortium.lgbt/2021/02/02/launch-of-lgbt-hate-crime-helpline/>

The LGBT+ Hate Crime Helpline, launched by Galop, is open Monday to Friday, 10am-4pm, and can be reached on 020 7704 2040 or by emailing HateCrime@galop.org.uk.

Galop can provide independent advice, support, and signposting to local organisations. Their helpline is run by LGBT+ people for LGBT+ people, and it is completely confidential. Anyone affected by anti-LGBT+ abuse can talk to the helpline team about abuse, intimidation, threats, harassment, or violence they've experienced because of their orientation or gender identity. It is operated by Galop, the LGBT+ anti-violence charity supporting people facing hate crime, domestic abuse and sexual violence. Find out more at www.galop.org.uk.





WHEN VISITING THE TOWN CENTRE

What to expect when visiting the town centre

- Signage has been added on pavements to remind shoppers about the importance of social distancing when queuing and moving around the town centre.
- Barriers will be in place to ensure social distancing can be followed.
- Hand sanitiser stations have been installed around the town, in car parks and at bus stations.
- Neighbourhood Wardens and Our Colchester BID Street Ambassadors have been deployed to aid with stewarding and supporting the public and businesses.

Essex County Council has introduced some interim traffic measures to create

more shared space for walking and cycling. A 20mph limit, temporary barriers and signs providing shared spaces have been introduced on the High Street, Queen Street/St Botolph's, Head Street, St Johns Street and other town centre roads, and on the vital corridor between the main rail station and town centre, including North Station Road and North Hill. Essex County Council website has a full map and details about its [Safer, Greener, Healthier scheme](#).

How to keep yourself safe in Colchester town

- Plan your visit, including how you will travel to the town centre.
- Always follow signage and keep left when walking.
- Clean your hands regularly at the provided hand sanitiser stations or



use your own hand sanitiser.

- Follow shop procedures, including queuing guidelines.

Travelling to Colchester town centre

You are encouraged to walk, cycle or drive to Colchester town centre, as the government has asked us to avoid public transport where possible.

Walking and cycling

The Colchester Orbital follows existing public rights of way, taking advantage of and connecting some of Colchester's most picturesque walking and cycling routes which circles the edge of town.

Public transport

Government guidance states that you should wear a face covering on public transport. Further information can be found in the government's safer travel guidance.

Colchester town centre parking

We would encourage drivers to download the MiPermit or to use other payment options including online, by text or phone call.

We have installed hand sanitiser stations at car parks so visitors who cannot access MiPermit can wash their hands before and after using payment machines.

Colchester town centre public toilets

Colchester town centre public toilets are open. They are cleaned and inspected throughout the day. It is essential that users follow the guidance given to keep themselves and others safe.

Maintain a safe distance from others when entering, waiting, or leaving public toilets. Some sinks and cubicles may also be closed for safety, so do not use them if they are closed.



SHOPPING AND SUPERMARKETS

IS SOMEONE ELSE GETTING YOUR SHOPPING FOR YOU?

Many major stores have launched a Volunteer Shopping Card e-gift. You can give these to a volunteer who is doing your shopping for you. Just complete the online form and receive a shopping voucher via email. You can then print or display on a smart phone.

[ASDA Volunteer Shopping Card](#)

[Waitrose Volunteer Cards](#)

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

[Tesco Volunteer Shopping Card](#)

[Sainsburys Volunteer Shopper Card](#)

[Aldi Shopping Vouchers](#)

[Eastern CO-OP email vouchers@eastofengland.coop](#)

Post Office makes access to cash available faster for self-isolating customers The Post Office have launched a service for people who are isolating and have a Post Office account without a debit card and who have no means in getting their money, it's called the Pay Out Now Scheme and involves sending a one off [code to a nominated person to allow them to withdraw money.](#)

Is it safe to go to grocery stores and other food markets during COVID-19?

Yes, it is generally safe to go grocery shopping and to markets by following the below prevention measures:

- Clean your hands with sanitizer before entering the store.
- Cover a cough or sneeze in your bent elbow or tissue.
- Maintain at least a 1-metre distance from others, and if you can't maintain this distance, wear a mask (many stores now require a mask)
- Once home, wash your hands thoroughly and also after handling and storing your purchased products.



Wear a mask

Asda, Morrisons, Sainsbury's, Tesco and Waitrose have all announced that they will refuse entry to customers who don't wear face coverings, unless they are medically exempt. Security staff at Sainsbury's will also challenge shoppers who arrive in groups, and it has 'significantly reduced' the number of customers allowed in store at one time.

Asda and Morrisons have said staff will offer free face coverings to shoppers who don't bring their own. Meanwhile, Tesco and Waitrose are encouraging customers to shop in store if they can to free up online delivery slots for elderly, vulnerable and self-isolating shoppers who need them.

Priority shopping hours

Many supermarkets set up exclusive priority hours for NHS staff or elderly and vulnerable customers during the first lockdown. Since then, some have kept them and others have changed or removed them. – check with your local store.

Online shopping

Every supermarket with an online grocery operation is prioritising elderly and clinically vulnerable customers. The government is still sending out up-to-date information on people who are shielding

The online grocery market has grown throughout the pandemic, with supermarkets increasing their online delivery capacity to try and meet

increased demand.

Aldi doesn't offer full online grocery shopping, but does now offer a click-and-collect service at more than 200 stores. You may be able to order same-day deliveries of certain items via Deliveroo.

Asda has increased its weekly delivery capacity.

Co-op (coop.co.uk) is offering same-day online deliveries in some areas. You can order a maximum of 25 items from a curated selection of products. You may also be able to order via Deliveroo – more than 400 Co-op stores are on the service.

Iceland has it's grown its online delivery capacity and is confident it can meet demand.

M&S doesn't sell groceries via its own website, but you can buy much of its range from Ocado.

Ocado is currently accepting new customers.

Sainsbury's can now fulfil 800,000 online orders a week.

Tesco has more than doubled its online grocery capacity, although it's asking those who can shop in store safely to do so where possible in order to help free up slots for those who can't.

Waitrose has more than trebled its online capacity, and significantly increased click-and-collect slots. Like Tesco, it's advising customers to shop in store if they can safely do so.

CORONAVIRUS AND FAITH

Even though under the current lockdown rules allow communal worship because of the new variant of Covid-19 and the rapid rise in cases across our region, the Directors of Public Health now **strongly advise that all places of worship should close for congregational worship. All prayer and services should move online with no congregation physically present. It also strongly advised that any other activities, such as support groups, take place by other means or are cancelled. The only exception is for funerals.**

During lockdown you can attend places of worship for a service. However, you must not socialise with anyone outside of your household or support bubble.

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

Ceremonies

Weddings and funerals can go ahead with restrictions on numbers of attendees. This means:

- 15 people can attend wedding ceremonies and receptions
- 30 people can attend funeral ceremonies
- 15 people can attend linked commemorative events such as wakes or stonesettings

Test and trace

In line with government guidance for all venues, places of worship should keep a temporary record of visitors so the [NHS Test and Trace](#) service can contact people who come into close contact with somebody who has COVID-19. Test and Trace currently defines close contact as two people being within two metres of each other for 15 minutes or more.

Advice for faith communities

Congregational prayer and worship is allowed from 2 December under the guidelines mentioned above. If you wish to visit a place of worship, please note:

- If you or anyone in your household has or shows symptoms of COVID-19, do not visit a place of worship. Stay at home.
- If you are over 60 or clinically extremely vulnerable, you should take particular care to adhere to social distancing and minimise contact with others outside your household.
- You must wear a face covering in any public indoor space and on public transport, unless you are exempt. Religious garments such as the Niqab are acceptable but must fit securely round the side of the face. See the [government guidance on face coverings](#) for details
- Singing or chanting should only be

USEFUL LINKS

[Catholic Church England and Wales](#)

[Church of England's guidance for churches](#)

[C of E Diocese of Chelmsford for local guidance to parishes](#)

[Faith Action](#) is a national network of faith-based and community organisation

[Hindu Council UK](#)

[Humanists UK](#)

[Jewish Leadership Council, coronavirus portal](#)

[Muslim Council of Britain](#)

[Network of Sikh Organisations](#)

To contact Essex Resilience Forum's Faith & Communities Tactical Co-ordination Group, email faith.communities@essex.gov.uk.

done by a limited number of performers. It should be in a large, well-ventilated place or outdoors. Performers should be at least two metres apart, or one metre with other safeguards in place, such as screens. Congregations should only join in with singing outdoors. All singing should follow the principles of the [performing arts guidance](#).

Funerals and mourning

Funerals can continue to take place. Up to 30 close family and friends can attend, depending on the capacity of the venue.

The limit applies to the whole venue, including any outside space it has. The venue must have enough space for you to follow social distancing guidelines. Check with the venue or your funeral director.

Burials and cremations are both permitted.

Linked ceremonial events such as wakes, stone settings and ash scatterings can also continue with up to 15 people in attendance. Anyone working is not included. Social distancing should be maintained between people who do not live together or share a support bubble.

Read the [government guidance for managing a funeral during the coronavirus pandemic](#).

Planning a funeral

Please don't delay holding funerals. Coronavirus safety measures will be in place for the foreseeable future.

Please consider all options to hold the funeral as soon as possible. These include:

- web-casting it so people who cannot attend can see it
- holding it at a location or time of day that would not be your first choice
- having a short service or
- having no mourners present on the day and organising a memorial service at a later date

Your funeral director can talk through the options and help you decide what is best for you.

Attending funerals

You should note the following:

- If you have any coronavirus symptoms you should not attend. Self-isolate immediately and get tested. Symptoms include a high temperature, new continuous cough or change of taste or smell. [Request a test online](#), or by phoning 119.
- If you have been instructed to self-isolate you must not attend. This applies whether you have tested positive or been in contact with someone who has.
- There is a legal exception for close relatives of the deceased to attend but even they are strongly advised not to attend. If they do attend, they must inform the funeral director and other mourners in advance, and must wear a surgical grade Type IIR face mask or higher grade. See the [government's funerals guidance for people required to self-isolate](#).
- You must wear a [face covering](#) inside the funeral venue, in a funeral director's vehicle and travelling to and from it on public transport, taxi or private hire vehicle unless you have a valid exemption.
- Stay at least two metres (six feet or three paces) apart during funerals and

when travelling to and from them.

- Wash your hands more often than usual or use hand sanitiser. Cover coughs and sneezes. There may be mourners present who are clinically extremely vulnerable or vulnerable.

If you are unable to attend

If you are unable to attend the funeral reflect at home on the day.

Some cemeteries and crematoria can web-cast the funeral for family and friends. Please check with your [local cemetery or crematorium](#).

What to do if the deceased had coronavirus

Take extra precautions if the deceased had, or is suspected to have had coronavirus:

Mourners are strongly advised not to take part in rituals or practices that bring them into close contact with the body. This includes washing, preparing and dressing the body. There is a small but real risk of infection from the deceased.

- Only have contact with the body if you are wearing personal protective equipment (PPE) and are supervised by someone trained in how to use it
- Clinically extremely vulnerable and vulnerable people are strongly advised to have no contact with the deceased.
- The deceased will go to a mortuary between death and the funeral. You

will not be able to see them there or bring them home for mourning or a wake

- Members of the deceased's household who are self-isolating are strongly advised not to attend the funeral but stay at home. Follow [stay at home guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#).

Mourning

Whilst mourning the death of your loved one, do:

- Think about arranging a memorial or wake later in the year or the following year.
- Seek your faith leader's advice about ways to mourn while observing your faith during the pandemic
- Seek [bereavement support](#) from your faith group or voluntary sector organisations.

Remembering loved ones

The pandemic prevents people mourning and remembering loved ones in the usual ways. There are other ways to do so.

You can post tributes online to remember individuals and share in collective grief.

You can remember somebody who has died in Essex as a result of the coronavirus pandemic at www.rememberme2020.uk. This national book of remembrance is open to people

of any religious faith or none. It is a space to remember anybody who has died in the UK as a result of the pandemic, whether they had COVID-19 or not.

You could also remember somebody by, for instance creating a special spot in your home or garden, creating and sharing a playlist of their favourite music, posting a tribute in a local newspaper or sharing memories in a social media group.

Sudden is a charity that supports people after sudden death, including from COVID-19. It has other [ideas for memorialising somebody who has died](#)

Faith Action has links to [coronavirus advice from leading faith organisations](#)

More information

You may also wish to visit our pages on [What to do when someone dies](#).



BEREAVEMENT SUPPORT

Many people in Colchester will sadly experience bereavement, grief and loss during the corona virus pandemic.

Measures to reduce the spread of Covid-19 may increase the emotional impact of losing somebody, whether as a result of the virus or not. Bereaved people may feel more isolated and cut off from support networks.

It is important that family, friends and communities seeking support at this time can talk to somebody they trust who will listen, empathise and point them to professional advice where necessary.

There are many online sources of trusted information and support in relation to bereavement and a number of these can be found by following the links opposite.

For those that require more structured support we suggest you contact your GP but you can also contact St Helena Hospice who provide clinical bereavement support. The Hospice team will talk to you about your bereavement and help to identify the right source of support. Contact detail are below.

St Helena Hospice SinglePoint

Members of the public, patients, relatives, carers, GPs and other health

and social care professionals can get advice and support over the phone 24/7 with regards anyone who may be in the last year of life or who have specialist palliative care needs. Call SinglePoint on 01206 890360.

SUDDEN: The charity support service Sudden has a bereavement helpline you can call on 0800 2600 400 if someone you know has died. It's open from 10am to 4pm, Monday to Friday. They can give you advice, guidance and practical support during this difficult time.

[St Helena - Bereavement support leaflet](#)

[Essex County Council Coronavirus-and-faith/ bereavement-support](#)

[NHS - Coping with bereavement](#)

[Curse Bereavement Care](#)

[Greater Essex Bereavement support in the community leaflet](#). Includes faith contacts within the community who can provide a listening ear and help sign post you to other support

[ACC's COVID-19 Crisis Counselling Support Service](#)

Faith Action has links to [coronavirus advice from leading faith organisations](#)

BAMEStream Bereavement Support Service is now available

BAMEStream is an alliance of practitioners, therapists, policy specialists, organisations, activists and academia who specialise in the areas of mental health and wellbeing and who's core purpose during this COVID-19 pandemic is to bring the mental health needs of the Black, Asian and Minority Ethnic community into the mainstream. Ubele has supported the launch of BAMEStream as one of the responses to the impacts of COVID-19.

COVID-19 is having a devastating impact and BAMEStream have come together to support the development and delivery of mental health and wellbeing services to ensure that the needs of our local communities are being met as a result of this pandemic and crisis.

A FREE Bereavement Support Service

has now been launched. It is being provided by our BAMEStream alliance member Nafsiyat Intercultural Therapy Centre. Nafsiyat will provide FREE culturally competent brief emotional online support to anyone from a Black, Asian or other Minority Ethnic background experiencing bereavement and loss due to the COVID-19 pandemic. They offer therapeutic support in over 20 different languages. If you have been affected by the death of a loved one due to COVID-19 and need support, please visit www.bamestream.org.uk

Nafsiyat Intercultural Therapy – 020 7263 6947

Hands/Face/Space/Ventilation