



Prevent—Inform—Assist

ColchesterBoroughCouncil's

# Community Response Pack

## Preparing for winter 2021

VERSION 25

November  
2021

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



**Vaccination/Fresh Air/Testing/Face Coverings/App/  
Handwashing**

## INTRODUCTION

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

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

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.

The CBC Community Response team is closely aligned to Community360 (C360) and is 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.

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

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](mailto: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**



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Test and Trace

COVID-19

# Take a test, even if you have mild symptoms.

Covid-19 is still with us. So don't guess, get a test and stay at home if you think you may have Covid-19.  
Let's keep life moving.

Order your PCR test now at [nhs.uk/Get-Tested](https://nhs.uk/Get-Tested) or call 119





# COLCHESTER KEY CONTACTS

## COMMUNITY RESPONSE TEAM

### Neighbourhood 1: Mersea & Pyefleet, Marks Tey & Layer, Tiptree

Yovone Cook 07976 794786

[yovone.cook@colchester.gov.uk](mailto:yovone.cook@colchester.gov.uk)

### Neighbourhood 2: Castle

Yovone Cook 07976 794786

[yovone.cook@colchester.gov.uk](mailto:yovone.cook@colchester.gov.uk)

### Neighbourhood 3: Highwoods, Mile End, St Anne's & St John's

Keith Parker – Larkin 07817 940632

[Keith.parker-larkin@colchester.gov.uk](mailto:Keith.parker-larkin@colchester.gov.uk)

### Neighbourhood 4: Lexden & Braiswick, Rural North, Stanway

Mark Healy 07817 889992

[Mark.healy@colchester.gov.uk](mailto:Mark.healy@colchester.gov.uk)

### Neighbourhood 5: Berechurch, New Town & Christchurch, Prettygate, Shrub End

Chrissy Henegan 07966 235791

[Chrissy.henegan@colchester.gov.uk](mailto:Chrissy.henegan@colchester.gov.uk)

### Neighbourhood 6: Greenstead, Wivenhoe, Old Heath & Hythe

Keith Parker-Larkin 07817 940632

[Keith.larkin-parker@colchester.gov.uk](mailto:Keith.larkin-parker@colchester.gov.uk)

## Community Response team

[communities@colchester.gov.uk](mailto:communities@colchester.gov.uk)

**Colchester Borough Councils Community Safety Team** [safer.colchester@colchester.gov.uk](mailto:safer.colchester@colchester.gov.uk)

**Community360** [information@community360.org.uk](mailto: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](mailto: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:** [customerservice@colchester.gov.uk](mailto:customerservice@colchester.gov.uk)

**Essex Wellbeing Service.** Call 0300 303 9988. Email [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)

**Community Agents** Call free on 0800 9775858 or email [enquiries@caessex.org.uk](mailto:enquiries@caessex.org.uk)



# COVID 19 RESPONSE: AUTUMN AND WINTER PLAN 2021

The Government has published the COVID-19 Response: Autumn and Winter plan 2021, setting out its strategy for managing COVID-19 during the autumn and winter period.

The successful vaccination programme has allowed the country to get back to a more normal life and is estimated to have saved at least 112,000 lives so far.

Over 92 million doses have now been administered and more than 80% of all over-16s have been jabbed.

**We must remain vigilant as COVID-19 has not gone away.**

The Government has a plan to contain the virus and protect our NHS from unsustainable pressures while reducing the impact on lives and livelihoods.

The Government's plan includes:

- Building our defences through vaccine and treatments.
- Identifying and isolating positive cases to limit transmission.
- Supporting the NHS and social care.
- Advising people on how to protect themselves and others.
- Pursuing an international approach: helping to vaccinate the world and managing risks at the border.

There is evidence that vaccine protection can reduce over time, so a vaccine booster campaign started on 20th September for those at greatest risk. This booster vaccine for the most vulnerable, will be for those aged over 50, frontline NHS and care workers.



**Let's keep life moving.**



FRESH AIR



TESTING



FACE COVERINGS



APP



HANDWASHING

Anybody with symptoms should self-isolate and can still get a free PCR test and the Government will continue to provide access to free lateral flow tests.

Alongside these measures, it is vital that we all continue to take steps to protect ourselves and others from COVID-19. By practising safer behaviours and actions we can continue to protect ourselves and others and help stop the virus spreading.

We should:

- **Get vaccinated** if you have not done so already.
- Meeting outdoors is safer. If you are meeting indoors **let fresh air in**.
- **Wear a face covering** in crowded and enclosed settings where you come into contact with people you do not normally meet
- If you are not feeling well and have COVID symptoms, self isolate and **take a test**
- Try to **stay at home** if you are feeling unwell
- **Wash your hands** regularly to help limit the spread of COVID-19
- **Download and use** the NHS COVID-19 App



# Top up your immunity this winter.



Vaccines are the best protection we have against dangerous viruses like flu and COVID-19. Find out if you're eligible for these two essential vaccines now at [nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)

## USEFUL LINKS

### **GOVERNMENT ADVICE**

- [Coronavirus guidance and support](#)

#### **Staying safe**

- [How to stay safe and help prevent the spread](#)
- [Clinically extremely vulnerable: how to protect yourself](#)

#### **Testing and self-isolating**

- [Get a COVID-19 test if you have symptoms](#)
- [Order rapid lateral flow tests if you do not have symptoms](#)
- [Report a test result from a lateral flow test kit](#)
- [Book a test if you have a verification code](#)
- [Surge testing for people without symptoms: how to get a test, and locations in England](#)

#### **Self-isolation**

- [Self-isolating: check if you can get a £500 Test and Trace Support Payment](#)
- [Self-isolating: when someone in your household has COVID-19 symptoms or has had a positive test result](#)
- [NHS test and trace: what to do if you are contacted](#)
- [Get support if you cannot go out to get food or medicine, for example if you're self isolating or vulnerable \(Royal Voluntary Service\)](#)
- [Find out about getting statutory sick pay if you're self-isolating \(Acas\)](#)

- [Apply for a £500 Test and Trace Support Payment if you have to self-isolate and cannot work from home](#)

#### **International travel**

- [Travel abroad: what you need to do](#)
- [Checklist for travel to England depending on your vaccination status](#)
- [Travel to England: what you need to do based on your vaccination status](#)
- [Check if a country is on the red list](#)
- [Fill in your passenger locator form](#)
- [Find out how to use the NHS COVID Pass to show your vaccination status](#)

#### **Work and financial support**

- [Getting financial help and keeping your business safe](#)
- [Find out what financial support you can get](#)
- [Find out how to work safely](#)
- [Claim tax relief for working from home](#)
- [Furlough: check if your employer can put you on temporary paid leave](#)
- [Apply for a Test and Trace Support Payment](#)
- [Citizens Advice: advice if you're worried about working](#)
- [Get support if you've been made redundant](#)
- [What to do if you've been furloughed](#)
- [If you're self-employed and getting less or no work](#)

- [Find out about benefits and sick pay](#)

## **Schools, universities, education and childcare.**

- [Guidance for teachers, school leaders, carers, parents and students](#)
- [Order rapid lateral flow tests if you're a parent or carer](#)
- [Parents and carers: what you need to know](#)

## **NHS GUIDANCE**

### **Vaccination**

- [Coronavirus vaccination information in England](#)
- [Vaccination information in other languages, including Punjabi, Arabic and Bengali on NHS England](#)
- [Find out who can get a booster dose and how on NHS.UK](#)
- [Suffolk and North East Essex COVID-19 Vaccination Service](#)
- [Coronavirus vaccine](#)
- [NHS COVID-19 App](#)
- [NHS: Test and Trace](#)
- [East Suffolk and North Essex NHS -](#)

### Coronavirus

- [NHS Guidance - Coronavirus](#)
- [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](#)
- [NHS—How to stay well in winter.](#)

### **OTHER ADVICE**

- [World Health Organisation Advice](#)
- [Essex County Council COVID-19 advice](#)
- [Follow Public Health England on Twitter](#)
- [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

[Colchester Community Volunteer Group](#)

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

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

[Men in Sheds](#)

[The Warm and Toasty Club](#) Weekly online Memory Afternoon every Friday at 1pm.

[FaNs Network](#)

[Monkwick Munch Club](#)

[Essex Carers Network](#)

[Essex Free School Uniform](#)

[United in Kind](#)

[Boaz Project / Outreach](#)

[Colchester Foodbank](#)

The poster features a woman in a black face mask and apron serving food at a table. In the background, other people are seated at tables. The NHS logo is in the top right corner. The text on the poster reads: 'HM Government', 'BOOST YOUR IMMUNITY THIS WINTER', 'WITH THE FLU VACCINE + COVID-19 BOOSTER', 'Flu and COVID-19 can both be life-threatening and spread more easily in winter. If you're over 50, you are eligible for a free flu vaccine and a COVID-19 booster.', and 'Get vaccinated. Get boosted. Get protected. nhs.uk/wintervaccinations'.

## 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](mailto: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](mailto:morna.clements@caessex.org.uk)

Clive Wakeford: Call 07540720604 or email [clive.wakeford@caessex.org.uk](mailto: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](mailto:advice.colchester@cabnet.org.uk).

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

Monday to Friday.

Citizens advice 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:uniform@networks.org).

**African Families in the UK** The one stop place for families of African origin residing in the UK to seek advice and 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](mailto:afiukrachel@gmail.com)

**Colchester Chinese Association** is 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:dementia.connect@alzheimers.org.uk) or telephone 0333 150 3456

**Colchester Gateway.** Is 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. They 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](mailto:office@suffolklawcentre.org.uk).

**ENFORM:** Have set up an eco friendly delivery project called Colchester E-Cargo Bike Delivery Project as a Community Project. It will deliver items throughout central Colchester within a 4.5 mile radius which encompasses Wivenhoe and Rowhedge using a Colchester



Borough Council E- Cargo Bike. Charges start at £3. However they have received some funding which allows them to offer a free service to vulnerable residents, particularly in the wards of Greenstead, Berechurch and Mile End. They also offer free deliveries to Community Groups such as the Foodbank and Uniform Exchange and their clients. In addition we offer groups the facility of picking up donations as well.

For more information or to arrange a pick up or delivery contact Lee Pugh on 07852 958953, e-mail [hello@ecargobikecolchester.com](mailto:hello@ecargobikecolchester.com) or message them on [Facebook](#)

**Green Doctor Service.** Groundwork East offers the Green Doctor Service throughout the Essex area, focusing on Colchester, Braintree and Harlow. The service works with residents living in fuel poverty that may be struggling to pay their utility bills or to keep their homes warm to better get control of their energy usage, get on top of utility bills including utility debts, in order to live in warmer homes and have a better quality of life.

Services offered:

- Look at funding to improve home energy efficiency i.e. insulation, new boilers.
- Switching energy companies.
- Energy awareness advice for residents themselves.
- Help to pay off debts by applying to grants or setting up payment plans.
- Onward referrals i.e. Anglian Water Priority Services Team.
- Free energy saving measures o LED light bulbs.

- Draught proofing.
- Radiator panels.
- Letter flap and door brushes.
- Hot water bottles.
- Water saving shower heads.

Although the service is free there are qualifying criteria:

- Anyone aged over 65.
- Anyone living on a low income or with debt.
- Anyone with mental or physical medical conditions, especially ones exacerbated by the cold i.e. arthritis, asthma, cardiovascular conditions.
- Young families who have children under the age of 5.
- Anyone living in emergency housing or poor housing conditions.
- Pregnant women.

Initially a first consultation is had, with the option of a second if needed as well as a follow up call to see how the suggested actions and recommendations are going.

Residents can get in touch directly through [greendoctoreast@groundwork.org.uk](mailto:greendoctoreast@groundwork.org.uk) or by calling 077 0294 1440. Referrals can be made through the following webpage <https://www.groundwork.org.uk/cadent-foundation-green-doctor>

If you would like to know more about the service contact David, one of the Green Doctors at [david.ashby@groundwork.org.uk](mailto:david.ashby@groundwork.org.uk)

## HOW TO STAY WELL IN WINTER

Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

### Who's most at risk from cold weather?

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition

### Get advice if you feel unwell

If you are 65 or over, or in one of the other at-risk groups, it's important to get medical help as soon as you feel unwell.

You can get help and advice from:

- A pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor.
- Your GP – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to.
- NHS 111 – go to [111.nhs.uk](https://111.nhs.uk) or call 111 if you have an urgent medical problem and you're not sure what to do.

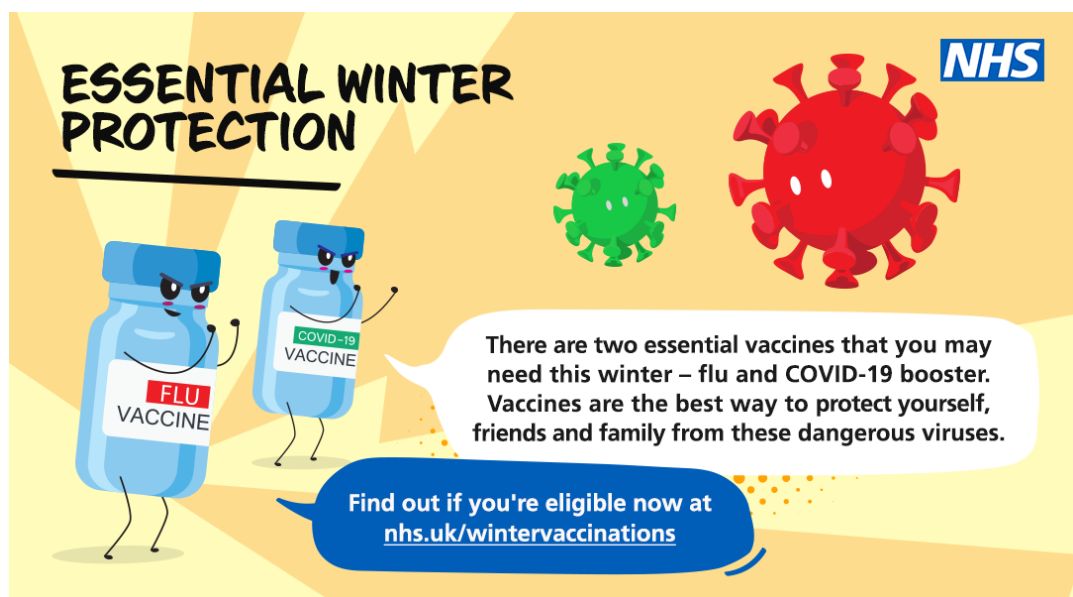
The sooner you get advice, the sooner you are likely to get better.

### Get a flu vaccine

Flu will often get better on its own, but it can make some people seriously ill. It's important to get the flu vaccine if you're advised to.

The flu vaccine is a safe and effective vaccine. It's offered every year on the NHS to help protect people at risk of flu and its complications.

The best time to have the flu vaccine is in the



## COULD IT BE CORONAVIRUS (COVID-19)

If you have a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste, it could be COVID-19.

[Get advice about symptoms of COVID-19 and what to do](#)

autumn before flu starts spreading. But you can get the vaccine later.

### Keep your home warm

Follow these tips to keep you and your family warm and well at home:

- If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C.
- Keep your bedroom at 18C all night if you can – and keep bedroom window closed.
- If you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable.
- Use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time.
- Have at least 1 hot meal a day – eating regularly helps keep you warm.
- Have hot drinks regularly.
- To reduce the risk of sudden infant death syndrome (SIDS), babies should sleep in rooms heated to between 16C and 20C.
- Draw curtains at dusk and keep doors closed to block out draughts.
- Get your heating system checked regularly by a qualified professional.

### Help with heating costs

You may be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment and the Cold Weather Payment.

For more information on how to reduce your bills and make your home more energy efficient, go to the government's Simple Energy Advice website, or call the Simple Energy Advice helpline on 0800 444 202.

You can also find out about heating and housing benefits on GOV.UK.

It's worth claiming all the benefits you're entitled to as soon as winter begins.

### Look in on vulnerable neighbours and relatives

Check on older neighbours and relatives, and those with heart or breathing (respiratory) problems, to make sure they:

- are safe and well
- are warm enough, especially at night
- have stocks of food and medicines so they do not need to go out during very cold weather

If you're worried about a relative or elderly neighbour, contact your local council or call the Age UK helpline on 0800 678 1602 (8am to 7pm every day).

If you're concerned the person may have hypothermia, contact NHS 111.





## 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.

## Exercise

### 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 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



**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](#)

through lockdown.

- **Reduces 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.
- **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.

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](mailto: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.

## 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 [msp@community360.org.uk](mailto:msp@community360.org.uk)

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.



HM Government

**NHS**

**The jab keeps your teen's life on track.**

The COVID-19 vaccine allows your teenager to continue with their normal routine and their education, keeping their lives on track.

Encourage your 16-17 year old to book their jab today.

For more information go to [nhs.uk/CovidVaccine](https://nhs.uk/CovidVaccine)

## 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.

### North Essex Crisis Café

The Crisis Café provides a safe, welcoming space where people experiencing emotional distress or mental health crisis can receive support outside normal working hours and is a community based alternative to crisis mental health services

The Crisis café is open 7 days a week, excluding bank holidays from 5pm to 10pm and you can self refer by contacting 0300 330 9492

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](mailto:enquiries@mnessexmind.org).

**NHS**

## TOP TIPS FOR DEALING WITH ANXIETY

**TIP 01**  
Try a short breathing exercise

**TIP 02**  
Learn how to manage anxious thoughts

**TIP 03**  
Keep a mood diary

**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

**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](mailto: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](mailto:livewell.linkwell@nhs.net)

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

**Men's Health Forum** offers 24/7 stress support for men by text, chat and email.

**OCD Action** provides support for people with OCD. 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**

You can also download the Zoom app and scroll down the list of online meetings



Feeling  
anxious?  
Simple  
breathing  
exercises  
could help.

Search  
Every Mind  
Matters



Better  
Health every mind  
matters

## CHILDREN AND YOUNG PEOPLE

### Essex Child and Family Wellbeing Service

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

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 Colchester and Tendring around any issues that they may be struggling with. If YOU are between 11 - 19 years old or are the parent or carer of a child or young person who is struggling, and need to talk to someone please call Maria Hales on 07436 805270



between 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](#)

### **SUPPORT AND ADVICE FOR PEOPLE AFFECTED BY DEMENTIA**

If you or someone you care for are worried about coronavirus (COVID-19) and need support and advice, call the Dementia Connect support line on 0333 150 3456.

[Alzheimer's Society Website](#) for the most up to date information and advice.

Join [Alzheimer's Society online Community Talking Point](#) where you can connect with others affected by dementia in a similar situation.

Use this [Dementia Connect online support tool](#) to find dementia information and support that is right for you.

There is information on several websites about looking after your mental health.

[The Livewell campaign](#) provides local and national mental & physical health and wellbeing information including a useful guide on [7 steps to mental wellbeing while at home.](#)

Visit the [NHS mental health and wellbeing advice website](#) for self-assessment, audio guides and practical tools, if you are experiencing stress, feelings of anxiety or low mood.

If you already have a mental health problem, you can access [comprehensive guidance provided by Mind.](#)



HM Government **NHS**

**EASY TO FEEL  
HARD TO TALK ABOUT**

**Search 'NHS Every Mind Matters'  
for mental health support**



**Feeling isolated?**  
**Need support to find out about opportunities in your local area?**

Contact the Evolve Project and have a **FREE** session with an advisor who can link you to local services, employment opportunities and training, social groups, wellbeing and mental health recovery courses and so much more!

**Face to face and telephone appointments available**

Contact Anna  
[evolve@enableeast.org.uk](mailto:evolve@enableeast.org.uk)  
Mobile: 078800706600



# THE FLU AND THE FLU VACCINE

## Flu isn't just a heavy cold

Flu occurs every year, usually in the winter, which is why it's sometimes called seasonal flu. It's a highly infectious disease with symptoms that come on very quickly.

Colds are much less serious and usually start gradually with a stuffy or runny nose and a sore throat. A bad bout of flu can be much worse than a heavy cold.

The most common symptoms of flu are fever, chills, headache, aches and pains in the joints and muscles, and extreme tiredness. Healthy individuals usually recover within 2 to 7 days but, for some, the disease can lead to hospitalisation, permanent disability or even death.

## The causes of flu

Flu is caused by influenza viruses that infect the windpipe and lungs. And because it's caused by viruses and not bacteria, antibiotics won't treat it. However, if there are complications from getting flu, antibiotics may be needed.

## How you catch flu

When an infected person coughs or sneezes, they spread the flu virus in tiny droplets of saliva over a wide area. These droplets can then be breathed in by other people or they can be picked up by touching surfaces where the droplets have landed.

You can prevent the spread of the virus by covering your mouth and nose when you cough or sneeze, and you should wash your hands frequently or use hand gels to reduce the risk of picking up the virus.

But the best way to avoid catching and spreading flu is by having the vaccination before the flu season starts.

## How we protect against flu

Flu is unpredictable. The vaccine provides the best protection available against a virus that can cause severe illness. The most likely viruses that will cause flu are identified in advance of the flu season and vaccines are then made to match them as closely as possible.

The vaccines are given in the autumn ideally before flu starts circulating. During the last 10 years, the vaccine has generally been a good match for the circulating strains.

Flu vaccines help protect against the main types of flu virus circulating.

## The harm flu can do

People sometimes think a bad cold is flu, but having flu can often be much worse than a cold and you may need to stay in bed for a few days. Some people are more susceptible to the effects of flu. For them, it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or can make existing conditions worse. In the worst



## Covid booster vaccine

Some people may be eligible for both the flu and the COVID-19 booster vaccines.

If you are offered both vaccines, it's safe to have them at the same time.

[Find out more about the COVID-19 booster vaccine and who can get it](#)

cases, flu can result in a stay in hospital, or even death.

## Flu vaccine

The flu vaccine is a safe and effective vaccine. It's offered every year on the NHS to help protect people at risk of getting seriously ill from flu.

### The flu vaccine for adults.

The best time to have the flu vaccine is in the autumn or early winter before flu starts spreading. But you can get the vaccine later.

### Flu vaccine and coronavirus (COVID-19)

Flu vaccination is important because:

- More people are likely to get flu this winter as fewer people will have built up natural immunity to it during the COVID-19 pandemic.
- If you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill.
- Getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these serious illnesses.

If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

### Who can have the flu vaccine?

The flu vaccine is given free on the NHS to people who:

- Are 50 and over (including those who'll be

50 by 31 March 2022).

- Have certain health conditions.
- Are pregnant.
- Are in long-stay residential care.
- Receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick.
- Live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis).
- Frontline health or social care workers.

### Where to get the flu vaccine

You can have the NHS flu vaccine at:

- your GP surgery
- a pharmacy offering the service
- your midwifery service if you're pregnant
- a hospital appointment

If you do not have your flu vaccine at your GP surgery, you do not have to tell the surgery. This will be done for you.

### Flu vaccine for people with long-term health conditions

The flu vaccine is offered free on the NHS to anyone with a serious long-term health condition, including:

- respiratory conditions, such as asthma (needing steroid inhaler or tablets),



chronic obstructive pulmonary disease (COPD), including emphysema and bronchitis

- diabetes
- heart conditions, such as coronary heart disease or heart failure
- being very overweight – a body mass index (BMI) of 40 or above
- chronic kidney disease
- liver disease, such as hepatitis
- neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- a learning disability
- problems with your spleen, for example, sickle cell disease, or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or taking medicines such as steroid tablets or chemotherapy

Talk to your doctor if you have a long-term condition that is not in one of these groups. They should offer you the flu vaccine if they think you're at risk of serious problems if you get flu.

### **Flu vaccine if you're pregnant**

You should have the flu vaccine if you're pregnant to help protect you and your baby.

It's safe to have the flu vaccine at any stage of pregnancy.

Pregnancy alters how the body handles infections such as flu. Flu infection increases the chances of pregnant women and their babies needing intensive care.

All pregnant women should have the flu vaccine to protect themselves and their babies. The flu vaccine can be given safely at any stage of pregnancy, from conception onwards.

Pregnant women benefit from the flu vaccine because it can:

- Reduce their risk of serious complications, such as pneumonia, particularly in the later stages of pregnancy.
- Reduce the risk of miscarriage or having a baby born too soon or with a low birth weight.
- Help protect their baby, who will continue to have some immunity to flu during the first few months of their life.
- Reduce the chance of the mother passing infection to her new baby.

### **If you are pregnant and think you have flu**

If you have flu symptoms, you should talk to your doctor urgently, because if you do have flu there is a prescribed medicine that might help (or reduce the risk of complications), but it



The NHS logo is in the top right corner. The text reads: "The flu vaccine is the best way to protect you and your baby against the flu virus." Below this is a photograph of a pregnant woman with dark curly hair, wearing a blue button-down shirt over a white t-shirt and blue jeans, sitting on a bed and holding her belly. At the bottom, the text says: "If you're pregnant you can get a free flu vaccine from your GP, pharmacist or through your maternity service. Don't delay, book your appointment now."



needs to be taken as soon as possible after the symptoms appear.

You can get the free flu vaccine from your GP, or it may also be available from your pharmacist or midwife.

[Find out more about the flu vaccine in pregnancy](#)

### **Flu vaccine for frontline health and social care workers**

If you're a frontline health and social care worker, your employer should offer you a flu vaccine. They may give the vaccine at your workplace.

You can also have an NHS flu vaccine at a GP surgery or a pharmacy, if you're a health or social care worker employed by a:

- registered residential care or nursing home
- registered homecare organisation
- hospice

You can also have the flu vaccine if you provide health or social care through [direct payments or personal health budgets](#), or both.

### **Who should not have the flu vaccine**

Most adults can have the flu vaccine, but you should avoid it if you have had a serious allergic reaction to a flu vaccine in the past.

You may be at risk of an allergic reaction to the flu vaccine injection if you have an egg allergy. This is because some flu vaccines are made using eggs.

Ask a GP or pharmacist for a low-egg or egg-free vaccine.

If you're ill with a high temperature, it's best to wait until you're better before having the flu vaccine.

### **How effective is the flu vaccine?**

The flu vaccine gives the best protection against flu.

Flu vaccines help protect against the main types of flu viruses, although there's still a chance you might get flu.

If you do get flu after vaccination, it's likely to be milder and not last as long.

Having the flu vaccine will also stop you spreading flu to other people who may be more at risk of serious problems from flu.

It can take 10 to 14 days for the flu vaccine to work.

Because the flu virus can change from year to year there is always a risk that the vaccine does not match the circulating virus. During the last 10 years, the vaccine has generally been a good match for the circulating strains.

### **Flu vaccine side effects**

Flu vaccines are very safe. All adult flu vaccines are given by injection into the muscle of the upper arm.

Side effects of the nasal vaccine may commonly include a runny or blocked nose, headache, tiredness and some loss of appetite. Those having the injected vaccine may get a sore arm at the site of the injection, a low-grade fever and aching muscles for a day or two after the vaccination. Serious side effects with either vaccine are uncommon.

Try these tips to help reduce the discomfort:

- continue to move your arm regularly
- take a painkiller, such as paracetamol or ibuprofen – some people, including those who are pregnant, should not take ibuprofen unless a doctor recommends it

### Allergic reactions to the flu vaccine

It's very rare for anyone to have a serious allergic reaction (anaphylaxis) to the flu vaccine. If this does happen, it usually happens within minutes.

The person who vaccinates you will be trained to deal with allergic reactions and treat them immediately.

### Flu vaccine ingredients

There are several types of injected flu vaccine. None of them contain live viruses so they cannot give you flu.

If you're eligible for the flu vaccine on the NHS, you'll be offered one that's most effective for you, depending on your age:

- Children aged 2 to 17 are offered a live vaccine as a nasal spray. The live viruses have been weakened so it cannot give you flu.
- Adults aged 18 to 64 – are offered an injectable vaccine. It is an inactivated vaccine that does not contain any live viruses and cannot give you flu. There are different types available depending on how they were manufactured including low-egg and egg-free ones.
- Adults aged 65 and over are offered an injected vaccine. It is an inactivated vaccine that does not contain any live viruses and cannot give you flu. Usually, you will be offered one that contains an adjuvant that helps the immune system create a stronger response to the vaccine. It is offered to people in this age group because as people age their immune system responds less well to vaccines.

If your child is aged between 6 months and 2



## Look out for your winter vaccines invite.

Dangerous viruses spread quickly when we're all crowded together inside.  
That's why it is more important than ever to get vaccinated this autumn.

For more information  
visit [nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations)





years old and is in a high-risk group for flu, they will be offered an injected flu vaccine as the nasal spray is not licensed for children under the age of 2. Some children over the age of 2 who are in a high-risk group will also need to have an injected vaccine if the nasal spray vaccine is not suitable for them.

Talk to a GP, practice nurse or pharmacist for more information about these vaccines.

### Children and the flu vaccination

If you have a child over 6 months of age who has one of the conditions listed on [page 27](#), they should have a flu vaccination. All these children are more likely to become severely ill if they catch flu, and it could make their existing condition worse.

Talk to your GP about your child having the flu vaccination before the flu season starts.

The flu vaccine does not work well in babies under 6 months of age so it is not recommended. This is why it is so important that pregnant women have the vaccination – they will pass on some immunity to their baby that will protect them during the early months of their life.

Some other groups of children and young people are also being offered the flu vaccination. This is to help protect them against the disease and help reduce its spread both to other children, including their brothers or sisters, and, of course, their parents and grandparents. This will help you to avoid the need to take time off work because of flu or to look after your children with flu.

The children being offered the vaccine this year, are:

- all children aged 2 or 3 years old on 31 August 2021
- all primary school-aged children
- all year 7 to year 11 secondary school-aged children
- children with a health condition that puts them at greater risk from flu

Children aged 2 and 3 years will be given the vaccination at their general practice usually by the practice nurse. School-aged children and young people will be offered the flu vaccine in school. For most children, the vaccine will be given as a spray in each nostril. This is a very quick and painless procedure.

For more information on [children and flu vaccination](#), visit [NHS.UK](#).

### The flu vaccine be given to your child at the same time as other vaccines

The flu vaccine can be given at the same time as all routine childhood vaccines. The vaccination can go ahead if your child has a minor illness such as a cold but may be delayed if your child has an illness that causes a fever.

### Children who shouldn't have the vaccination

Children may not be able to have the nasal vaccine if they:



- Are currently wheezy or have been wheezy in the past 72 hours, they should be offered a suitable injected flu vaccine to avoid a delay in protection.
- Have needed intensive care due to asthma or egg allergic anaphylaxis (children in these 2 groups are recommended to seek the advice of their specialist and may need to have the nasal vaccine in hospital).
- Have a condition, or are on treatment, that severely weakens their immune system or have someone in their household who needs isolation because they are severely immunosuppressed.
- Are allergic to any other components of the vaccine.
- Have a condition that needs salicylate treatment.

Also, children who have been vaccinated with the nasal spray should avoid close contact with people with very severely weakened immune systems for around 2 weeks following vaccination because there's an extremely remote chance that the vaccine virus may be passed to them.

### **The nasal vaccine contains gelatine derived from pigs (porcine gelatine)**

The nasal vaccine contains a highly processed form of gelatine (porcine gelatine), which is used in a range of many essential medicines. The gelatine helps to keep the vaccine viruses stable so that the vaccine provides the best protection against flu.

The nasal vaccine is offered to children as it is more effective in the programme than the injected vaccine. This is because it is easier to administer and considered better at reducing the spread of flu to others, who may be more vulnerable to the complications of flu.

However, if your child is at high risk from flu due to one or more medical conditions or treatments and can't have the nasal flu vaccine they should have the flu vaccine by injection.

For those who may not accept the use of porcine gelatine in medical products, an alternative injectable vaccine is available this year. You should discuss your options with your nurse or doctor.



# COMMUNITY360 MYSOCIAL PRESCRIPTION™

Do you want to feel healthier, happier and more involved in your community?

## **What is My Social Prescription™?**

Launched in 2013, 'My Social Prescription™' (MSP) is a community based scheme led by Community360 across Colchester. It serves to address the social issues that can affect people's well-being. My Social Prescription™ does this by connecting people to voluntary and community services, volunteering as well as providing support with health conditions and encouraging self-care. My Social Prescription™ is designed to empower individuals.

This is achieved through a personalised service where the MSP team identifies the most appropriate services, club or support to meet the needs of individuals. The result being that people see an improvement in their well-being, feel supported and connected with their community and the demand on public services is reduced.

It has been designed to reduce time spent finding the help people need by informing them of the right service, in the right place, first time.

You can refer yourself, be referred by a professional, a family member, or friend with consent. Many people have been helped

through My Social Prescription™, so give them a call today and chat to see how you might benefit.

Call 01206 505250 or email [msp@community360.org.uk](mailto:msp@community360.org.uk)

## **What can we help with?**

C360's social prescribes pride themselves on giving you the most up to date information and signpost to relevant services. Some examples of the things they frequently signpost to are :

- Community Transport
- Shop Mobility
- Befriending
- Social Groups and activities
- Benefits advice and guidance
- Cleaning and Gardening

## **They are working with:**

### **Primary Care Networks (PCN's)**

The North East Essex Clinical Commissioning Group and Community360 are now rolling out My Social Prescription™ across all surgeries in Colchester. They are currently working with the following seven Primary Care Networks and supporting 18 GP surgeries in and round Colchester. Each surgery has a dedicated Social Prescriber Link Worker who visits regularly to support and engage with patients and clinical and non-clinical staff.

Social prescribing is driven by, and tailored to meet the needs of each individual surgery and its patients.

- Essex Family Support Service
- Mental Health assistance and
- Community Transport



are just a few of the ways in which we can provide a bespoke service to individuals to improve their health and wellbeing.

### **Colchester and Tendring ACE**

Community 360 has worked in partnership with ACE since 2017 delivering My Social Prescription™ (MSP). Referrals come to us via the community nurses, physiotherapists and associate practitioners and other clinicians from the organisation. Working alongside medical professionals we provide social support to patients in the community who are in need of this additional support.

Through MSP referrals they provide safe slippers to prevent falls, signpost people to community transport and mobility scooters,

help people attend support groups for medical conditions and connect people to social groups and club/befriending to gain a social life. They have signposted patients to a variety of support services within the communities of both Colchester and Tendring including Befriending services, Citizens Advice, St Helena, Headway, Contact the Elderly, U3A, gardening and cleaning services, the list is endless and we have many success stories from people we have helped across the NE Essex area.

To date they have taken 712 referrals from all services and teams across NE Essex and had many positive outcomes.





# FINANCIAL & EMPLOYMENT SUPPORT

## 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](mailto:advice@colchestercab.org.uk) for an adviser to contact .

## 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](mailto: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.

## SIGNPOST

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

Their HeadsUp service is for anyone who is unemployed and who has experienced common mental health problems such as anxiety and/or depression. Clare, the Peer Support Worker, is on hand via the phone and email, to provide one to one support and mentoring. You can self-refer by calling the number below, or Clare on 07801 329321. Also offer help with improving digital skills writing CV's. Telephone 01206 890908 or email [info@sign-post.inf](mailto:info@sign-post.inf)

[SignPost Facebook page](#)

### **Colchester CAP**

Working in partnership with the national charity Christians Against Poverty, CCDC provides a solution to those with unmanageable debt. They do this by:

- Taking a full picture of a client's finances.
- Providing the client with a budget to stick to and a route out of debt.
- Stepping in between creditors and clients – clients pay into a CAP Plan and CAP negotiate with creditors on their behalf.
- Provide support through this journey from a huge team of befrienders and volunteers.

They believe that the church in Colchester has been given an amazing opportunity to reach into lives of those who are suffering and give them the chance to heal and to be free.

### **Where Can I Get Help?**

If you are struggling with unmanageable debt please call 0800 328 006 or visit [capuk.org](http://capuk.org)

Many churches in Colchester offer the CAP Money Course. Click [here](#) to find the latest courses

CAP Life Skills is now running in partnership

with St Leonards. contact [siansimpkins@caplifefskills.org](mailto:siansimpkins@caplifefskills.org) for more information

### **Warm Homes discount**

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. The scheme opens on 18 October 2021.

The money is not paid to you - it's a one-off discount on your electricity bill, between October 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](#).

### **Eligibility**

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the [Guarantee Credit element of Pension Credit](#) - known as the 'core group'
- [you're on a low income](#) and meet your

The poster is dark blue with white and yellow 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, yellow capital letters. Below it, three white boxes with blue borders contain the following 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, a large yellow box with blue text 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**

energy supplier's criteria for the scheme - known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

### **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 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.](#)

### **Support through self-isolation**

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

**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

**NHS**  
Test and Trace

**Test and Trace Support Payment**  
**Is it for me?**

You could get £500 to support you and your family if you can answer 'yes' to these questions:

- Are you or your child self-isolating because of Covid-19?**  
If you or your child have been told to self-isolate after testing positive for Covid-19, or being in contact with someone else who has, your earnings could be affected.
- Are you unable to work from home?**  
The nature of your job may mean you cannot work from home when you self-isolate. If you lose income, you may be eligible.
- Are you receiving a benefit or on a low income?**  
You, or a partner who's living in the same household, must be receiving at least one means-tested benefit from the government or be on a low income. Your local authority will tell you what counts as low income.

**Want to find out more?**  
Go to [www.gov.uk/test-and-trace-support-payment](https://www.gov.uk/test-and-trace-support-payment)  
Or to apply, contact your local authority.

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.

### **Other financial support you might get**

If you receive Universal Credit you may be able to get other payments too.

### **Help with housing costs and bills**

You might be able to get:

- A Cold Weather Payment
- Disabled Facilities Grants
- Discretionary Housing Payments if your Universal Credit payment is not enough to pay your rent
- Energy Company Obligation (ECO) Affordable Warmth
- A reduction in your Council Tax
- WaterSure to cap your bills if you have a water meter

### **You can get advice on reducing your energy bills from:**

Simple Energy Advice - in England and Wales

### **Help if you're pregnant or have a child**

You might be able to get:

- free early education for 2 year olds
- free school meals
- Healthy Start vouchers (in England and Wales) if you're pregnant or have a child under 4 years old
- A Sure Start Maternity Grant in England and Wales

### **Help with legal costs**

You might be able to get:

- help with prison visiting costs
- help with the costs of using courts or tribunals
- legal aid

### **Help with other costs**

You might be able to get:

- help with health costs, including prescriptions and dental treatment
- A Funeral Expenses Payment
- help with building up savings through Help to Save

### **Advice on money and debt**

You can get help and advice from:

- your Jobcentre Plus work coach
- Citizens Advice
- Money Advice Trust
- The Money Manager tool
- Money Helper for advice about what to do when the coronavirus increase to your Universal Credit payment ends
- Money Helper to find a free debt adviser
- National Debtline
- Shelter for help with housing and homelessness
- StepChange
- Turn2Us
- You can also get help from the Breathing Space (Debt Respite Scheme), but you will need to find a debt advisor first to be able to apply.



## Household support fund

Vulnerable households across the country will be able to access a new £500m support fund to help them with essentials over the coming months as the country continues its recovery from the pandemic.

The new Household Support Fund will support millions of households in England and will be distributed by councils in England, who know their local areas best and can directly help those who need it most, including for example, through small grants to meet daily needs such as food, clothing, and utilities. Cash will be made available to Local Authorities in October 2021.

More details will be published at [colchester.gov.uk](http://colchester.gov.uk) when they are known.



## USEFUL LINKS

[CBC benefits and support](#)

[What to do if you are self employed and getting less work or no work](#)

[Your rights if you are made redundant](#)

[Work out your redundancy pay](#)

[What to do if you are employed and cannot work](#)

[What to do if you have lost your job](#)

[Find and apply for jobs](#)

[Find online courses to improve your career skills](#)

[Get help moving from benefits to work](#)

[Apply for £500 Test and Trace support payment if you have to self-isolate](#)

[Get financial support whilst you're off work](#)

[What to do if you need to self isolate after travelling abroad](#)

[Claim tax relief for additional household costs if you have to work at home](#)

[Understanding universal credit](#)

[Benefits calculators](#)

[Warm home discount](#)

# 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

3 Tollgate Retail Park, Tollgate W,  
Colchester CO3 8RG

E: [info@colchester.foodbank.org.uk](mailto: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
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 <a href="mailto:advice.colchester@cabnet.org.uk">advice.colchester@cabnet.org.uk</a>
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 relevant Care Advisor	Yes - To access vouchers patients call their own GP surgery, who then refers to relevant Care Advisor	Own GP Surgery/Care Advisor

Foodbank Voucher	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	Foodbank voucher issued	01206 500585
NHS Specialist Mental	Yes - existing clients only	Foodbank voucher issues to	01206 334100
Open Door	Yes - Working in a reduced service, open Mon, Wed, Fri 12- 1pm. Also providing takeaway lunches for those	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	01206 766096
Refugee Action -	Yes—existing clients only	Foodbank voucher issued	01206 638454
Sanctuary Supported Living	Yes	Queen Elizabeth Way,	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
St Peters Church North Hill	Yes - Currently issuing vouchers from the Church, however, should this close, will be from vicarage	St Peter's Church, North Hill, Colchester CO1 1DZ	01206 572529
Victim Support	Yes		<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>
Willow Brook Primary School and Nursery	Yes - Pupils and families of Willow Brook School and Nursery only	Willow Brook Primary School and Nursery, Barnardiston Road, Colchester CO4 0DT	01206 864375
Wivenhoe Congregational Church	Yes	Wivenhoe Congregational Church, 101 High Street, Wivenhoe CO7 9AB	01206 826553
YMCA	Yes - YMCA Tenants only	Foodbank voucher issued to existing clients only	01206 579415
Youth Enquiry Service YES	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 710771

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

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 Annee-Marie Renshaw <a href="mailto:amlrenshaw@btinternet.com">amlrenshaw@btinternet.com</a>
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or <a href="mailto:maureenpowell1952@yahoo.co.uk">maureenpowell1952@yahoo.co.uk</a>
GO4 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or <a href="mailto:pepidepiter@gmail.com">pepidepiter@gmail.com</a>
West Mersea Porch Pantry	N/A not needed	Supporting West Mersea residents	Tel: 07593 429114 or email <a href="mailto:admin@freshsalt.uk">admin@freshsalt.uk</a>
The Boaz Project	N/A not needed	Colchester	07940441756 or <a href="mailto:Cdemliftingland@gmail.com">Cdemliftingland@gmail.com</a> FB: @boazproject



# SUPPORT FOR FAMILIES WITH CHILDREN

## **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 may be 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**

[Young Minds: Supporting your child through the coronavirus pandemic](#)

[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](#)

[GOV.Uk - Online educational resources](#)

[TES - 139 free resources for home learning](#)

[BBC Bitesize](#)

[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@homestartcolchester.org.uk](mailto:Office@homestartcolchester.org.uk)

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.



# 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](#).

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

## 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.

this time and is run by Essex County Council and Provide. Telephone: 0300 303 9988.

### [Carers First](#)

Essex County Councils commissioned Carers Support service providing telephone and online support, wellbeing checks and helping carers to co-ordinate the support they need in their locality. Telephone: 0300 303 1555 or email [hello@carersfirst.org.uk](mailto:hello@carersfirst.org.uk)

### [Action for Family Carers](#)

Provide support across Essex including telephone befriending (Essex Befriends) and support with health and wellbeing (Feeling Good Caring Well). Telephone 0300 770 8090. Email [admin@essexcarerssupport.org.uk](mailto:admin@essexcarerssupport.org.uk)

### [Essex Carers Support](#)

Providing a local point of contact and support for family carers living in North Essex.

Telephone: 01255 474410. Email [admin@essexcarerssupport.org.uk](mailto:admin@essexcarerssupport.org.uk)

[Facebook Essex Carers Support](#).

### [Essex Carers Network](#)

Providing a point of contact and support for families, carer of a family member with a learning disability. Telephone 07876025480.

[Facebook Essex Carers Network](#).

### [Adult Social Care Connects](#)

For queries relating to social care needs for yourself and those you support, care packages



## SUPPORT FOR OLDER PEOPLE

and emergency plans. Telephone: 0345 603 7630. Textphone: 0345 758 5592. Email [socialcaredirect@essex.gov.uk](mailto: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>

**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](mailto: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](mailto: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](mailto: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/](http://www.essex-fire.gov.uk/Home_Fire_Safety/)

### **Stay connected**

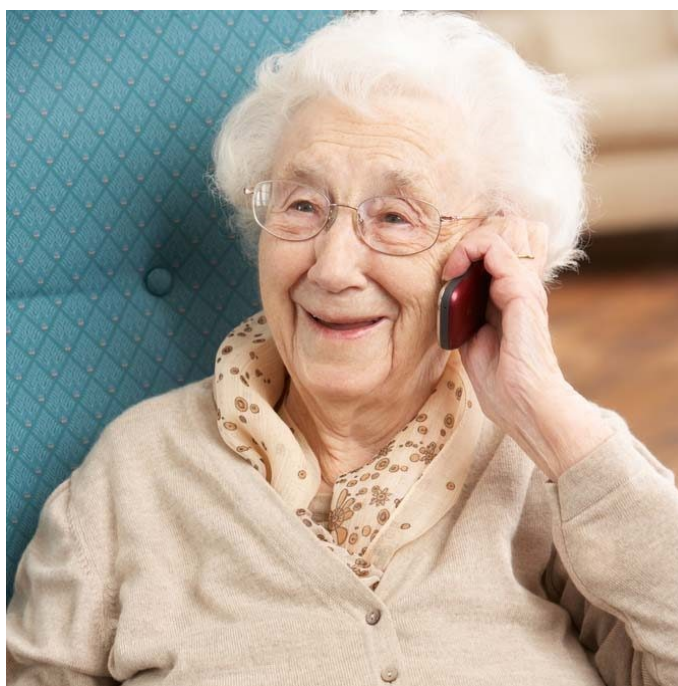
Community360's [Community Transport](#) scheme provides a door to door service to and from doctor, dental & hospital appointments, medical centres, shopping centres, and encourages visits to therapy, friends and

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](mailto: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](mailto: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



## C360 SLIPPER EXCHANGE

**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](mailto:info@dancenetworkassociation.org.uk)  
07490374717

**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@arthritisation.org.uk](mailto:info@arthritisation.org.uk) Website: [www.arthritisation.org.uk](http://www.arthritisation.org.uk)

Old, sloppy, misshapen slippers have been proven to contribute to falls in older people and Community360 are holding a series of Slipper Exchange events in order to identify people who are at risk of falls and provide them with a free pair of slippers.

To qualify recipients need to be living in the CO postcode and have a health condition that affects balance or mobility.

They will be distributing slippers from the One Colchester Community Hub 4—6 Long Wyre Street, CO1 1LH. Email [information@community360.org.uk](mailto:information@community360.org.uk) for further information



# SUPPORT FOR STUDENTS

## 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

Department for Education helpline

The Department for Education has launched a helpline to answer questions about coronavirus related to education. Higher education staff, students and parents can contact the helpline as follows:

Phone: 0800 046 8687

Email: DfE.coronavirushelpline@education.gov.uk

Their opening hours are:

0800 to 1800 Monday to Friday

1000 to 1600 Saturday and Sunday.

**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.

## FINANCIAL HELP

Check on the student finance calculator to see what extra help you might be able to get.

### Students on a low income

You can apply for:

Universal Credit

extra help if you're experiencing financial hardship

### Students with children or dependent adults

You can apply for:

Childcare Grant - full-time students only

Parents' Learning Allowance - full-time students only

Adult Dependents' Grant - full-time students only

Universal Credit

extra help if you're experiencing financial hardship

### Disabled students

If you have a disability, long-term health condition, mental health condition or specific learning difficulty (such as dyslexia) you can apply for:

Disabled Students' Allowance

extra help if you're experiencing financial hardship

You may also qualify for disability related benefits.

## Medical, social work and teacher training students

You can apply for:

NHS bursaries if you're studying certain medical, dentistry or healthcare courses

help with costs of travel to UK clinical placements if you're studying a medical, dentistry or healthcare course

social work bursaries if you're a social work student

extra help if you're a teacher training student

## Students studying abroad

You might get a grant to cover some travel expenses if you normally live in England but study away from home.

## Help from your university or college

Many universities and colleges offer extra money directly to students.

## Funding from charitable trusts

Use the Turn2us grant search to check whether you qualify for funding from a charitable trust.

## 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 - Saturday 10:00am - 7:00pm. 37 St Botolph's St, Colchester, CO2 7DU. 01206 766182.

**Food INC.** A supermarket, that 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





# 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. **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](http://www.bamestream.org.uk)

Nafsiyat Intercultural Therapy – 020 7263 6947

# COMMUNITY360 VOLUNTEERING

Volunteering can enhance your life, the lives of others and make a big difference to your local community

Volunteering can be an extremely rewarding experience both for you and the people whose lives you help to change and improve.

We make it easy to find the right volunteering opportunity for you with a wide range of roles and projects available to suit everyone's needs. Roles are as varied as talking newspaper reader, treasurer, substance abuse mentor, befriender, gardener and many more ...

You will:

- Make a difference.
- Improve quality of life.
- Create a social and friendly environment.
- Provide essential support.
- Reduce demand on public services.

Plus:

- Have fun and meet new people.
- Gain confidence and increase self esteem.
- Follow your interests.
- Stay active.
- Learn and develop new skills.

We help people to identify appropriate opportunities and match them with what organisations need, thus supporting the local community to achieve their goals. This means we work with:

- Charities and organisations from small local groups to large national charities. Their diverse work supports the areas of animal welfare, conservation, health and social care, women's groups, arts and

## 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.

culture, disability, youth, education and disaster relief, to name but a few.

- One off events such as carnivals, fun runs or a Christmas lights switch on. Whatever events may be happening in your local area we can help to support.
- Social activities and clubs: scout groups, job clubs, coffee mornings, sports teams, and Time Banking

Contact us to find out more.

[information@community360.org.uk](mailto:information@community360.org.uk) or call 01206 505250

Or search for opportunities at [volunteersex.org](http://volunteersex.org)



# 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](#)

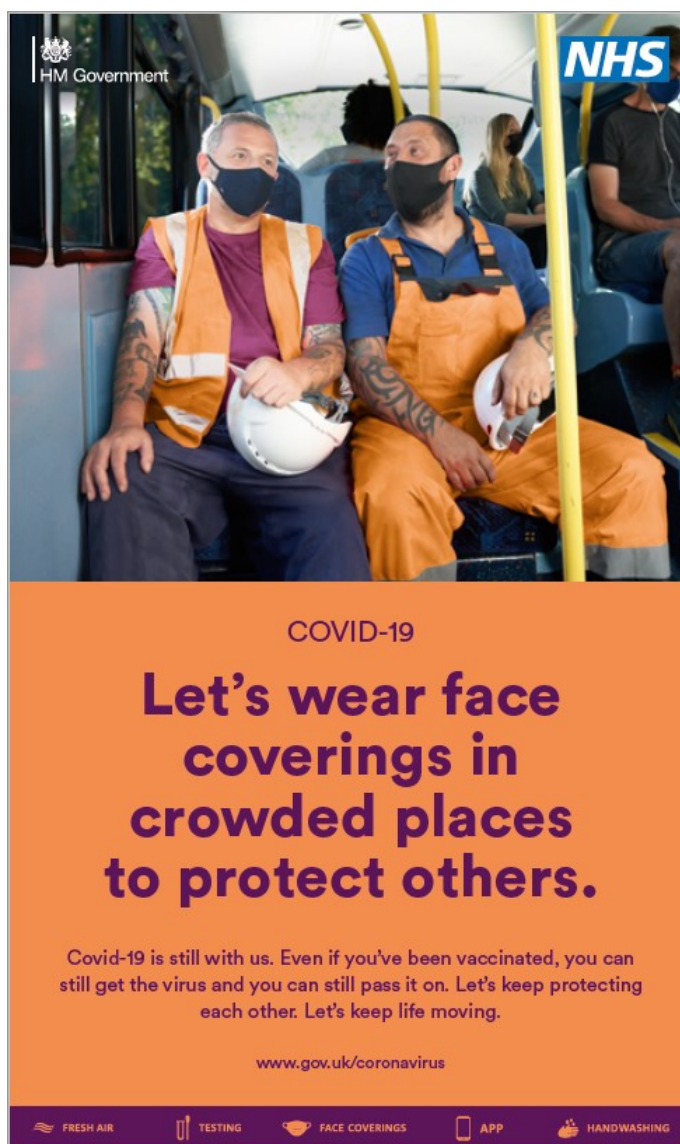
[Coronavirus: How to help safely.](#)

[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.



COVID-19

**Let's wear face coverings in crowded places to protect others.**

Covid-19 is still with us. Even if you've been vaccinated, you can still get the virus and you can still pass it on. Let's keep protecting each other. Let's keep life moving.

[www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

FRESH AIR TESTING FACE COVERINGS APP HANDWASHING



## 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.

### 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.

### 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

**If you're struggling to afford your energy bills, you might be able to take advantage of certain benefits, grants and help offered by the government and energy suppliers.**

### Winter Fuel Payment

The Winter Fuel Payment is an annual one-off payment to help you pay for heating during the winter.

You can usually get a Winter Fuel Payment if you were born on or before 26 September 1955.

Find how much you can get, and how to claim on GOV.UK.

### Cold Weather Payments

Cold Weather Payments are one-off payments to help you pay for extra heating costs when it's very cold.

You'll get a payment each time the temperature drops below a specific temperature for a set period of time.

You'll only be eligible if you already get:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit

Find out more about [Cold Weather Payments](#) on GOV.UK.

### Warm Home Discount Scheme

You might be able to get £140 off your electricity bill under the Warm Home Discount Scheme if you're either:

- getting the guarantee credit part of Pension Credit



**Energy Supplies:** Here you can find advice and answers to questions you may have on managing your energy

[Ofgem energy advice for households](#)

Tips for saving energy can be found here [Energy Saving Trust](#) and [uswitch](#)

- on a low income

Check with your supplier to see if they offer the Warm Home Discount - not all suppliers are part of the scheme.

If you've applied for the Warm Home Discount but you switch supplier before you get the payment, you have to apply again with your new supplier. Your new supplier might have different rules about who gets the discount. This doesn't affect you if you get the discount automatically, without having to apply.

Find out more about the [Warm Home Discount Scheme](#) on GOV.UK.

### Grants to help pay off your energy debts

If you're in debt to your energy supplier, you might be able to get a grant from a charitable trust to help pay it off.

The following energy companies offer grants and schemes that are **open to anyone**—you don't have to be a customer:

[British Gas Energy Trust](#)

There are also companies who offer grants specifically **for their customers**:

- [npower Energy Fund](#)
- [Scottish Power Hardship Fund](#)
- [Ovo Debt and energy assistance](#)
- [E.on Energy Fund](#)
- [EDF Energy Customer Support Fund](#)
- [Bulb Energy Fund](#)

When you apply for a grant, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete, and it might be worth getting help from a friend or family member. You can also [talk to an adviser](#) for help filling in forms.

Before you apply

Charitable trusts like you to show that you have received [debt advice](#) before you apply. Debt advice can help you manage your debts and increase your chances of making a successful application.

### Extra help from your supplier

You might be able to [get extra help and support from your energy supplier](#) by signing up to the Priority Services Register. You can sign up if you're a pensioner, disabled or sick, or if your energy network considers you 'vulnerable'.

They would be able to help you with things like:

- reading your energy meter
- moving your energy meter free of charge
- getting your bills sent or copied to someone else, eg a carer

### Get help with bills and budgeting

If you're trying to cut your spending, or are having problems with your outgoings, you could [get help with bills](#). You could also [use our budgeting tool](#) to see exactly where your money goes each month.

### Further help

You can [use the Simple Energy Advice calculator](#) to find out how you can improve your energy efficiency, and see schemes run by your local council.

## Citizens Advice Consumer Service

[Consumer helpline](#) gives free, impartial advice to people who are worried about their energy costs and staying warm during winter.

You can also read our advice for steps you can take if you're [struggling to pay your energy bills](#).

Check GOV.UK to find out about:

- [grants and energy efficiency measures](#)
- [other benefits](#) you may be eligible for.

[Citizens Advice: Help with your energy bills](#)

### What to do if you're struggling to pay your energy bills

If you're struggling to afford your gas and electricity bills, contact your supplier to discuss ways to pay what you owe them.

Your supplier has to help you come to a solution. You should try to negotiate a deal that works for both of you.

If you don't try to negotiate with your supplier, they might threaten to [disconnect your supply](#).

This page can help you if you pay for your energy after you use it - for example by monthly direct debit or quarterly bill. There are different things you should do if [you can't afford to top up your prepayment meter](#).

### Agree a payment plan with your supplier

Tell your supplier that you want to pay off your debts in instalments as part of a payment plan.

You'll pay fixed amounts over a set period of time, meaning you'll pay what you can afford. The payment plan will cover what you owe plus an amount for your current use.

Your supplier must take into account:

- **how much you can afford to pay** - give them details about your income and outgoings, debts and personal

circumstances

- **how much energy you'll use in future** - they'll estimate this based on your past usage, but give them regular meter readings to make this more accurate

If you're not sure how much you can afford to pay, use this [budgeting tool](#) to help you.

### If you can't afford the payment plan

Speak to your supplier again if you think they're charging you too much or you're struggling to afford the repayments. You can try to negotiate a better deal. If you don't, your supplier might make you have a [prepayment meter installed](#).

### Pay off your debt through your benefits

You might be able to repay your debt directly from your benefits through the Fuel Direct Scheme.

A fixed amount will automatically be taken from your benefits to cover what you owe, plus an extra amount for your current use.

It can be more convenient than having a prepayment meter fitted (which your supplier might try to do if you can't agree a payment plan) and you won't risk running out of gas or electricity.

To be eligible, you must be getting one of the following benefits:

- Income-Based Jobseeker's Allowance
- Income Support
- income-related Employment and Support Allowance
- Pension Credit
- Universal Credit (but only if you're not working)

Contact the [Jobcentre](#) and let them know you want to set up Fuel Direct. They'll contact your

supplier and tell them you want to pay off your debt under the Fuel Direct Scheme - your supplier must agree to it.

Your supplier will set up the repayments and let you know how much you'll be paying.

### **If you don't come to an agreement**

If you're not able to agree a payment plan with your supplier, or you don't stick to a plan you previously agreed to, your supplier might try to force you to have a prepayment meter installed.

In very rare cases your supplier might threaten you with disconnection.

### **Extra financial help**

There are a number of energy companies who offer grants and schemes that are **open to anyone**—you don't have to be a customer.

You might be able to get a grant from a charitable trust to help pay off your debts. Let's Talk has more information on available grants

and how to apply.

If you're disabled, elderly or you get benefits, check whether you can get other help paying your energy bills.

### **Further help**

If you can't come to an agreement with your supplier about repaying your debt, or you're not happy with the option they've given you, contact the Citizens Advice consumer helpline for advice.

If you're struggling with debt problems, check how to get help with debt.

An advertisement for the Citizens Advice Bureau. On the left, a white curved banner contains the text 'Struggling with your energy bills?' in large blue font, followed by 'We can help' in teal. Below this, in smaller black font, it says 'To find the best energy deal for you, or for help with your energy issues visit your local CAB'. To the right of the text is the Citizens Advice Bureau logo, which is a blue circle with a white exclamation mark and the words 'citizens advice bureau' in yellow. The background of the advertisement is a photograph of a man in an orange shirt sitting at a desk with a laptop, holding a baby on his lap. The man is looking at the laptop screen.

**Struggling with your energy bills?**

**We can help**

To find the best energy deal for you, or for help with your energy issues visit your local CAB

**citizens advice bureau**

## KEEP WARM DURING WINTER

You're at greater risk of illness in cold weather if you:

- are aged over 65
- are on a low income (and find heating difficult to afford)
- have a long-term health condition such as heart, lung or kidney disease
- have a disability

### Wrap up warm

Dress in layers and wear a hat, gloves and scarf. Clothes made from wool, cotton or fleecy fabrics are warmest. When you're indoors, wear warm socks and slippers to keep feet cosy.

### Keep cold out

Close doors and use a key hole cover to block draughts. Buy thermal curtains to keep heat in.

### Don't use alcohol to keep warm.

Avoid drinking alcohol before going, or when outside. It makes you feel warm because blood vessels in the skin expand, but this draws heat away from your vital organs.

### Check heating

Have your heating system serviced regularly to make sure it works.

### Maintain the temperature

Keep your main living room at 18-21°C (64-70°F) and the rest of the house at 16°C at least. If you can't heat all the rooms you use, heat the living room during the day and the just before you go to sleep.

### Stay warm at night

- Keep the temperature above 18°C (65°F) in your bedroom.
- If you use a fire or heater in your bedroom

during winter, open the window or door a little at night for ventilation.

- Wear bed socks and thermal underwear at night
- To prevent the risk of electrocution, avoid using an electric blanket with a hot water bottle.
- To prevent the risk of scalds or burns, make sure you fill your hot water bottles with warm water - never use boiling water.

If you have an electric blanket:

- Check what type it is – some are designed to only warm the bed before you get in and should not to be used throughout the night.

### Have warming food and drinks

Have regular hot drinks and food such as porridge, soups and stews.

### Stay active

Keep as active as possible to boost your circulation. Move around at least once an hour and avoid sitting still for long periods. Even light





## CBC EMERGENCY HEATER SCHEME

exercise will help keep you warm. When you do sit down, put your feet up as it's coldest nearest the ground.

### Check what support you can get

Don't miss out on benefits. Depending on your circumstances you may get the Winter Fuel or Cold Weather Payments automatically. If you don't, visit [gov.uk/winter-fuel-payment](https://gov.uk/winter-fuel-payment) or call **03459 15 15 15** to see if you're eligible.

You may also be entitled to claim an Affordable Warmth Grant, which could help with heating and insulation improvements. For more information, call the Energy Saving Advice Service on **0300 123 1234** or visit [gov.uk/energy-company-obligation](https://gov.uk/energy-company-obligation).

The Emergency Heating Scheme is offered by Colchester Borough Council's Warm Homes Project with the aim to provide temporary emergency heaters when there is a need and if no alternative arrangement can be made.

To be eligible for this scheme you must be a Colchester Borough private home owner or tenant\* in need of emergency heating and must be in the process of making arrangements to resolve your home heating situation.

You must need temporary extra heating due to one or more of the following reasons:

- Heating system has broken down
- Current heating provision is insufficient for health needs
- No suitable alternative heating source
- Health has deteriorated to an extent that more heating is required to prevent a potential 'crisis' situation

Other Points:

- There is a maximum of 3 heaters per household
- The heating situation and loan will be reviewed on a monthly basis
- Free delivery and collection
- Delivery available 7 days a week

*\*If you are a Colchester Borough Homes or Social Housing tenant, please make enquires with your social housing provider directly.*

### Contact the Warm Homes Project

Phone: 01206 505341

Email: [warmhomes@colchester.gov.uk](mailto:warmhomes@colchester.gov.uk)





# COVID 19: KEEPING YOURSELF AND OTHERS SAFE

## COVID-19 remains a risk

It is still possible to catch and spread COVID-19, even if you are fully vaccinated.

Anyone with COVID-19 symptoms or a positive test result should stay at home and self-isolate immediately. If you have symptoms of COVID-19, you should arrange to take a PCR test as soon as possible, even if you've had one or more doses of a COVID-19 vaccine.

COVID-19 will be a feature of our lives for the foreseeable future, so we need to learn to live with it and manage the risk to ourselves and others.

All of us can play our part by understanding the situations where risks of COVID-19 infection and transmission are likely to be higher, and taking action to reduce these risks.

Following this guidance will help you to understand situations where there is a greater risk of catching or spreading COVID-19 and the steps that you can take to stay safe and protect others. Every action you can take to

help reduce the spread will help reduce pressure on the NHS during the winter months.

## Understanding the risks of COVID-19

The risk of catching or passing on COVID-19 can be higher in certain places and when doing certain activities. COVID-19 is spread by airborne transmission, close contact via droplets, and via surfaces. Airborne transmission is a very significant way that the virus circulates. It is possible to be infected by someone you don't have close contact with, especially if you're in a crowded and/or poorly ventilated space.

Close contact with an infected person is also a significant way COVID-19 is spread. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles containing the virus that causes COVID-19. The particles can come into contact with the eyes, nose or mouth or can be breathed in by another person. The particles can also land on surfaces and be passed from person to person via touch.

In general, the risk of catching or passing on COVID-19 is higher in crowded and enclosed spaces, where there are more people who might be infectious and limited fresh air.

In situations where there is a higher risk of catching or passing on COVID-19, you should be particularly careful to follow the guidance on keeping yourself and others safe as we return to normality. Every little action helps to keep us all safer.

## Get vaccinated

All adults in England have now been offered at least 2 doses of a COVID-19 vaccine. The vaccines are safe and effective. Getting fully vaccinated is the best way of protecting you and others against COVID-19.



If you have not yet received the COVID-19 vaccine, you should get vaccinated. Evidence indicates that 2 doses of a COVID-19 vaccine provide very effective protection against hospitalisation. It usually takes around 2 to 3 weeks for your body to develop its protective response.

However, even if you have been fully vaccinated, you could still get COVID-19 and pass it on to others. Whilst the vaccines provide a high level of protection against severe disease, hospitalisation and death, a recent PHE report shows that around 1 in 5 people who have had both doses are still vulnerable to getting infected with the Delta variant and showing symptoms. You can also still spread COVID-19 to others. We all need to do what we can to reduce the spread of COVID-19 to protect others and to reduce the risk of new variants developing and spreading.

Following the advice in this guidance will help you to protect your friends, family, and communities, including those who have been vaccinated.

### **Let fresh air in if you meet indoors. Meeting outdoors is safer**

When a person infected with COVID-19 coughs, talks or breathes, they release droplets and aerosols which can be breathed in by another person. Meeting outdoors vastly reduces the risk of airborne transmission, but this may not always be possible. If you're indoors, you should let fresh air in to reduce the risk of catching or spreading COVID-19.

The more fresh air you let into your home or other enclosed spaces, the less likely a person is to inhale infectious particles.

You can let in fresh air by uncovering vents and opening doors and windows. Opening your windows for just 10 minutes, or a small amount of time continuously where you can,



makes a significant difference. This is particularly important before, during and after meeting people you do not live with indoors.

Do not prop fire doors open. If you have an extractor fan at home, for example in your bathroom or kitchen, think about leaving it running for longer than usual with the door closed after someone has used the room. If you are concerned about the costs of heating, opening windows for shorter periods of time can still help to reduce the risk of the virus spreading. Wearing 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 draughts from open windows or doors.

There is guidance for the public on how to ventilate indoor spaces to stop the spread of COVID-19, including if someone is self isolating. This includes advice on how to claim financial and practical help on heating your home.

### **Wear a face covering**

COVID-19 spreads through the air by droplets and aerosols that are exhaled from the nose and mouth of an infected person. You should

wear face coverings in crowded and enclosed areas where you come into contact with people you do not usually meet.

### Get tested and self-isolate if required

If you have symptoms or test positive

If you develop COVID-19 symptoms, self-isolate immediately and get a PCR test, even if your symptoms are mild. This is because many people experience mild symptoms from COVID-19, but may still pass on the virus to others.

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

You should self-isolate at home while you get a PCR test and wait for the results. You must self-isolate if you test positive. You must self-isolate from the day your symptoms started and the next 10 full days, or from the day your test was taken if you do not have symptoms and the next 10 full days. This is the law, regardless of whether you have been vaccinated. Self-isolating is important because you could pass the infection on to others, even if you do not have symptoms. You must stay at home for the full amount of time you are told to, because this is when the virus is most likely to be passed on to others.

### If you are told to self-isolate by NHS Test and Trace

You must also self-isolate if you are told to do so by NHS Test and Trace. Find out:

- what you should do if you live in the same household as someone who has tested positive

- what you should do if you've come into contact with someone outside your household who has tested positive

### Guidance on self-isolating

When self-isolating, follow the:

- stay-at-home guidance for people with suspected or confirmed COVID-19
- stay-at-home guidance for non-household contacts of people with confirmed COVID-19

This will help reduce the risk of spreading COVID-19 to other members of your household and community. In both cases you must stay at home at all times and not have contact with other people. There are only very limited circumstances when you do not have to do this, such as seeking medical assistance. If you do leave your home during your period of self-isolation for a permitted reason, you should maintain social distancing, keep 2 metres apart from other people, and wear a face covering where possible.

You may be entitled to a one-off payment of £500 through the NHS Test and Trace Support





Payment scheme if you are required to stay at home and self-isolate, or you are the parent or guardian of a child who has been told to self-isolate. You should [visit your local authority website](#) for information on Test and Trace Support Payments and other practical support offered in your area including help accessing food. If you require prescription medication there is a medicine delivery service available through pharmacies and dispensing GPs.

You could be fined if you do not self-isolate after being told to by NHS Test and Trace.

### Self-isolation exemptions

You're [not required to self-isolate](#) if you live in the same household as someone with COVID-19, or are a close contact of someone with COVID-19, and any of the following apply:

- you're fully vaccinated
- you're below the age of 18 years and 6 months
- you've taken part in or are currently part of an approved COVID-19 vaccine trial
- you're not able to get vaccinated for medical reasons

[NHS Test and Trace](#) will contact you to let you know that you have been identified as a contact and check whether you are legally required to self-isolate. If you're not legally required to self-isolate, you will be provided with advice on testing and given guidance on preventing the spread of COVID-19. Even if you do not have symptoms, you will be advised to [get a PCR test](#) as soon as possible.

You should not arrange to have a PCR test if you have previously received a positive PCR test result in the last 90 days, unless you develop any new symptoms of COVID-19, as it is possible for PCR tests to remain positive for

some time after COVID-19 infection.

You can find further [guidance for household contacts](#) and [guidance for non-household contacts](#) of people with confirmed COVID-19 infections.

### Take tests if you do not have symptoms to help manage your risk

Around 1 in 3 people with COVID-19 do not have any symptoms. This means they could be spreading the virus without knowing it. Testing regularly increases the chances of detecting COVID-19 when you are infectious but are not displaying symptoms, helping to make sure you do not spread COVID-19.

Rapid lateral flow testing continues to be available free of charge. It is particularly focused on those who are not fully vaccinated, those in education, and those in higher-risk settings such as the NHS, social care and prisons.

People may also wish to use regular rapid lateral flow testing to help manage periods of risk such as after close contact with others in a higher risk environment, or before spending



prolonged time with a more vulnerable individual. You can get tests from pharmacies or online. [Find out more about how to get rapid lateral flow tests.](#)

If you develop [COVID-19 symptoms](#), self-isolate immediately and [get a PCR test](#).

### **Try to stay at home if you're feeling unwell**

If you develop [COVID-19 symptoms](#), self-isolate immediately and [get a PCR test](#), even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results. You must self-isolate if you test positive.

If you feel unwell but do not have COVID-19 symptoms, or your COVID-19 test is negative, you may still have an illness which could be passed on to other people. Many common illnesses, like the flu or the common cold, are spread from one person to another. This can happen:

- when someone infected with an illness breathes, speaks, coughs or sneezes, releasing respiratory particles which can cause infection in another person

- through surfaces and belongings which can also be contaminated when people who are infected with an illness cough or sneeze near them or if they touch them, the next person to touch that surface may then become infected

Staying at home until you feel better reduces the risk that you will pass on an illness to your friends, colleagues, and others in your community. This will help reduce the burden on our health services.

### **Wash your hands regularly and cover coughs and sneezes**

Wash your hands with soap and water or use hand sanitiser regularly throughout the day. Regular hand washing is an effective way to reduce your risk of catching illnesses, including COVID-19.

It is particularly important to wash your hands:

- after coughing, sneezing and blowing your nose
- before you eat or handle food
- after coming into contact with surfaces touched by many others, such as handles, handrails and light switches
- after coming into contact with shared areas such as kitchens and bathrooms
- when you return home

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.

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. Covering coughs and sneezes will help reduce the spread of particles carrying





COVID-19 and other viruses, including those that cause coughs and colds.

### **Use the NHS COVID-19 app**

Using [the NHS COVID-19 app](#) helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for COVID-19, even if you do not know each other. You can also use it to check in to venues with an NHS QR code and receive advice if there has been an outbreak. The app is free and easy to use and doing so can help you protect your loved ones and others.

The app also allows people to report symptoms and order coronavirus tests. To help protect yourself and others, [download and use the latest version of the NHS COVID-19 app](#).

### **Limit close contact with other people**

When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles containing the virus that causes COVID-19. These particles can be breathed in by another person.

You may choose to limit the close contact you have with people you do not usually live with. You may also choose to take a lateral flow test before being in close contact and also encourage those people you are meeting with to do so, which will help to manage periods of risk. This includes close contact in a higher risk environment, or when spending prolonged periods of time with a vulnerable individual.

These are personal choices which can help reduce your risk of catching or spreading COVID-19. It is important to consider that others may wish to continue to take a more cautious approach. We should all be considerate of this and provide the opportunity and space for others to reduce close contacts if they wish.

### **Working from home and returning to the workplace**

Since Step 4 we have seen a gradual return to offices and workplaces. As workers return to their workplaces, employers should continue to follow the [working safely guidance](#). When considering a return to the workplace, employers should:

- reflect this in their workplace risk assessment
- take action to manage the risk of COVID-19 spreading, in line with the guidance

### **If you were previously identified as clinically extremely vulnerable (CEV)**

Following expert clinical advice and the successful rollout of the COVID-19 vaccine programme, people previously considered to be CEV are not being advised to shield again. If you were previously identified as CEV, you should continue to follow the guidance contained in this page. You should take advice from your health professional on whether additional precautions are right for you.

### **If you are pregnant**

If you're pregnant, your chance of getting COVID-19 is not higher than anyone else and it's very unlikely you'll get seriously ill with it.

As a minimum, you should follow the same guidance as everyone else. If you are more than 28 weeks pregnant, or if you are pregnant and have an underlying health condition that puts you at a greater risk of severe illness from COVID-19 at any point in pregnancy, you may want to consider limiting close contact with people you do not normally meet with regularly.

### **If you live in an area receiving an enhanced response to COVID-19**

The government is working with local

authorities in areas which need an enhanced response to COVID-19 to avoid the NHS facing unsustainable pressure. Enhanced Response Areas will receive additional support, such as surge testing and logistical resources to maximise vaccine uptake, for a 5 week period. If you live in one of the affected local authority areas, you should read the local COVID-19 information and advice for your area:

It is particularly important for people living in these areas to follow the guidance on this page which will help to reduce the spread of COVID-19 and to help protect yourself and others.

## **Travelling in the UK and abroad**

### **International travel**

You must follow the [rules for international travel](#). You should not travel to countries or territories on the red list.

### **Travelling to England from outside the UK**

What you must do when you arrive in England from abroad depends on where you have been in the last 10 days before you arrive.

People planning to travel to England should follow the [guidance on entering the UK](#).

[Find out which list the country you are travelling from is on and what you need to do.](#)

### **Travelling in the UK, Ireland and Channel Islands**

There are no restrictions on travel within England.

You should check the rules at your destination if you're planning to travel to Scotland, Wales or Northern Ireland, or to Ireland or the Channel Islands as there may be restrictions in place.

Do not travel if you have COVID-19 symptoms or are self-isolating. [Get a PCR test](#) and [follow](#)

[the stay at home guidance](#).

## **Businesses and venues**

All businesses and venues, including nightclubs and adult entertainment venues, are able to open. All capacity limits at sporting, entertainment, or business events have been lifted.

Hospitality venues such as pubs, restaurants and bars are no longer required to provide table service or follow other social distancing rules.

All businesses should follow the principles set out in the [working safely guidance](#).

Employers still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of COVID-19, and to take reasonable steps to mitigate the risks you identify. The working safely guidance sets out a range of mitigations employers should consider including:

- Identifying poorly ventilated areas in the venue, for example by using a CO2



monitor, and taking steps to improve air flow in these areas.

- Ensuring that staff and customers who are unwell do not attend the workplace or venue.
- Providing hand sanitiser to enable staff and customers to clean their hands more frequently, and cleaning surfaces that people touch regularly.
- Communicating to staff and customers the measures you have put in place.

Businesses are also encouraged to continue displaying NHS QR codes for attendees wishing to check in using the NHS COVID-19 app so they are alerted if there's an outbreak and can take action to protect others, however this is no longer a legal requirement.

### **NHS COVID Pass**

The NHS COVID Pass allows people to check their COVID-19 status and demonstrate that they are at lower risk of transmitting to others through full vaccination, a recent negative test, or proof of natural immunity. Some places may ask for the NHS COVID Pass as a condition of entry.

We encourage organisations in certain settings to use the NHS COVID Pass as a condition of entry to reduce the risk of COVID-19. This will especially be the case in large, crowded settings (such as nightclubs) where people are likely to be in close proximity to others outside their household.

There are some settings where the NHS COVID Pass should not be used as a condition of entry to ensure access for all. This includes essential services and essential retailers which have been able to stay open throughout the pandemic.



**The job keeps your teen's life on track.**

The COVID-19 vaccine allows your teenager to continue with their normal routine and their education, keeping their lives on track.

Encourage your 16-17 year old to book their jab today.

For more information go to [nhs.uk/CovidVaccine](https://nhs.uk/CovidVaccine)

## INTERNATIONAL TRAVEL ADVICE

What you must do depends on whether you qualify as fully vaccinated under the rules for travel to England.

There are different rules if you have been in a red list country or territory in the 10 days before you arrive in England. Red list rules apply whether you are fully vaccinated or not.

### **If you are fully vaccinated**

This is what you need to do if you qualify under the fully vaccinated rules for travel to England.

### **Before you travel to England – fully vaccinated**

Before you travel to England you must:

- book and pay for a COVID-19 test – to be taken before the end of day 2 in England
- complete a passenger locator form – to be completed in the 48 hours before you arrive in England

You can choose a lateral flow test or a PCR test.

You will need to enter your COVID-19 test booking reference number on your passenger locator form.

If you will be in England for less than 2 days you still need to book and pay for a day 2 COVID-19 test.

### **When you arrive in England – fully vaccinated**

After you arrive in England you must take a COVID-19 test on or before day 2. The day you arrive is day 0.

You must book this test before you travel.

### **If the test result is positive – lateral flow test**

If you booked a lateral flow test and the result is positive, you must take a PCR test to

confirm the result. You must self-isolate until you get the result of the PCR test.

If the PCR test result is positive, you must self-isolate for 10 full days. The day you took the lateral flow test is day 0. Members of your household may also be asked to self-isolate.

### **If the test result is positive – PCR test**

If you booked a PCR test and the result is positive, you must self-isolate for 10 full days. The day of the test is day 0. Members of your household may also be asked to self-isolate.

### **Check if you qualify as fully vaccinated**

Fully vaccinated means that you have had a complete course of an approved vaccine at least 14 days before you arrive in England. The day you had your final dose does not count as one of the 14 days.

The vaccine must be administered under either:

- The UK vaccination programme.
- An overseas vaccination programme with an approved proof of vaccination for travel to the UK.

Even if you are not fully vaccinated, the fully vaccinated rules apply if you are:

- Under 18 and resident in the UK or a country or territory which has approved proof of vaccination.
- Taking part in an approved COVID-19 vaccine trial in the UK or the USA (US residents only for USA trials).
- Unable to have a COVID-19 vaccination for a medical reason which has been approved by a clinician under the medical exemptions process, and you are resident in England.



Read about applying for a medical exemption from vaccination using the NHS COVID Pass if you live in England.

### **Proving your vaccination status**

If you are fully vaccinated under the UK vaccination programme, you can prove your vaccination status using either:

NHS COVID Pass for England and Wales

Paper certificates are also available.

There are different ways to prove your vaccination status if you were vaccinated outside of the UK.

Check what proof is required for the country or territory where you were vaccinated.

If you cannot prove that you qualify under the fully vaccinated rules, you must follow the rules for people who are not fully vaccinated.

### **Red list countries**

There are different rules if you have been in a red list country in the 10 days before you arrive in England.

Check which countries and territories are on the red list and read the red list rules.

### **If you are not fully vaccinated**

This is what you need to do if you do not qualify under the fully vaccinated rules for travel to England.

Check this section of this guidance to see if you qualify as fully vaccinated.

### **Before you travel to England – not fully vaccinated**

Before you travel to England you must:

- Take a COVID-19 test – to be taken in the 3 days before you travel to England.
- Book and pay for day 2 and day 8 COVID-19 PCR tests – to be taken after arrival in England.

- Complete a passenger locator form – to be completed in the 48 hours before you arrive in England.

Read more about taking a COVID-19 test before you travel to England.

### **When you arrive in England – not fully vaccinated**

After you arrive in England you must:

- Quarantine at home or in the place you are staying for 10 full days.
- Take your COVID-19 PCR tests – you must book these tests before you travel.

You must take the first test on or before day 2 and the second test on or after day 8. The day you arrive is day 0. If your day 2 test is positive you do not have to take a day 8 test.

If you are in England for less than 10 days, you need to quarantine for the time you are here. You need to book day 2 and day 8 PCR tests. You only need to take the tests if you are still in England on those days.

### **If the test result is positive**

If you test positive on your day 2 or day 8 test, you must self-isolate for 10 full days. The day you took the test is day 0.

Members of your household may also be asked to self-isolate.

### **Test to Release scheme**

If you need to quarantine, you may be able to end quarantine early if you pay for a private COVID-19 test through the Test to Release scheme.

### **Red list countries**

There are different rules if you have been in a red list country in the 10 days before you arrive in England.

Check which countries and territories are on



the red list and read the red list rules.

### **Travelling with children**

The rules for children depend on age and country of residence.

#### **Children resident in the UK or in a country with an approved proof of vaccination.**

Children of all ages who are resident in the UK, or in a country with an approved proof of vaccination, do not have to quarantine on arrival in England. This applies whether the child is vaccinated or not.

If they are aged 4 and under they do not have to take any COVID-19 travel tests.

5 to 17 year olds:

- do not have to take a COVID-19 test before travel to England
- must take a test on or before day 2 – arrival day is day 0

Check the list of countries and territories with approved proof of vaccination.

#### **Children resident in other countries**

Children aged 5 to 17 who are resident in any country that is not on the approved proof of vaccination list must:

- take a COVID-19 test (if aged 11 or above) before travelling to England
- take a COVID-19 test on or before day 2 in England – arrival day is day 0
- take a COVID-19 test on or after day 8 in England – arrival day is day 0
- quarantine at home or in the place they're staying for 10 full days, or for the duration of their stay if it's less than 10 days

Children aged 4 or under from these other countries do not have to take travel tests.

They must follow quarantine rules. Test to

release is an option to reduce the quarantine period

### **Medical and work-related exemptions**

Some people cannot be fully vaccinated for medical reasons.

Read more about medical exemptions from vaccination.

There are also medical exemptions from:

- testing before travel to England
- quarantine for people having medical treatment

Some people are exempt from some or all of the requirements because of the job they do.

#### **Ireland, the UK, the Channel Islands and the Isle of Man**

If you're travelling to England from within the UK, Ireland, the Channel Islands or the Isle of Man, you do not need to:

- complete a passenger locator form
- take any COVID-19 tests
- quarantine on arrival in England

You must not have been outside of the UK, Ireland, the Channel Islands or the Isle of Man in the 10 days before you arrive in England.



# TEST TO RELEASE FOR INTERNATIONAL TRAVEL

What you need to do when you arrive in England depends on whether you qualify as fully vaccinated under the rules for travel to England.

If you do not qualify as fully vaccinated, you must quarantine for 10 days on arrival.

Under the Test to Release scheme you can choose to pay for a private COVID-19 test on day 5. If the result is negative (and the result of your day 2 test result was negative or inconclusive) you can end your quarantine.

You cannot take your Test to Release test until you have been in England for 5 full days.

The scheme is voluntary and applies to those quarantining in England only.

If you do not want to opt into the Test to Release scheme, you will need to quarantine for 10 days.

You cannot take part in the scheme if you have been in or through a country or territory on the red list in the 10 days before you arrive in England.

## How to take part in the scheme

To take part in the scheme you need to:

- Book a test before you travel to England.
- Enter details of your test in the passenger locator form.

You will have to pay the private test provider for your test. You will need to book an individual test for each person opting into Test to Release, including children of all ages.

The test provider will either send a test to your address or you can attend a testing site. You may leave your house to post your test or to travel directly to and from the testing site. You should follow safer travel guidance and avoid public transport if possible.

If you choose Test to Release, you must still book and take your 2 compulsory travel tests.

You can book Test to Release at the same time as your compulsory tests.

If you decide to take part in the scheme after you have arrived in England, you will need to complete another passenger locator form.

## Quarantine rules

If you do not qualify as fully vaccinated, you must quarantine on arrival in England. You can take a Test to Release test no earlier than the 5th day after arrival in England.

## Example

You arrive in England on Monday. Tuesday will be your first full day of quarantine. You can take a test no earlier than the 5th day after arrival in England - Saturday. You must continue to quarantine while you await your test result.

## If you test negative

If the result for your day 5 test is negative (and the result of your day 2 test result was negative or inconclusive) you can stop quarantine as soon as you receive the result.

## If you test positive for COVID-19

If the Test to Release or day 8 test is positive, you need to quarantine for a further 10 days. Count the 10 days starting from the day after you took the test, or from when you first had symptoms if that is earlier.

People you live with in the UK, or people you are staying with, should also quarantine for 10 days from the date of your positive test.

If your Test to Release test is positive, you do not need to take the day 8 test.

## If your test is inconclusive

If the result from your test is inconclusive you must continue to quarantine. You can choose to take another privately provided test to find out if you can stop quarantine early.

You may be fined if you do not quarantine. The fine is £1,000 for the first time, up to £10,000 for further breaches.

## NHS Test & Trace tests

You cannot use tests provided by NHS Test and Trace under this scheme. Use one of the [listed private test providers](#). You can be fined if you use a negative NHS test result to end your self-isolation period early.

## If you're told to self-isolate by NHS Test and Trace

If NHS Test and Trace notify you that you've been in contact with someone who tested positive, you must self-isolate for 10 days, unless you have been fully vaccinated in the UK.

You must do this even if you have had a negative test result under the Test to Release scheme and stopped self-isolating.

If you are told to self-isolate by NHS Test and Trace before you take a test under the Test to Release scheme, you should:

- cancel your test
- continue self-isolating for 10 days from when you were last in contact with the person who tested positive for coronavirus

[Read further guidance on what to do if you're contacted by NHS Test and Trace.](#)

## If you have coronavirus symptoms

If you have coronavirus symptoms then you should take an NHS Test and Trace test as soon as you can. You should take an NHS Test and Trace test even if you have recently

received a negative result for another test.

You cannot use a test taken through NHS Test and Trace to shorten your self-isolation period. You must continue to self-isolate if the result from an NHS Test and Trace test is negative.

Read about [self-isolating following a positive test result](#).

## Exempt jobs

The Test to Release scheme is for people who need to quarantine on arrival in England. You don't need to quarantine if your [job is listed as being exempt from the requirement to quarantine](#).

You can also opt in to the Test to Release scheme if you have a qualified exemption and are only allowed to leave quarantine for some, work-related activities.

## International travel guidance

Read an overview of all the things you need to do to:

- [travel to England from another country](#)
- [travel abroad from England](#)



**It is still a legal requirement to self-isolate if you are told to do so by NHS Test & Trace.**

# NHS COVID PASS

An NHS COVID Pass shows your coronavirus (COVID-19) vaccination details or test results. This is your COVID-19 status.

You may be asked to show your pass to travel abroad, or at events and venues in England asking for proof of your COVID-19 status.

Always check the entry requirements for the country or the venue you're visiting.

If you're planning to travel abroad, or want to know more about your COVID-19 status:

- [read about travel abroad from England during COVID-19 on GOV.UK](#)
- [find out how to demonstrate your COVID-19 status on GOV.UK](#)

## How to get your NHS COVID Pass

You can get an NHS COVID Pass in a digital format for travel or going to domestic venues or events.

You can get a paper NHS COVID Pass letter for travel.

Find out about getting:

- [a digital NHS COVID Pass](#)
- [a paper NHS COVID Pass letter](#)

Members of the UK armed forces need to visit the 'My health care hub' on the [Defence](#)

[Gateway \(login required\)](#) to find out how to get their NHS COVID Pass.

## COVID-19 vaccine trials

If you were vaccinated as part of an official clinical trial in England or Wales, you can get an NHS COVID Pass for domestic events and venues.

You'll be able to get an NHS COVID Pass for travel soon. Some people already can, it depends if your clinical trial site has put your vaccination information on the NHS vaccine database.

If you cannot get an NHS COVID Pass, contact your clinical trial site.

Check the entry requirements for the country you're visiting.

## Medical exemptions from COVID-19 vaccination

You can apply for a medical exemption if you cannot get vaccinated or tested for medical reasons.

You'll be able to get an NHS COVID Pass for domestic events and venues when your medical exemption is confirmed.

Find out who can apply and [how to apply for a medical exemption on GOV.UK](#).

What you need to get a pass	When you can get a pass
2 doses of a COVID-19 vaccine in England	2 weeks after your 2nd dose
Negative PCR test or rapid lateral flow test within the past 48 hours	As soon as you get your result If you did a rapid lateral flow test at home, <a href="#">report your rapid lateral flow test result on GOV.UK</a> first
Positive PCR test within the past 6 months	After you've finished self-isolating and up to 180 days after taking the test

# Beware of COVID Pass FRAUD

Criminals are using the NHS COVID Pass as a way to target the public by convincing them to hand over money, financial details and personal information. They are sending imitation text messages, emails and making phone calls pretending to be from the NHS, and offering fake vaccine certificates for sale online and through social media.

- ✓ The **NHS App** is **FREE**
- ✓ The **NHS COVID Pass** is **FREE**
- ✗ The NHS will **NEVER** ask for payment or any financial details



Do not respond to requests for money or important personal information such as bank details or passwords.



Be alert to links and attachments in unexpected text messages or emails.

The NHS COVID Pass is available to demonstrate your COVID-19 status either in a digital or paper format via the NHS App, the NHS website or by calling 119.

For information on how to get your **FREE** NHS COVID Pass visit

[www.nhs.uk/nhscovidpass](https://www.nhs.uk/nhscovidpass)

## Further guidance and support



National Cyber  
Security Centre

If you receive a call and suspect it to be fraudulent, hang up. If you are suspicious about an email, forward it to [report@phishing.gov.uk](mailto:report@phishing.gov.uk). If you are suspicious about a text message, forward it to the number **7726**, which is free-of-charge.



If you believe you are the victim of a fraud, please report this to Action Fraud as soon as possible by visiting [actionfraud.police.uk](https://actionfraud.police.uk) or calling **0300 123 2040**.

**CrimeStoppers.**

If you have any information relating to NHS COVID Pass or vaccine certificate fraud you can stay 100% anonymous by contacting Crimestoppers online at [covidfraudhotline.org](https://covidfraudhotline.org) or phone on **0800 587 5030**.



## 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)

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 and therefore included on the Shielded Patient List:

1. You have one or more of the conditions listed below.
2. 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.
3. 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.

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 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 and therefore included on the Shielded Patient List:

- 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.
- People with problems with their 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.



## CLINICALLY EXTREMELY VULNERABLE PEOPLE

The shielding programme has now ended in England. This means that people who were previously considered clinically extremely vulnerable (CEV) will not be advised to shield in the future or follow specific national guidance.

If this applies to you, you will receive a in more detail and providing further information on available support.

The situation is now very different to when shielding was first introduced at the start of the pandemic. We know a lot more about the virus and what makes someone more or less vulnerable to COVID-19, the vaccine continues to be successfully rolled out, and other treatments and interventions are becoming available.

The government will continue to assess the situation and the risks posed by COVID-19 and, based on clinical advice, will respond accordingly to keep the most vulnerable safe.

As a minimum, you should continue to follow the same guidance on staying safe and preventing the spread of COVID-19. You

should consider advice from your health professional on whether additional precautions are right for you. However, as someone with a health condition, you may want to consider, alongside any advice from your clinician, if additional precautions are right for you. These could include:

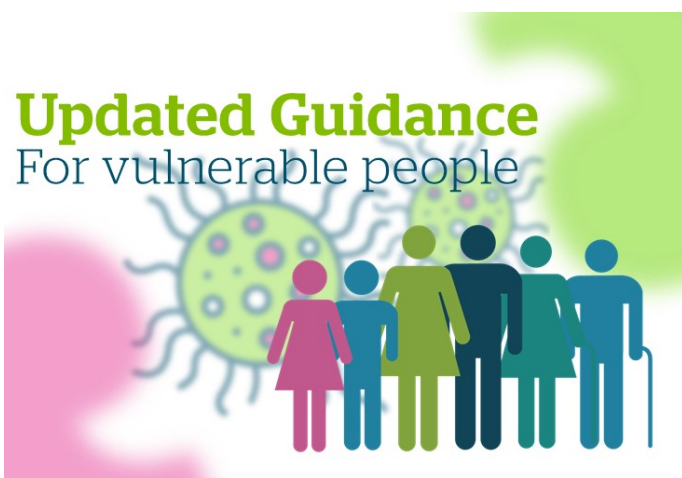
Considering whether you and those you are meeting have been vaccinated – you might want to wait until 14 days after everyone's second dose of a COVID-19 vaccine before being in close contact with others.

- Considering continuing to practice social distancing if that feels right for you and your friends.
- Asking friends and family to take a rapid lateral flow antigen test before visiting you
- Asking home visitors to wear face coverings.
- Avoiding crowded spaces.

At the start of the pandemic we knew very little about the threat posed by COVID-19 and made the difficult decision to advise people we considered to be clinically 17 September 2021 extremely vulnerable to shield to protect themselves from the virus. That was the right decision at the time and helped keep the most vulnerable safe whilst we learnt more about COVID-19.

Shielding advice is restrictive and that it may affect both mental and physical wellbeing. It is therefore important to get the balance right between protecting vulnerable people and helping everyone get back to a normal life.

Although cases have gone up, there has not been the same increase in people becoming seriously ill and needing to go to hospital or





## 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](mailto: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

## COVID-19 vaccines

Although most people will be well protected by the vaccine, no vaccine is 100% effective. In particular, people who are immunosuppressed may not respond as well to COVID-19 vaccines as others. That is why the Joint Committee on Vaccination and Immunisation (JCVI) advised on 1st September that people over the age of 12 who were severely immunosuppressed at or around the time of their first or second dose, should be offered a third dose of the vaccine to increase their chances of being protected against COVID-19 as part of their primary immunisation course. This advice might apply to you if you have a condition or take medication that affects your immune system. More detail on who it applies to can be found here: [Joint Committee on Vaccination and Immunisation \(JCVI\) advice on third primary dose vaccination - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/jcvi-advice-on-third-primary-dose-vaccination).

All COVID-19 vaccines should offer some protection so even if you have a condition or take medication that affects your immune system, you should still have the vaccine. The vaccine programme remains open and available for all those who are eligible. If you can't have the vaccine for whatever reason, or if you are immunosuppressed, you should strongly consider taking the precaution.

Separately, the JCVI has published advice on the vaccine booster programme which can be found here: [JCVI statement regarding a COVID-19 booster vaccine programme for winter 2021 to 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/jcvi-statement-regarding-a-covid-19-booster-vaccine-programme-for-winter-2021-to-2022). It recommends that "individuals who received vaccination in Phase 1 of the COVID-19 vaccination programme (priority groups 1 to 9) should be offered a third dose COVID-19 booster vaccine. This includes:

- those living in residential care homes for

dying. This is mostly because the vaccination programme has been so successful. Being vaccinated is the best way to protect yourself and other people. Vaccines are very effective at stopping people from getting seriously ill from COVID-19 so you are strongly encouraged to get all recommended doses of the vaccine.

All Government decisions on shielding advice have been led by the latest scientific evidence and advice has been kept up to date. Now that the risk of becoming very ill is lower, the government believe the time is right to end the shielding programme and recommend people with underlying health conditions return to their usual personal care patterns.

older adults

- all adults aged 50 years or over
- frontline health and social care workers
- all those aged 16 to 49 years with underlying health conditions that put them at higher risk of severe COVID-19 and adult carers
- adult household contacts (aged 16 or over) of immunosuppressed individuals”

You will be invited to book your vaccine by the NHS at least 6 months after your second dose if it is recommended for you.

If you are immunosuppressed and have any concerns about what this means for you, then please raise this with your specialist at your next routine appointment. They can provide you with support and guidance on any extra measures you can take to further reduce your risk of infection. Your GP is unlikely to be able to advise you on shielding issues as this requires specialist knowledge. GPs are still open for general medical issues. If you have not yet been vaccinated with your first or second dose then you are urged to do so, and if you are eligible, to take the offer of a booster when it is your turn, to help keep you well.

### Other treatments

Over the coming months the government expect new treatments for COVID-19 to become available. When this happens, they will advise which patients could benefit. It is really important that if you do a test because you have COVID-19 symptoms, you accurately enter your NHS Number and postcode into the Government website (found here <https://test-for-coronavirus.service.gov.uk/register-home-test>) so that your test result can be matched to your health records. Doing this will mean the NHS can contact you if you might benefit from a

treatment.

### Access to NHS Services

It is important that you continue to receive the care and support you need to help you stay safe and well. You should continue to get medical help from the NHS and other health providers for your existing health conditions and any new health concerns. You can 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](http://www.nhs.uk/health-at-home), or download the NHS App. If you have an urgent medical need, you can access support and local services online at **NHS 111 online**, or call NHS 111 for free if you cannot use the internet. For a medical emergency, dial 999.

### Mental Health Support

It is also really important to look after your mental health. You can access the **Every Mind Matters** website ([www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)) for advice and practical steps that you can take to support your wellbeing



COVID-19

**Let's meet up outside to help blow the virus away.**

Let's keep life moving.

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

FRESH AIR TESTING FACE COVERINGS APP HANDWASHING



and manage your mental health. You can also access the **Hub of Hope** ([www.hubofhope.co.uk](http://www.hubofhope.co.uk)) which tells you about support available in your area by entering your postcode.

If you or someone you care for is experiencing a mental health crisis, make contact with a local health professional immediately. If you don't have a health professional that you talk to regularly about your mental health, free NHS 24/7 crisis hotlines are available in every part of the country. You can find your local service at: <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline> or by searching 'NHS crisis lines'.

Your local council may also run support networks or hubs, and there might be charities in your area that can provide you with any extra help you need.

As restrictions ease, many people will still feel lonely and isolated so it will be more important than ever to take action if you or someone you know is feeling lonely. Please visit <https://letstalkloneliness.co.uk/> to access advice and support.

NHS Volunteer Responders are also available to help with things like collecting shopping, medication, or other essential supplies, and with transport to medical appointments. They can also provide a regular, friendly phone call. More information is available at

### **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](mailto:provide.essexwellbeing@nhs.net)

[Register for help here.](#)

[www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk), or you can call 0808 196 3646 between 8am and 8pm.

### **Other Support**

If you are struggling financially, or with returning to work, there are a range of services that may be useful depending on eligibility.

Access to Work can offer practical support to people who have a health condition that affects the way they work. The scheme can offer support, including mental health support for people returning to work after a period of furlough or shielding, and travel to-work support for those who may no longer be able to safely travel by public transport. For more information, please visit: [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work). If you are struggling financially, you may also be eligible to apply for Universal Credit or Employment Support Allowance. For more information on benefits, please visit: [www.gov.uk/financial-help-disabled](http://www.gov.uk/financial-help-disabled).

Supermarkets stopped providing priority access to supermarket slots to clinically extremely vulnerable people on the advice of government on 21st June. Different supermarkets may have their own policies on priority access to supermarket slots, however.

You can also find advice published by ACAS and developed in conjunction with the flexible working task-force on hybrid working here:



## WEARING A FACE COVERING OR MASK

In **England**, the legal requirement to wear a face covering in enclosed public spaces has ended. But government guidance says it "expects and recommends" the continued wearing of masks in crowded areas such as public transport

You should use your judgement in deciding where you should wear one. Businesses, including transport operators, can also ask their employees and customers to wear face coverings. You should check with operators of services, venues, and settings that you use.

The Department for Transport has updated its guidance on safer travel for passengers.

Infection Prevention Control (IPC) guidance advises that patients and visitors across all healthcare settings should wear a face covering, providing it is tolerated and is not detrimental to their medical or care needs. They should also be worn in care homes to protect residents from the risk of infection.

The Department for Education (DfE) has its own guidance on the use of face coverings for schools and other education institutions that provide education for secondary school-age pupils, young people and adults in England.

### How to wear a face covering

Face coverings with multiple layers and which fit closely around the face work best. It is important that any face covering is worn correctly and handled with care. A face covering should:

- Cover your nose and mouth while allowing you to breathe comfortably (a nose wire may help with fit).
- 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. Single-use disposable masks should not be washed and reused.

### Colchester Borough Council buildings

Public will be encouraged to wear face coverings in crowded indoor spaces and social distance as per wider Government guidelines.



### 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.

### USEFUL LINKS

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

[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 exemptions



# VENTILATION OF INDOOR SPACES

## What ventilation is and why it is important

Ventilation is the process of introducing fresh air into indoor spaces while removing stale air. Letting fresh air into indoor spaces can help remove air that contains virus particles and prevent the spread of coronavirus (COVID-19).

When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. While larger droplets fall quickly to the ground, smaller droplets and aerosols containing the virus can remain suspended in the air. If someone breathes in virus particles that are suspended in the air, they can become infected with COVID-19. This is known as airborne transmission.

In poorly ventilated rooms the amount of virus in the air can build up, increasing the risk of spreading COVID-19, especially if there are lots of infected people in the room. The virus can also remain in the air after an infected person has left.

Bringing fresh air into a room and removing older stale air that contains virus particles reduces the chance of spreading COVID-19. The more fresh air that is brought inside, the quicker any airborne virus will be removed from the room.

Ventilation is most important if someone in your household has COVID-19 or if you are indoors with people you do not live with.

- Good ventilation has also been linked to health benefits such as better sleep and fewer sick days off from work or school.

Ventilation does not prevent COVID-19 from spreading through close contact and is only one of the actions you should take to reduce the spread of COVID-19. This is why it is

important that everybody follows the guidance on [how to stop the spread of COVID-19](#) all of the time, especially as 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.

## Reduce the amount of time you spend indoors with people you do not live with

Make sure you understand and abide by the [current rules and restrictions](#) on meeting others.

You should minimise the amount of time you spend indoors with people you do not live or share a [support bubble](#) with. Avoid meeting people in spaces with a limited flow of fresh air such as rooms without ventilation or windows that are never opened. The risk is greater in small rooms as the concentration of virus in the air can build up more quickly than in larger areas.

## What you can do to improve ventilation

How you maintain or improve ventilation will depend on the building. Buildings are ventilated by natural systems such as vents, windows and chimneys, or by mechanical systems such as extractor fans or air conditioning, or a combination of both.

## Ventilate your home

Opening windows and doors at home is the simplest way of improving ventilation for most people.

If windows have openings at both the top and the bottom (such as sash windows), using just the top opening will help incoming fresh air warm up as it mixes with room air, reducing cold draughts. In warmer weather, use both the top and bottom openings as this will help provide even more airflow.



Opening windows and doors at opposite sides of your room or home will also provide a good flow of fresh air (this is known as cross ventilation).

Make sure trickle vents (small vents usually on the top of a window) or grilles are open and not blocked. Air which flows in from these vents will mix with warm room air as it enters, which helps keep the room a comfortable temperature.

If possible, maintain openings throughout the day to allow a constant flow of fresh air into the home. The weather can affect the amount of air that flows through openings and so these should be adjusted to balance warmth with the amount of ventilation, where possible.

### **If someone is self-isolating**

If someone is self-isolating, keep a window slightly open in their room and keep the door closed to reduce the spread of contaminated air to other parts of the household. If the person that is self-isolating needs to use any shared space in the home, such as the kitchen or other living areas while others are present, ensure that these spaces are well ventilated, for example by opening windows fully during their use and for a short period after they have left.

There is further [guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#).

### **If someone is working in or visiting your home**

If you have people working in or visiting your home (where permitted, for example essential maintenance workers or carers), let as much fresh air into your home as possible without getting uncomfortably cold while they are there, and for a short period before they arrive and after they have left.

### **Keep warm**

Ventilating your home does not mean that it has to be cold. You should keep the temperature in the room you are in to at least 18°C as temperatures below this can affect your health, especially if you are 65 or older, or if you have a long-term health condition.

In colder weather, where it is not comfortable to leave windows open fully, opening the windows slightly can also provide ventilation and reduce cold drafts.

There is [advice available about how to keep warm and well](#). If you are having difficulty heating your home, you may be able to claim financial and practical help even if you don't own the property. Visit the [Simple Energy Advice](#) website for information about the help that is available or call their helpline on 0800 444 202. Ofgem has further advice on [what to do if you are struggling to pay your energy bills as a result of the coronavirus pandemic](#).

### **Mechanical ventilation in the home**

If your home has a mechanical ventilation





system you should make sure this is working and maintained in line with manufacturers' instructions. Set ventilation systems to bringing fresh air in and not recirculating indoor air. Devices that only recirculate indoor air will not remove airborne virus from the home. You can use the boost mode (if available) to increase ventilation if someone in your household is self-isolating due to COVID-19 or if you meet people you do not live with indoors.

Ventilation can also be increased by leaving extractor fans in bathrooms, toilets and kitchen areas running for longer than usual, with the door closed, after someone has been in the room.

### **Ventilation in the workplace and non-domestic settings**

Ventilation should be considered as part of making your workplace or indoor public space COVID-secure.

It is important to identify and deal with areas that are not well ventilated. The more people occupying an area that is poorly ventilated, and the longer they remain in it, the greater the risk of spread of COVID-19.

Control measures such as avoiding certain activities or gatherings, restricting or reducing the duration of activities, providing ventilation breaks during or between room usage should be considered alongside ventilation for reducing the risk of airborne transmission.

Any actions to improve ventilation should not compromise other aspects of safety and security (for example, avoid propping open fire doors), and should consider other consequences such as health and wellbeing impacts from thermal discomfort.

Employers should provide employees with clear guidance on ventilation, why it is important, and instruction on how to achieve

and maintain good natural ventilation or to operate systems if there are user controls.

The Health and Safety Executive provides advice on Ventilation and air conditioning during the coronavirus (COVID-19) pandemic.

Make sure mechanical ventilation systems are maintained in line with manufacturers' instructions. Set ventilation systems to using a fresh air supply and not recirculating indoor air, where possible. Assessing the requirement and performance of ventilation systems in many environments requires engineering expertise. In addition, ventilation design may be specific to the setting. For some existing and older buildings, ventilation systems may not have been designed to meet current standards and additional mitigations may be needed. If you are unsure, seek the advice of your heating, ventilation and air conditioning (HVAC) engineer or adviser.

Detailed ventilation guidance for workplaces and public buildings during the pandemic is provided by the Chartered Institution of Building Services Engineers (CIBSE).

### **Ventilation in vehicles**

Like buildings, enclosed vehicles including cars, vans, and buses can also be high-risk for spreading COVID-19. It is important that vehicles are well ventilated to help reduce the risk of spreading COVID-19.

Make sure you understand and abide by the current rules and restrictions and follow guidance on safer travel for passengers if you need to travel. Where you need to travel, walk or cycle if you can.

### **When operating or travelling in vehicles:**

- Switch ventilation systems on while people are in the vehicle. Make sure you set to drawing fresh air in, not recirculating air.

- To improve ventilation, windows can also be opened (partially if it's cold). Heating can be left on to keep the vehicle warm.
- For vehicles that carry different passengers, such as taxis, clear the air between different passengers or at the journey end so the vehicle is aired before anyone else gets in.
- Opening doors where it is safe to do so will help to change the air quickly. Opening windows fully can also help to clear the air in the vehicle.

vehicles is available.

The Health and Safety Executive also has advice on social distancing in vehicles during the pandemic.

Further guidance on safer transport guidance for operators and taxis and private hire


HM Government



## Friends coming round for dinner?



**Remember to let fresh air in to help stop the spread of COVID-19.**


HANDS

FACE

SPACE


FRESH AIR

## USING THE NHS AND OTHER HEALTH SERVICES

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](#).

The NHS website has information and advice on:

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

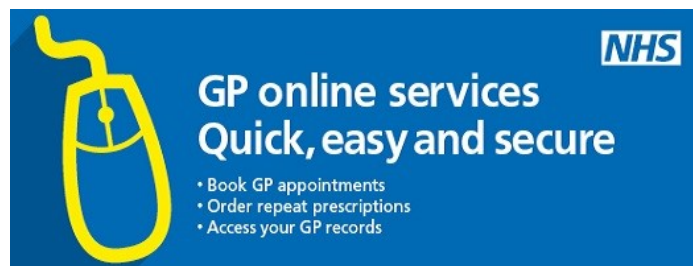
You can also check your GP surgery's website. Lots of GP surgeries have online services where you can get advice and support from your GP surgery team. [Find your GP surgery](#) to get its website details.

### 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.

### 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](#).
- 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.

## Dentists

Dentists are open for urgent and routine treatments. Contact your dentist by phone or email.

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

You might have to wait longer for an appointment if it's not urgent.

## Mental health services

Mental health services are open, including services for children and young people.

You can get appointments face-to-face, by phone or online.



**'Face coverings and social distancing measures will remain in place across healthcare settings so that the most vulnerable people can continue to safely attend hospital, their GP surgery, pharmacy or any other healthcare settings for advice, care and treatment.'**

**Ruth May**  
Chief Nursing Officer for England

- If you have an existing mental health condition, speak to your GP or your mental health care team as usual.
- If you're struggling to cope with feelings of anxiety and depression, a GP can refer you for NHS talking therapies or you can refer yourself online without speaking to a GP. [Find an NHS psychological therapies service \(IAPT\)](#)
- If you need help for a mental health crisis or emergency, you can get 24-hour support and advice. [Find out where to get urgent help for mental health](#)

### **More information and support**

[Children and young people's mental health services \(CYPMHS\)](#)

[How to access mental health services](#)

[Every Mind Matters: how to look after your mental health](#)

### **Sexual health clinics**

Call a sexual health clinic if you need help or advice about sexual health issues like sexually transmitted infections (STIs) or contraception.

Clinics can be busy, so you may need to wait for your call to be answered and you may need to call more than once.

Only go to a clinic if you've been told to.

[Find sexual health clinic contact details](#)

### **Contraception**

If you need contraception, call your GP surgery or a [sexual health clinic](#) as soon as possible. Only go in person if you've been told to.

You'll usually have a phone or video consultation. You'll get an electronic prescription you can use to collect your contraception from a pharmacy or get it delivered.

It can take longer to get contraception at the moment and some types are not widely available.

You'll be told about other types of contraception you can use if you're unable to get the type you want.

See [Faculty of Sexual and Reproductive Healthcare: advice for women seeking contraception during the COVID-19 epidemic](#).

### **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.

### **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

## **CORONAVIRUS HELP**

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



- 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](#).

## **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](http://www.yourcovidrecovery.nhs.uk)

## **Information for family, friends and carers**

Supporting your family member, relative or friend following their COVID illness can be challenging.

You may be providing emotional and physical help in addition to all your other responsibilities.

This can be a very stressful time for you both and we hope the information within the website will give you reassurance and support during their recovery.



### **SERIOUS COVID-19 SYMPTOMS REQUIRING IMMEDIATE MEDICAL CARE**

- If you develop any of these symptoms, call your healthcare provider or health facility and seek medical care immediately.
- This is not an exhaustive list. These are the most common symptoms of serious illness, but you could get very sick with other symptoms – if you have any questions, call for help immediately.



### **MOST COMMON SYMPTOMS**



### **LESS COMMON SYMPTOMS**



### **PLEASE NOTE:**

- If you live in an area where malaria, dengue or other infections are common and you have any of above symptoms, seek immediate medical care according to the local health authorities.
- Stay in touch with your primary care provider to ensure you continue to receive the routine care you need, such as medication refills, follow-ups and other routine consultations.



# 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 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.

## **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.



HM Government

NHS  
Test and Trace

NHS  
COVID-19

COVID-19

# The NHS COVID-19 App protects lives.

Even if we have been vaccinated,  
we can still get the virus, and pass it on.

The app prevents up to 2000 new infections  
every day, and is the fastest way of knowing  
if you have been exposed to the virus.

So keep on using your App.  
And together, let's keep life moving.

Download the NHS COVID-19 App now.

GET IT ON  
Google Play

Download on the  
App Store

FRESH AIR

TESTING

FACE COVERINGS

APP

HANDWASHING

## 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 WORK-PLACE

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



# 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, 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.

## 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.

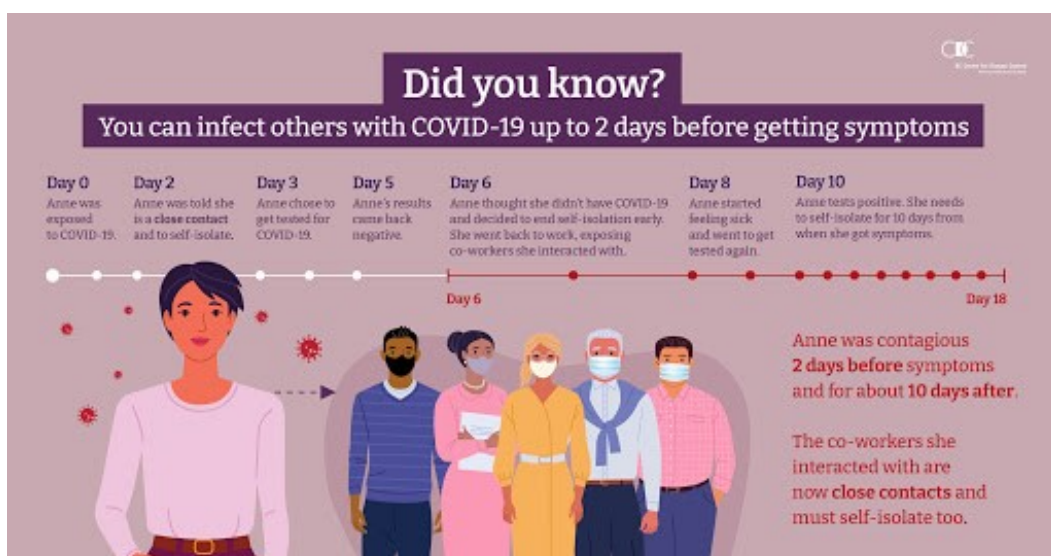
## Test

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.

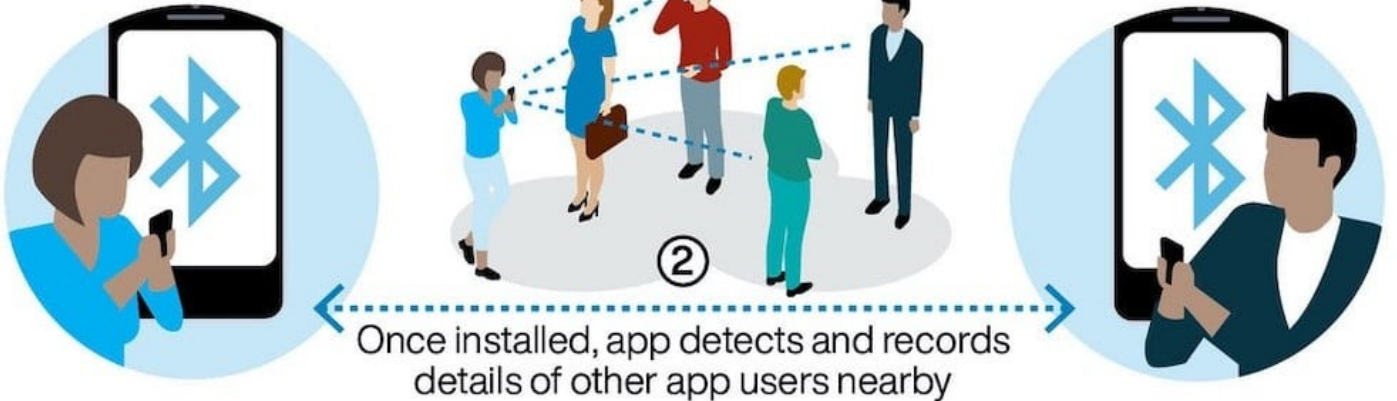
By all using this app we can help keep ourselves and the public that much safer from the risks of Covid-19. But remember, just because you have the app doesn’t mean the end of **Hands – Face – Space** so please frequently wash your hands and avoid common touchpoints, wear a mask when needed, and stay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



# How the NHS contact-tracing app works

- ① User X downloads the contact-tracing app and enables Bluetooth

- Data is anonymous for User X and everybody they come in contact with ③



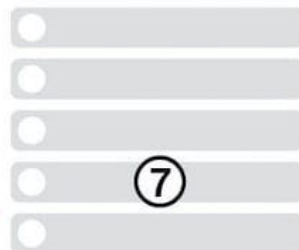
- ④ They can also scan a QR code at any venue they attend



- If someone who was at the same venue falls ill, User X gets an alert and advice on their phone



- ⑥ If User X falls ill they notify the app that they have symptoms



- ⑦ Their personal Bluetooth key is uploaded to a central server



- ⑧ People who have been in close contact with User X, or were at the same venue, are sent alerts and advice

PA graphic

# ISOLATING—STAY AT HOME ADVICE

## What is self-isolation?

Self-isolation is when you do not leave your home because you have or might have coronavirus (COVID-19).

This helps stop the virus spreading to other people.

## When to self-isolate

Self-isolate straight away and get a PCR test (a test that is sent to the lab) on GOV.UK as soon as possible if you have any of these 3 symptoms of COVID-19, even if they are mild:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

You should also self-isolate straight away if:

- You've tested positive for COVID-19 – this means you have the virus.
- Someone you live with has symptoms or tested positive (unless you are not required to self-isolate – check below if this applies to you).
- You've been told to self-isolate following contact with someone who tested positive – find out what to do if you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app

## When you do not need to self-isolate

If someone you live with has symptoms of COVID-19, or has tested positive for COVID-19, you will not need to self-isolate if any of the

following apply:

- You're fully vaccinated – this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS.
- You're under 18 years, 6 months old.
- You're taking part or have taken part in a COVID-19 vaccine trial.
- You're not able to get vaccinated for medical reasons.

Even if you do not have symptoms, you should still:

- Get a PCR test on GOV.UK to check if you have COVID-19
- Follow advice on how to avoid catching and spreading COVID-19

The poster features the HM Government and NHS Test and Trace logos at the top. The main text, in large blue and white font, states: 'Close contacts of a positive COVID-19 case no longer need to self-isolate if they are either:'. Below this, two bullet points are listed: '• Double jabbed' and '• Under 18 years old'. To the right, there is an illustration of a hand holding a smartphone displaying the NHS COVID-19 app interface. At the bottom left, there are five small colored squares (blue, light blue, dark blue, blue, blue).

**If you think you've been in contact with someone who has coronavirus, but you do not have symptoms and have not been told to self-isolate, continue to follow social distancing advice**



- Consider limiting contact with people who are at higher risk from COVID-19

### **Tell people you've been in close contact with that you have symptoms**

Tell people you've been in close contact with in the past 48 hours that you might have COVID-19.

You should tell them to follow advice on how to avoid catching and spreading COVID-19.

They do not need to self-isolate unless they're contacted by the NHS Test and Trace service.

If they get any symptoms of COVID-19, they should self-isolate and get a test as soon as possible.

#### **How to self-isolate**

You must not leave your home if you're self-isolating.

- DO NOT go to work, school or public places – work from home if you can.
- DO NOT go on public transport or use taxis.
- DO NOT go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home.
- DO NOT have visitors in your home, including friends and family – except for people providing essential care
- DO NOT go out to exercise – exercise at home or in your garden, if you have one

#### **How long to self-isolate**

If you test positive, your self-isolation period includes the day your symptoms started (or the day you had the test, if you did not have symptoms) and the next 10 full days.

You may need to self-isolate for longer if you get symptoms while self-isolating or your

symptoms do not go away.

### **If you tested positive.**

If you test positive, your self-isolation period includes the day your symptoms started (or the day you had the test, if you do not have symptoms) and the next 10 full days.

If you get symptoms while you're self-isolating, the 10 days restarts from the day after your symptoms started.

You can stop self-isolating after the 10 days if either:

- you do not have any symptoms
- you just have a cough or changes to your sense of smell or taste – these can last for weeks after the infection has gone

Keep self-isolating if you have any of these symptoms after the 10 days:

- a high temperature or feeling hot and shivery
- a runny nose or sneezing
- feeling or being sick
- Diarrhoea

Only stop self-isolating when these symptoms



have gone.

If you have diarrhoea or you're being sick, stay at home until 48 hours after they've stopped.

### **If someone you live with has tested positive**

If someone you live with tests positive, your self-isolation period includes the day their symptoms started (or the day they had the test, if they do not have symptoms) and the next 10 full days.

You can stop self-isolating after the 10 days if you do not get any symptoms.

If you get symptoms get PCR a test to check if you have COVID-19 on GOV.UK if you get symptoms while you're self-isolating.

If your test is negative, keep self-isolating for the rest of the 10 days.

If your test is positive, the 10 days restarts from the day after your symptoms started. This will mean you're self-isolating for more than 10 days overall.

### **If you have been told to isolate by NHS Test and Trace**

Self-isolate immediately if either:

- you get a text, email or call from NHS Test and Trace telling you to self-isolate
- you get an alert from the NHS COVID-19 app telling you to self-isolate

Your self-isolation period includes the day you were last in contact with the person who tested positive for COVID-19 and the next 10 full days.

It's a legal requirement to self-isolate if you are told to by NHS Test and Trace. You could be fined if you do not self-isolate.

Find out what to do if you've been told to self-isolate by NHS Test and Trace

### **Help and support while you're staying at home**

While you're self-isolating:

- you can get help with everyday tasks, like collecting shopping or medicines, from an NHS volunteer
- you might be able to get sick pay or other types of financial support if you're not able to work

Find out about help and financial support while you're self-isolating

### **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

HM Government

**NHS**  
Test and Trace

**You must still self-isolate if you:**

- Are over 18 and not yet double jabbed
- Test positive with a PCR test

Illustration of a person sitting on a bed using a laptop.





**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**

should be postponed until the self-isolation period is completed. Delivery drivers should not come into your home, so make sure you ask them to leave items outside for collection.

### 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.

Keeping your distance, 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.

### 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 your door, 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.

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**

GermDefence is a website that can help you identify ways to protect yourself and others in your household from COVID-19. It provides scientifically proven advice on reducing the risks from COVID-19 and other viruses in your home.

GermDefence is easy to use and only takes 10 minutes to identify actions and make a plan on how to protect yourself. GermDefence is also available in a range of different languages.

Everyone should also 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.

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.

**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.**

## 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 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.

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.

The poster is from the NHS and HM Government. It features the NHS logo and the slogan 'Test and Trace' in the top right corner. The main text, in large white letters on a blue background, reads: 'If you are a close contact of a positive COVID-19 case, you should:'. Below this, a blue bullet point states: '• Take a PCR test'. On the right side of the poster is a large, stylized illustration of a PCR test tube with a blue cap and a white body with vertical lines. At the bottom left, there are five small blue squares arranged in a row.



- 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

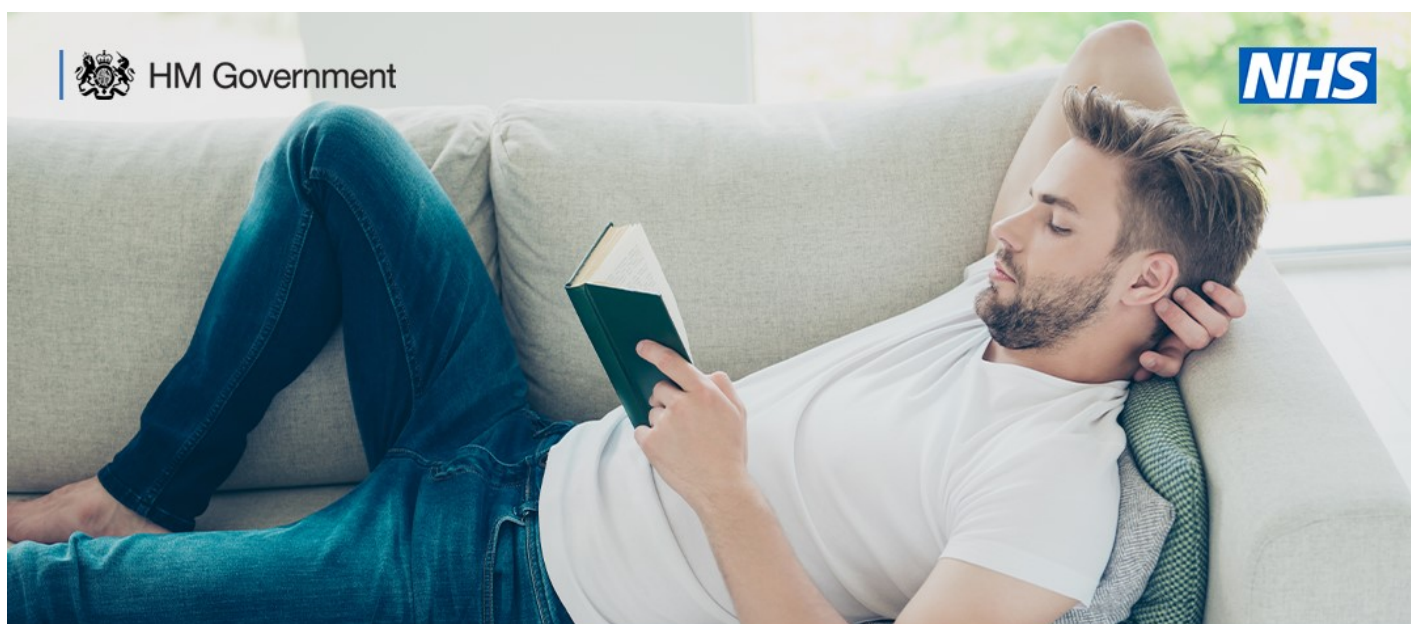
phone, making sure these are left outside your home for you to collect.

- 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



**It is still a legal requirement to self-isolate if you are told to do so by NHS Test & Trace.**

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.

### **Financial support**

Self-isolation is one of the most important things we can do to help stop the spread of the virus and protect our friends and family, our community and the NHS. If you have symptoms of COVID-19, have received a positive test result, or have been told you are a contact with someone who has, self-isolation is the only way to guarantee you won't pass COVID-19 to others. If you are told to isolate, you should do so straight away. [Find out what support you can get if you're affected by COVID-19](#).

If you can, ask friends, family or neighbours to go out and get food and other essentials for you. If you do not have others to help you, there may be charities or community groups

who can help in your area or your local shops, markets and wholesalers may offer a delivery service (by phone or by email).

The NHS Volunteer Responders programme is still available to help support those who need it. Volunteers can collect and deliver shopping, medication and other essential supplies and can also provide a regular friendly phone call. Call 0808 196 3646 between 8am and 8pm, 7 days a week to self-refer or visit [NHS Volunteer Responders](#) for further information. There may also be other voluntary or community services in your local area that you can access for support.

If you are unable to work due to COVID-19, see guidance from the [Department for Work and Pensions](#) to find out about support available to you. You may be entitled to a one-off payment of £500 through the [NHS Test and Trace Support Payment scheme](#) if you are required to stay at home and self-isolate. If you are the parent or guardian of a child who has been told to self-isolate, you may also be entitled to this support payment. You can apply for the NHS Test and Trace Support Payment online or through the [NHS COVID-19 app](#).

You will be eligible if you live in England and meet all the following criteria:

- you have been asked to self-isolate by NHS Test and Trace, including by the NHS COVID-19 app
- you are employed or self-employed
- you cannot work from home and will lose income as a result
- you are claiming at least one of the following benefits:
- Universal Credit
- Working Tax Credits

- income-related Employment and Support Allowance
- income-based Jobseeker's Allowance
- Income Support
- Pension Credit or Housing Benefit

Visit your local authority's website for more information on the help and support that is available to you.

### **Additional support for those who lead a nomadic way of life**

People who live on a traveller site, in a vehicle or on a canal boat may require additional support.

Let your site manager or local Gypsy and Traveller liaison team know if you need further support. If you are living on a river or canal, find out what advice is being offered by the organisation who manages the waterway you live on, as this varies for each one. Try to communicate by phone as much as possible to prevent spreading the virus to further contacts.

If you lack access to basic facilities such as water, sanitation and waste disposal to help with self-isolation, contact your local authority for assistance. They may be able to provide you with additional facilities or make alternative stopping places available.

The prevailing laws against unauthorised encampments or unauthorised development remain in place.

Waste should continue to be disposed of through authorised and legal means. Guidance for local authorities on re-opening or keeping household waste and recycling centres open is available. If you need further advice, contact your local authority.

If you are stopping or cruising in rural or isolated areas, take note of your location if you

moor or pull up, especially if you are feeling unwell. You can also use the what3words app if there is a medical emergency and you need services to come to you.

### **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.

### **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, while keeping yourself and those close to you safe and well, ideally in line with any existing care plans.



# HOW FAMILIES CAN SUPPORT EACH OTHER'S MENTAL HEALTH DURING SELF ISOLATION



Check in with each other on a regular basis. How are you feeling today? Is there anything I can do to help?



Engage in some physical activity together. Doing this in a group can increase connectedness and is great for reducing stress



Get some really simple healthy rules in place that you can all follow (E.g. We will make sure to sit down and eat dinner with each other every night)



Set a challenge to learn a new coping skill each week. Spend 5-10 minutes each day to practise using it



Organise and plan your week together. Make sure everyone understands what work or school related activities are coming up over the next 7 days



Schedule in time during your week where you can all engage in some activities that provide you with a sense of pleasure and achievement



Work together as a team. Be a strong unit that supports, cares and encourages



Spend 5 minutes each morning when you wake up to engage in some breathing exercises as a family

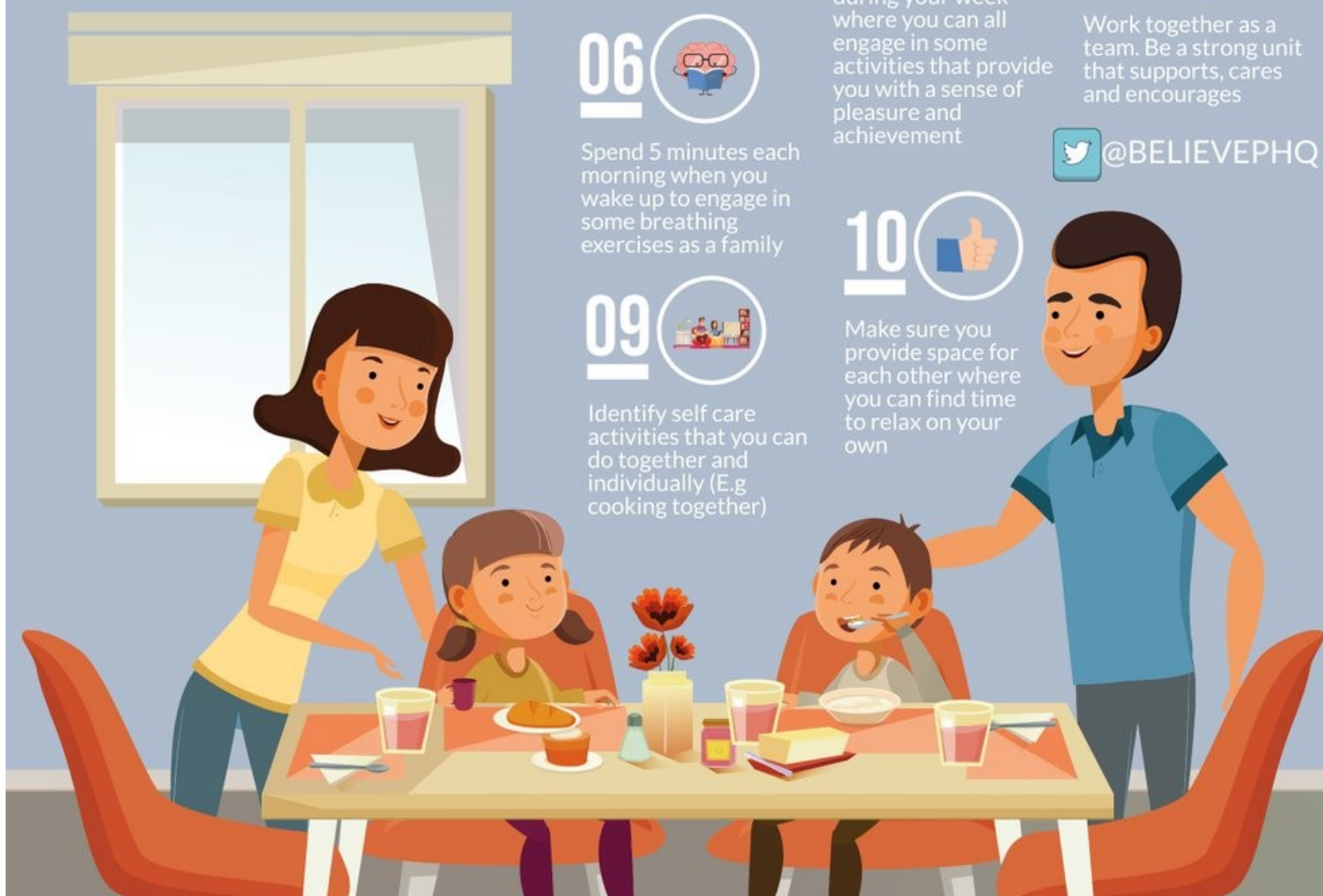


Make sure you provide space for each other where you can find time to relax on your own



Identify self care activities that you can do together and individually (E.g. cooking together)

@BELIEVEPHQ





# GET TESTED FOR CORONAVIRUS

There are different tests you can get to check if you have coronavirus (COVID-19). The test you need depends on why you're getting tested.

The 2 main tests are:

- PCR tests – mainly for people with symptoms, they're sent to a lab to be checked
- Rapid lateral flow tests – only for people who do not have symptoms, they give a result in 30 minutes using a device similar to a pregnancy test.

Both tests are free.

## If you have symptoms of COVID-19

Get a PCR test as soon as possible if you have any of these symptoms:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

You and anyone you live with should stay at home until you get your test result. Only leave your home to have a test.

Anyone in your childcare or support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started.

[Get a PCR test if you have symptoms of COVID on GOV.UK](#)

## Regular tests if you do not have symptoms

Anyone can now get regular rapid lateral flow tests without having symptoms.

About 1 in 3 people with COVID-19 do not have symptoms but can still infect others. Getting regular tests is the only way to know if you have the virus.

If people test positive and self-isolate, it helps stop the virus spreading.

## How to get regular rapid tests

[Order tests online](#)

You can get a pack of 7 rapid tests sent to your home.

If you do tests at home, you'll need to report your results online or on the phone.

[Order rapid lateral flow home test kits on GOV.UK](#)

[Collect tests to do at home](#)

You can collect up to 2 packs of 7 rapid tests from a local pharmacy or test site.

If you do tests at home, you'll need to report your results online or on the phone.

[Find where to get rapid flow tests](#)

## Go to a test site

You can get tested at a rapid lateral flow test



The poster is blue with white and orange text. It features the HM Government logo and the NHS Test and Trace logo. The main text reads: 'Regular rapid testing will help to identify people who have no symptoms and may be unknowingly spreading the virus'. At the bottom, there are four circles, the second of which is orange.

HM Government

NHS Test and Trace

**Regular rapid testing**

will help to identify people who have no symptoms and may be unknowingly spreading the virus

site.

If you go to a test site:

- You may need an appointment, so check before you go.
- A trained helper might be able to help you do the test.
- You'll get a text or email with the result when it's ready.

#### Find where to get a rapid lateral flow test

##### **School, college and nursery testing**

If you attend or work at a school, college or nursery you can get rapid tests through your school, college or nursery.

If you're in a childcare or support bubble with someone who attends or works at a school, college or nursery, you can get a rapid test at a rapid lateral flow test site or order tests to do at home.

You're advised to do a test twice a week.

Primary school-age children and younger do not need to test.

##### **Employee and university testing**

Some employers and universities offer rapid tests. Ask your employer or university if they provide rapid tests.

##### **Other reasons to get tested**

##### **Confirming a previous test result**

Get a PCR test as soon as possible if:

- You've done a rapid lateral flow test and had a positive result or your test sample could not be read (void result).
- You had a PCR test and your test sample could not be read.

If you have symptoms, stay at home until you get the result of the 2nd test.

#### Get a PCR test to check if you have COVID-19 on GOV.UK

##### **If you're self-isolating because you've been in close contact with someone who's tested positive**

If you've been in close contact with someone who's tested positive for COVID-19 you can get a PCR test, whether or not you have symptoms.

Examples of close contact include:

- Face-to-face contact under 1 metre for any length of time – including talking to them or being coughed on.
- Being within 1 metre of each other for 1 minute or longer.
- Being within 2 metres of each other for more than 15 minutes in total in 1 day.

Getting tested can tell you if you had COVID-19 at the time you did the test.

If you test positive, you can help the NHS contact people who may have caught the virus from you. They can then self-isolate and avoid passing it on to others.

You must continue to self-isolate for the 10 full days even if your result is negative, as you could still become infectious.

#### Get a PCR test to check if you have COVID-



[19 on GOV.UK](#)

## Going into hospital

You may need to get tested if you're due to have surgery or a procedure.

The hospital will arrange this for you. Contact your hospital department if you have any questions.

## Travelling abroad

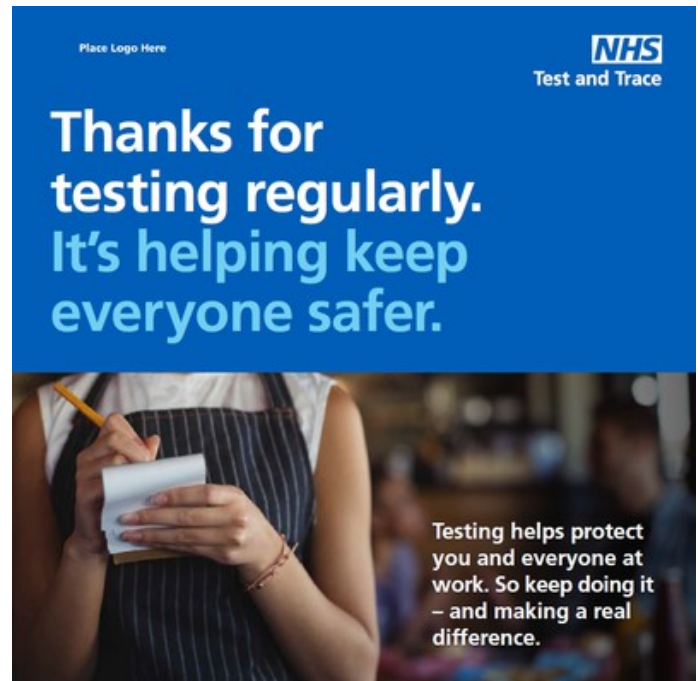
If you're travelling abroad, you may need to get a test before you travel. You need to pay for a test privately and should not get a free test from the NHS.

[Find out about private providers of coronavirus \(COVID-19\) testing on GOV.UK](#)

## Care home residents and staff

Care home managers can get PCR tests for staff and residents even if they do not have symptoms.

[Get PCR tests for a care home on GOV.UK](#)



HM Government

NHS  
Test and Trace

# Covid-19 Testing

## With symptoms

'PCR' tests

**When to take the test**


- If you have Covid-19 symptoms
- To confirm your positive lateral flow test result

**How long it takes**

- These tests are processed in labs
- Up to 3 days, most results the next day

**Get a test**

- At home
- At a test site



## Without symptoms

'rapid lateral flow' tests

**When to take the test**


- If you do not have symptoms of Covid-19
- As part of routine testing twice a week

**How long it takes**

- Result processed by test device
- Around 30 minutes

**Get a test**

- At home
- At your secondary school
- At a test site
- At your university
- At work
- Collect from a pharmacy
- At your nursery
- Order online



Find out more at [GOV.UK](#) or call 119

## Test and Trace Support Payment

# What will I need if I apply?

If you're self-isolating due to Covid-19, you could get £500 to support you and your family if you can provide the following items:



**An NHS Test and Trace Account ID**



You'll have been given this if you've been told to self-isolate by NHS Test and Trace. It's sometimes called a 'CTAS number.'

If you're a parent or guardian, you'll need a communication from a school or childcare setting instead.

**Confirmation that you receive a benefit**



You'll be claiming Universal Credit, Working Tax Credit, income-based Employment and Support Allowance or Jobseeker's Allowance, Income Support, Housing Benefit or Pension Credit.

If not, you'll need to show your local authority that you're on a low income (they'll tell you what this is).

**Proof of work and a bank statement**



Along with a recent bank statement, you must provide your last payslip if you're employed, or proof that you're self-employed.

**Want to find out more?**

**Go to [www.gov.uk/test-and-trace-support-payment](https://www.gov.uk/test-and-trace-support-payment)  
Or to apply, contact your local authority.**



# 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.

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.

[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.](#)

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.

See the table opposite to see if you are eligible for the discretionary grant.

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



# 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.



# 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)



# LONG-TERM EFFECTS OF COVID

For some people, coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID-19 syndrome or "long COVID"

## About long COVID

How long it takes to recover from coronavirus is different for everybody.

Many people feel better in a few days or weeks and most will make a full recovery within 12 weeks. But for some people, symptoms can last longer.

The chances of having long-term symptoms does not seem to be linked to how ill you are when you first get coronavirus.

People who had mild symptoms at first can still have long-term problems.

## Symptoms of long COVID

There are lots of symptoms you can have after a coronavirus infection.

Common long COVID symptoms include:

- Extreme tiredness (fatigue).
- Shortness of breath.
- Chest pain or tightness.
- Problems with memory and concentration ("brain fog").
- Difficulty sleeping (insomnia).
- Heart palpitations.
- Dizziness.
- Pins and needles.
- Joint pain
- Depression and anxiety
- Tinnitus, earaches

- Feeling sick, diarrhoea, stomach aches, loss of appetite.
- A high temperature, cough, headaches, sore throat, changes to sense of smell or taste.
- Rashes.

Contact your GP if you're worried about symptoms 4 weeks or more after having coronavirus

Your doctor will ask about your symptoms and the impact they're having on your life.

They may suggest some tests to find out more about your symptoms and rule out other things that could be causing them.

These might include:

- blood tests
- checking your blood pressure and heart rate
- a chest X-ray

Your doctor will talk to you about the care and support you might need.

You may be given advice about how to manage and monitor your symptoms at home.

If the symptoms are having a big impact on your life, you may be referred to a specialist rehabilitation service or a service that specialises in the specific symptoms you have.

These services can help manage your symptoms and help you recover.

You can find more information to support your recovery on the [Your COVID Recovery website](https://www.colchester.gov.uk/coronavirus).

# CORONAVIRUS VACCINES

The coronavirus (COVID-19) vaccines are safe and effective. They give you the best protection against COVID-19.

## Who can get a COVID-19 vaccine

People aged 18 and over (or turning 18 within 3 months) can get a 1st and 2nd dose of a vaccine.

Most children and young people aged 12 to 17 are currently only being offered a 1st dose.

[Find out more about who can get a COVID-19 vaccine](#)

## How to get your COVID-19 vaccine

If you're aged 16 or over you can:

- [Book your COVID-19 vaccination appointments online](#) for an appointment at a vaccination centre or pharmacy.
- [Find a walk-in COVID-19 vaccination site](#) to get vaccinated without needing an appointment.
- Wait to be contacted by your GP surgery and book your appointments with them.



## Suffolk and North East Essex COVID-19 Vaccination Service

Has information on:

- Where you can get the vaccine.
- Vaccine eligibility.
- Making an appointment.
- Locations walk-in vaccination sites.
- Attending the appointment.

If you cannot book appointments online, you can call 119 free of charge. You can speak to a translator if you need to.

If you have difficulties communicating or hearing, or are a British Sign Language (BSL) user, you can use textphone 18001 119 or the [NHS 119 BSL interpreter service](#).

## Booking your 2nd dose

Only people aged 18 or over (or turning 18 within 3 months) are currently eligible for a 2nd dose.

You'll need to book a 2nd dose for 8 to 12 weeks after your 1st dose.

- If you book online, you'll be asked to book appointments for both doses. You can [manage your COVID-19 vaccination appointments](#) to view your appointments and rebook if you need to.
- If you had your 1st dose at a walk-in vaccination site, you can [book your 2nd COVID-19 vaccination appointment online](#). You'll need to wait 24 hours after your 1st dose before you can book.
- If you have your 1st dose through your GP surgery, you'll be contacted when it's time to book your 2nd dose.

## Types of COVID-19 vaccine

The COVID-19 vaccines currently approved for use in the UK are:

- Moderna vaccine
- Oxford/AstraZeneca vaccine
- Pfizer/BioNTech vaccine
- Janssen vaccine (available later this year)

## Which vaccine will I get?

You cannot usually choose which vaccine you have. When you book, you'll only be offered appointments for vaccines that are suitable for you.

Most people can have any of the COVID-19 vaccines, but some people are only offered certain vaccines.

For example:

- if you're pregnant or under 40 you'll usually be offered appointments for the Pfizer/BioNTech or Moderna vaccines
- if you're under 18, you'll only be offered the Pfizer/BioNTech vaccine

You should have the same vaccine for both doses, unless you had serious side effects (such as a serious allergic reaction) after your 1st dose.

## How well do the COVID-19 vaccines work?

Anyone who gets COVID-19 can become seriously ill or have long-term effects ([long](#)

### Children aged 12 to 15

Parents and guardians will get a letter with information about when the vaccine will be offered.

Most children will be given their vaccine at school.

[COVID](#)). The COVID-19 vaccines are the best way to protect yourself and others.

Research has shown the vaccines help:

- reduce your risk of getting seriously ill or dying from COVID-19
- reduce your risk of catching or spreading COVID-19
- protect against COVID-19 variants

The 1st dose should give you some protection from 3 or 4 weeks after you've had it. But you need 2 doses for stronger and longer-lasting protection.

There is a chance you might still get or spread COVID-19 even if you have a vaccine, so it's important to follow advice about [how to avoid catching and spreading COVID-19](#).

## Side effects and safety

The COVID-19 vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness.

They can cause some side effects, but not everyone gets them.

Any side effects are usually mild and should not last longer than a week, such as:

- a sore arm from the injection
- feeling tired
- a headache
- feeling achy
- feeling or being sick

More serious side effects, such as allergic reactions or blood clotting, are very rare.

[Find out more about COVID-19 vaccines side effects and safety](#)

## BOOSTER VACCINES

### Pregnancy, breastfeeding and fertility

You can get vaccinated against COVID-19 if:

- you're pregnant or think you might be
- you're breastfeeding
- you're trying for a baby or might get pregnant in the future

The vaccines you'll be offered depends if you're pregnant and how old you are. The vaccines cannot give you or your baby COVID-19.

[Find out more about pregnancy, breastfeeding, fertility and COVID-19 vaccination](#)

### COVID-19 vaccine ingredients

The COVID-19 vaccines do not contain egg or animal products.

The Oxford/AstraZeneca vaccine contains a tiny amount of alcohol, but this is less than in some everyday foods like bread.

The vaccines are suitable for people of all faiths.

You can find out about the ingredients in the vaccines currently available in the UK:

[Moderna COVID-19 vaccine patient leaflet on GOV.UK](#)

[Oxford/AstraZeneca COVID-19 vaccine patient leaflet on GOV.UK](#)

[Pfizer/BioNTech COVID-19 vaccine patient leaflet on GOV.UK](#)



A coronavirus (COVID-19) booster vaccine dose helps improve the protection you have from your first 2 doses of the vaccine.

It helps give you longer-term protection against getting seriously ill from COVID-19.

Who can get a COVID-19 booster vaccine

Booster vaccine doses will be available on the NHS for people most at risk from COVID-19 who have had a 2nd dose of a vaccine at least 6 months ago.

This includes:

- people aged 50 and over
- people who live and work in care homes
- frontline health and social care workers
- people aged 16 and over with a health condition that puts them at high risk of getting seriously ill from COVID-19
- carers aged 16 and over
- people aged 16 and over who live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)

People who are pregnant and in 1 of the eligible groups can also get a booster dose.

### How and when to get your COVID-19 booster vaccine

You'll be offered a booster dose at least 6 months after you had your 2nd dose.

The NHS will let you know when it's your turn to have a booster dose. It's important not to contact the NHS for one before then.

Most people will be invited to book an appointment at a larger vaccination centre,



pharmacy, or local NHS service such as a GP surgery.

Frontline health or social care workers can book a booster dose appointment online. You do not need to wait to be contacted by the NHS.

People who work for an NHS trust or a care home will usually get their booster dose through their employer.

### Who can book online

You can book your COVID-19 booster vaccine dose online if you are a frontline health or social care worker.

You can also book your booster dose online if you have been contacted by the NHS and you are either:

- aged 50 and over
- aged 16 and over with a health condition that puts you at high risk from COVID-19

If you are not a frontline health or social care worker, please wait to be contacted by the NHS before booking your booster dose.

### Which COVID-19 vaccine will I get?

Most people will be offered a booster dose of the Pfizer/BioNTech vaccine or Moderna vaccine.

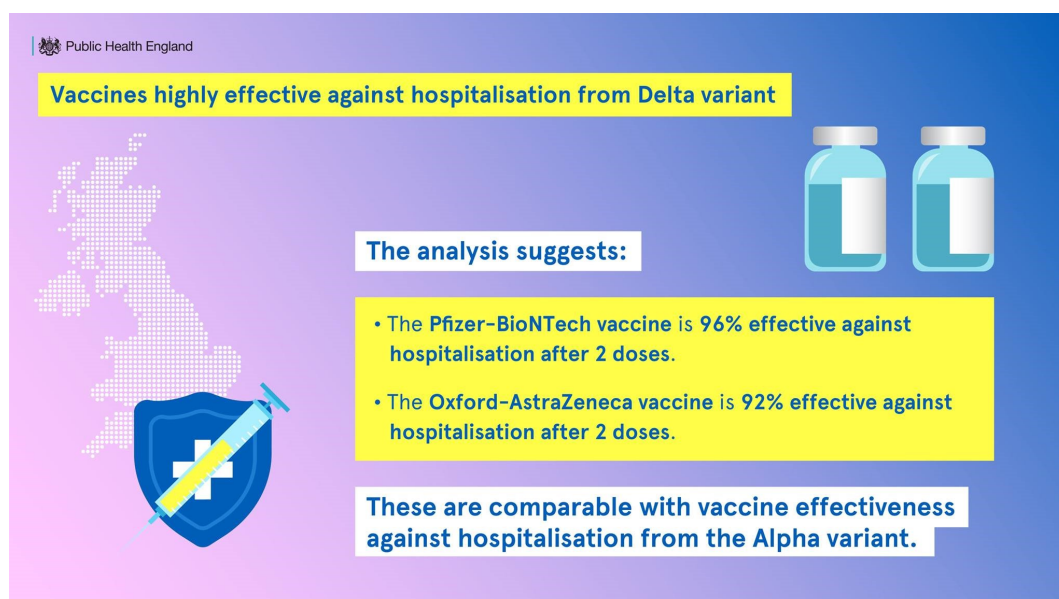
This means your booster dose may be different from the vaccines you had for your 1st and 2nd doses.

Some people may be offered a booster dose of the Oxford/AstraZeneca vaccine if they cannot have the Pfizer/BioNTech or Moderna vaccine.

COVID-19 booster vaccine and flu vaccine

Most people who can get a COVID-19 booster vaccine are also eligible for the annual flu vaccine.

If you are offered both vaccines, it's safe to have them at the same time.



# CORONAVIRUS VACCINES SAFETY AND SIDE EFFECTS

Millions of people have had a coronavirus (COVID-19) vaccine and the safety of the vaccines continues to be monitored. Reports of serious side effects are very rare.

## Common side effects

Like all medicines, the COVID-19 vaccines can cause side effects, but not everyone gets them.

Most side effects are mild and should not last longer than a week, such as:

- a sore arm from the injection
- feeling tired
- a headache
- feeling achy
- feeling or being sick

You may also get a high temperature or feel hot or shivery 1 or 2 days after your vaccination. You can take painkillers such as [paracetamol](#) if you need to. If your symptoms get worse or you're worried, call 111.

If you have a high temperature that lasts longer than 2 days, a new, continuous cough or a loss or change to your sense of smell or taste, you may have COVID-19. Stay at home and get a test.

You cannot catch COVID-19 from the vaccine, but you may have caught it just before or after your vaccination.

## More information

[GOV.UK: what to expect after your COVID-19 vaccination](#)

[GOV.UK: information for children and young people on what to expect after COVID-19 vaccination](#)

## Very rare side effects

### Allergic reactions

Most people with allergies (including food or penicillin allergies) can be vaccinated against COVID-19.

Tell healthcare staff before you're vaccinated if you've ever had a serious allergic reaction (including anaphylaxis). They may ask what you're allergic to, to make sure you can have the vaccine.

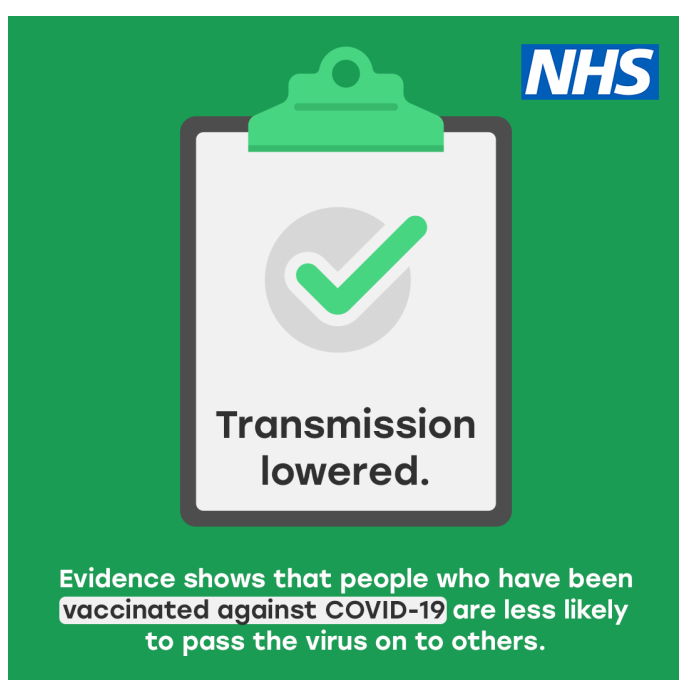
Serious allergic reactions to the COVID-19 vaccines are very rare.

If you do have a reaction, it usually happens in minutes. Staff giving the vaccine are trained to deal with allergic reactions and treat them immediately.

If you have a serious allergic reaction to the 1st dose of a vaccine, you should not have the same vaccine for your 2nd dose.

### Blood clotting

The MHRA is carrying out a detailed review of reports of an extremely rare blood clotting problem affecting a small number of people



who had the Oxford/AstraZeneca vaccine.  
It's not yet clear why it affects some people.  
The COVID-19 vaccine can help stop you getting seriously ill or dying from COVID-19. For people aged 40 or over and those with other health conditions, the benefits of being vaccinated with the Oxford/AstraZeneca vaccine outweigh any risk of clotting problems.

For people under 40 without other health conditions, it's preferable for you to have the Pfizer/BioNTech or Moderna vaccine instead of the Oxford/AstraZeneca vaccine.

[Find out more about COVID-19 vaccination and blood clotting on GOV.UK](#)

### **Heart inflammation**

There have been rare cases of inflammation of the heart reported after COVID-19 vaccination. Most people who had this recovered following rest and simple treatments.

It is not yet clear if it was caused by the vaccines, but get urgent medical advice if you have any of these symptoms within a few days of being vaccinated:

- chest pain
- shortness of breath
- a fast-beating, fluttering or pounding heart (palpitations)

### **Vaccine leaflets**

Find out about the side effects for the COVID-19 vaccines currently available in the UK:

[Moderna COVID-19 vaccine patient leaflet on GOV.UK](#)

[Oxford/AstraZeneca COVID-19 vaccine patient leaflet on GOV.UK](#)

[Pfizer/BioNTech COVID-19 vaccine patient leaflet on GOV.UK](#)

### **CALL 111 IMMEDIATELY IF:**

You get any of these symptoms starting from around 4 days to 4 weeks after being vaccinated:

- A severe headache that is not relieved with painkillers or is getting worse.
- A headache that feels worse when you lie down or bend over.
- A headache that's unusual for you along with blurred vision, feeling or being sick, problems speaking, weakness, drowsiness or seizures (fits).
- A rash that looks like small bruises or bleeding under the skin.
- Shortness of breath, chest pain, leg swelling or persistent abdominal (tummy) pain.



# 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.

- 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.







Government  
Counter Fraud  
Function

GOV.UK/coronavirus

**NHS**

Counter Fraud Authority

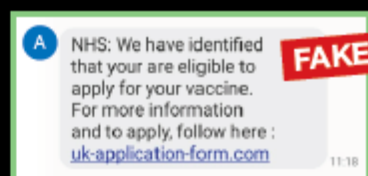
# BE ALERT TO VACCINE FRAUD

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](mailto:report@phishing.gov.uk). Suspicious text messages should be forwarded to the number 7726 which is free of charge.



National Fraud & Cyber Crime Reporting Centre  
[actionfraud.police.uk](https://www.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](https://www.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](https://covidfraudhotline.org) or phone 0800 587 5030.

# 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**

**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

**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.

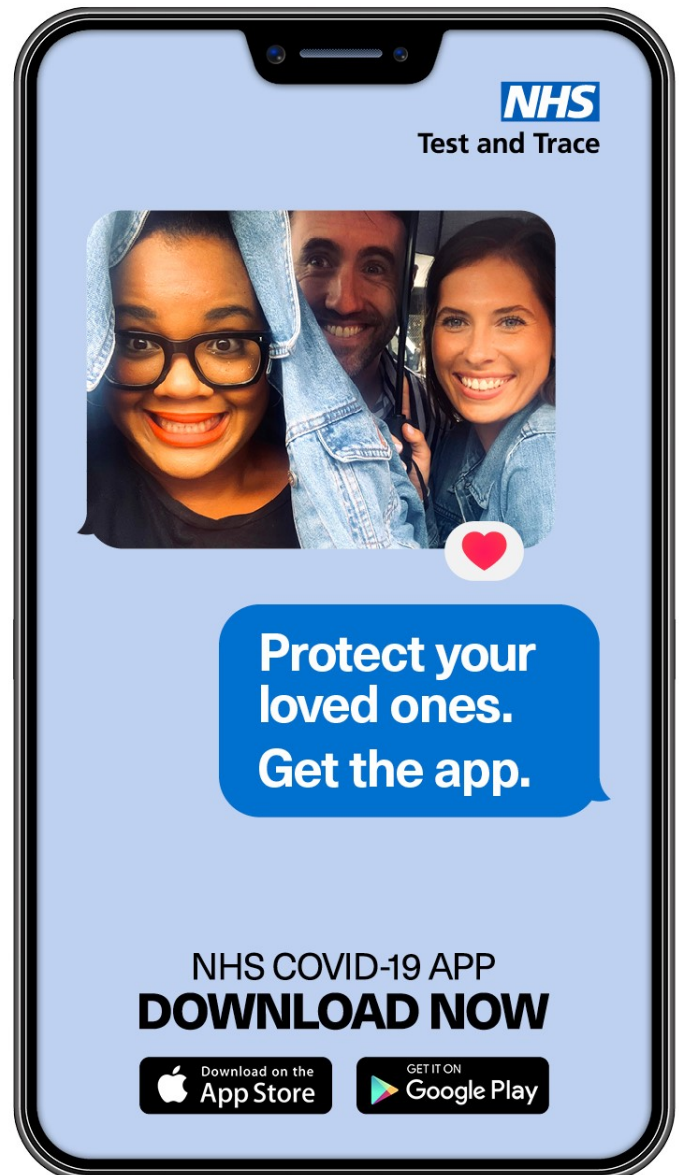
New wellbeing guidance with tips and advice for migrants is now available in 27 languages [here](#).

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



**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.

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 COVID-19: 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.



## BUSINESSES AND BUSINESS SUPPORT

All businesses and venues, including nightclubs and adult entertainment venues, are able to open. All capacity limits at sporting, entertainment, or business events have been lifted.

Hospitality venues such as pubs, restaurants and bars are no longer required to provide table service or follow other social distancing rules.

All businesses should follow the principles set out in the [working safely guidance](#).

Employers still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of COVID-19, and to take reasonable steps to mitigate the risks you identify. The working safely guidance sets out a range of mitigations employers should consider including:

- Identifying poorly ventilated areas in the venue, for example by using a CO2 monitor, and taking steps to improve air flow in these areas.
- Ensuring that staff and customers who are unwell do not attend the workplace or venue.
- Providing hand sanitiser to enable staff and customers to clean their hands more frequently, and cleaning surfaces that people touch regularly.
- Communicating to staff and customers the measures you have put in place.

Businesses are also encouraged to continue displaying NHS QR codes for attendees wishing to check in using the NHS COVID-19 app so they are alerted if there's an outbreak and can take action to protect others, however this is no longer a legal requirement.

### NHS COVID Pass

The NHS COVID Pass allows people to check their COVID-19 status and demonstrate that they are at lower risk of transmitting to others through full vaccination, a recent negative test, or proof of natural immunity. Some places may ask for the NHS COVID Pass as a condition of entry.

We encourage organisations in certain settings to use the NHS COVID Pass as a condition of entry to reduce the risk of COVID-19. This will especially be the case in large, crowded settings (such as nightclubs) where people are likely to be in close proximity to others outside their household.

There are some settings where the NHS COVID Pass should not be used as a condition of entry to ensure access for all. This includes essential services and essential retailers which have been able to stay open throughout the pandemic.

A graphic with a blue background. At the top left, it says 'Place Logo Here'. At the top right is the NHS logo with the text 'Test and Trace' below it. The main text in the center reads 'Thanks for testing regularly. It's helping keep everyone safer.' Below this is a photograph of a woman wearing a blue surgical mask, being tested by a healthcare worker. In the bottom right corner of the photo, there is a text box that says: 'Testing helps protect you and everyone at work. So keep doing it – and making a real difference.'

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

## Recovery Loan Scheme

The Recovery Loan Scheme is currently open to businesses of any size to support them to access loans and other kinds of finance so they can recover after the pandemic and transition period.

Up to £10 million is available per business.

The actual amount offered and the terms are at the discretion of participating lenders.

The government guarantees 80% of the finance to the lender. As the borrower, you are always 100% liable for the debt.

Loans are available through a network of accredited lenders, listed on the British Business Bank's website.

## Eligibility

You can apply for a loan if your business:

- is trading in the UK

You need to show that your business:

- would be viable were it not for the pandemic
- has been adversely impacted by the pandemic
- is not in collective insolvency proceedings (unless your business is in scope of the Northern Ireland Protocol in which case different eligibility rules may apply)

Business that received support under the earlier COVID-19 guaranteed loan schemes are still eligible to access finance under this scheme if they meet all other eligibility criteria.

## Who cannot apply

Businesses from any sector can apply, except:

- banks, building societies, insurers and reinsurers (but not insurance brokers)
- public-sector bodies
- state-funded primary and secondary schools

## What you can get

- term loans or overdrafts of between £25,001 and £10 million per business
- invoice or asset finance of between £1,000 and £10 million per business

No personal guarantees will be taken on facilities up to £250,000, and a borrower's principal private residence cannot be taken as security.

## How long the loan is for

The maximum length of the facility depends on the type of finance you apply for and will be:

- up to 3 years for overdrafts and invoice finance facilities
- up to 6 years for loans and asset finance facilities

## Changes from 1 January 2022

At Autumn Budget 2021, the Chancellor announced that the Recovery Loan Scheme would be extended until 30 June 2022.

From 1 January 2022, the following changes will come into force:

- The scheme will only be open to small and medium sized enterprises
- The maximum amount of finance available will be £2 million per business
- The guarantee coverage that the government will provide to lenders will be

reduced to 70%

These changes will apply to all offers made from 1 January 2022.

### How to apply

Find a lender accredited to offer Recovery Loans from the list on the British Business Bank website:

[Find a lender](#)

### 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](mailto:enquiries@colbea.co.uk)

[BEST Growth Hub](#)- a business advice agency for Essex.

### [Our Colchester BID](#)

### [Federation of Small Business](#)



The Council is asking all businesses to apply for a business support grant, even if they're not currently eligible, ahead of additional funding. The [business support grant application form](#) only needs to be completed once, and we will contact businesses if we need additional information or if they're eligible for grants at a later stage.



# COMMUNITY SAFETY

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

The Safer Colchester Partnership consists of the Council, Police, Probation, Health and Fire Services and aims to develop and implement a strategy to tackle the problems in the area.

### STAY SAFE AT HOME

These are very challenging times for us all, and while the governments advice is to stay home, for some people, home is not a safe place. If you are living with domestic abuse and feel even more isolated and at risk please remember there is help available.

Stay Safe at Home is a new initiative to raise awareness of five common risks people may face at the moment.

- domestic abuse.
- child abuse.
- accidental fire/fire safety.
- fraud.
- bogus callers.

Support the campaign on social media by using

#ProtectingandServingEssex,

#StaySafeAtHome and

#StayHomeSaveLives.

More information can be found [here](#)

## Twelve tips for Christmas and after

With Christmas rapidly approaching here are a few seasonal tips to help keep you safe at home, shopping, visiting, and after Christmas too:

- If you need to store Christmas food and drink, presents and other goodies within garages and outbuildings, ensure what you are storing is out of sight and that the building is securely locked with good quality well fitted locks. Treat your shed to a shed alarm.
- Avoid tempting window shopping burglars; don't leave presents and valuables on full view in front of a window. Having parcels delivered, may be out, make sure that you make suitable secure delivery arrangements to reduce the risk of theft.
- Whenever leaving the house always ensure that your windows and doors are closed and locked (remember your face covering). Don't attract burglars to your home by leaving it in darkness; leave lights on timers, perhaps treat yourself to a TV simulator too.
- Lock gates to keep unwanted visitors from getting to the rear of your home.
- When you go to leave the house and find that your car is all iced up, don't leave it unattended with the engine running to de-ice it. It only takes a second to steal your car and it would invalidate any insurance claim.
- Park safely; look for a Parkmark accredited car park [www.parkmark.co.uk/car-park-finder](http://www.parkmark.co.uk/car-park-finder) Check that your car is locked before you leave it and don't leave valuables and gifts on display in your car.

## Fake Products / Websites

Fake coronavirus (COVID-19) testing/treatment kits have 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"

- Whether an evening out or Christmas shopping keep your bags, handbags, wallets and mobile safe. Busy places make it easier for the sneak thief, so be alert at all times.
- A Christmas get together – make sure that you have considered how you are getting home in advance and avoid using unlicensed taxi's. Ensure you drink responsibly, social distance and are aware of your surroundings, whilst keeping your drink and belongings safe. [www.suzylamplugh.org/Pages/FAQs/Category/personal-safety](http://www.suzylamplugh.org/Pages/FAQs/Category/personal-safety)
- Watch what you put on social media; check your settings to ensure that you are not broadcasting when you are not at home and the lovely gifts you may have received.
- After Christmas don't advertise your nice gifts to the thieves by putting the empty boxes out for collection, disguise them, fold them up inside out or put them inside another non-descript box.
- Record your new property free on [www.immobilise.com](http://www.immobilise.com), install tracking and security apps on relevant electrical and computer products.

**Have a Great Christmas and New Year!!**

For further crime prevention advice see:

[www.essex.police.uk/cp/crime-prevention/](http://www.essex.police.uk/cp/crime-prevention/) or <https://www.securedbydesign.com/guidance/crime-prevention-advice>

## 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

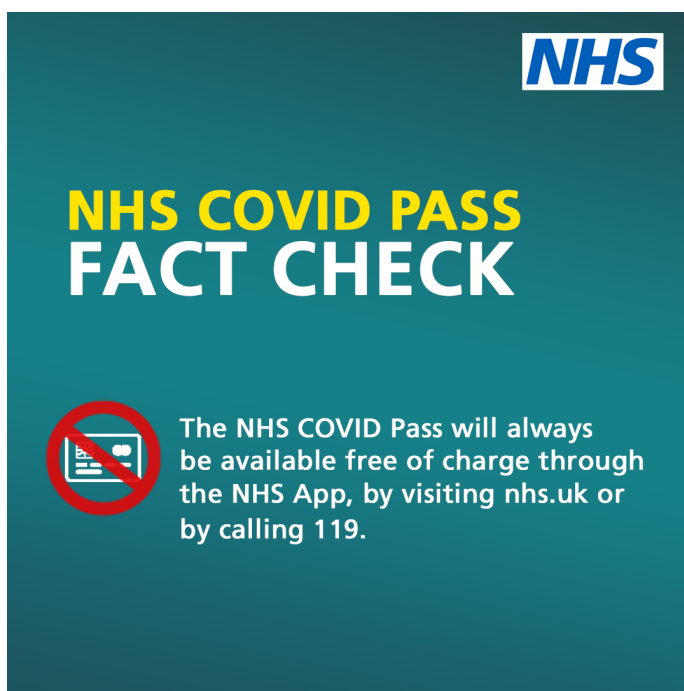
[Little Book of Scams](#)

[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.



The graphic features the NHS logo in the top right corner. The main text reads "NHS COVID PASS" in yellow and "FACT CHECK" in white. Below this, there is a red circle with a diagonal line through it, containing a smartphone icon. To the right of this icon, the text states: "The NHS COVID Pass will always be available free of charge through the NHS App, by visiting nhs.uk or by calling 119."

# 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.

## 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

**IF YOU ARE IN IMMEDIATE DANGER, PLEASE CALL 999 IF YOU CAN'T SPEAK PRESS 55**

## 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:

- 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.

**[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

**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**.

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 i.e. 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 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](mailto: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](http://www.galop.org.uk).

Victims of anti-LGBT+ abuse can also contact Victim Support's confidential 24/7 Supportline on 0808 168 9111, particularly if a victim requires support outside of Galop's operating hours - [www.victimsupport.org.uk](http://www.victimsupport.org.uk).

**Fresh Air/Testing/Face Coverings/App/Hand Washing**