

## Newsletter for the South Lakeland Area Issue 8

This is the eighth edition of a regular newsletter aiming to give information, advice, guidance and useful contacts during these challenging times.

The most up to date information is available on the Cumbria County Council website at [cumbria.gov.uk/coronavirus](https://cumbria.gov.uk/coronavirus).

### Emergency Support Helpline

#### COVID-19 EMERGENCY SUPPORT HELPLINE

Only for people at high risk of becoming seriously ill as a result of COVID-19, who do not have support available from friends, family or neighbours and are struggling for food, medicines or other essential supplies.

**0800 783 1966** or [COVID19support@cumbria.gov.uk](mailto:COVID19support@cumbria.gov.uk)

Full details can be found online at [cumbria.gov.uk](https://cumbria.gov.uk)

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



**SUPPORT EACH OTHER**  
**#TogetherWeCan**

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

#### How to contact the Emergency Support Helpline:

- **Phone** - The emergency telephone support helpline is **0800 783 1966** Monday to Friday 9am to 5pm and 10am to 2pm at weekends.
- **Online** - [COVID-19 online support form](#)
- **Email** your request for help to [COVID19support@cumbria.gov.uk](mailto:COVID19support@cumbria.gov.uk)

### Welfare Support

People can find themselves in need of support to the extent where they are at a critical point of being without basic supplies.

If you feel that you are in need of some help and need assistance, please call Cumbria County Council's welfare support team on **01228 221100** (Monday to Thursday 9am to 4.30pm, Friday 9am to 4pm) or email [communitysupport@cumbria.gov.uk](mailto:communitysupport@cumbria.gov.uk).

More information is also available at [cumbria.gov.uk/welfare](https://cumbria.gov.uk/welfare).

This service is available to people who reside in Cumbria, are aged 16 or over, in receipt of income-related benefits and are facing severe hardship or crisis.

Visit [cumbria.gov.uk/coronavirus/additionalsupport.asp](https://cumbria.gov.uk/coronavirus/additionalsupport.asp) where you will find signposting to all the relevant gov.uk, CAB and local support.

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

Bay Health &  
Care Partners  
delivering



# #Ok2Ask

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



**1 in 3 could be unemployed due to COVID-19.  
It's okay to ask for help.**

**A**

### ASK, ADVICE, ACT:

Take the first step in seeking help by speaking to friends and family. There are many resources for advice on everything from finances to food. For advice on claiming benefits, employment rights, managing debt or emergency help, speak to South Lakes Citizens Advice, DWP or AgeUK South Lakeland. For advice on Free School Meals or other food resources, such as Foodbanks and Food Pantries, speak to your local school. Action for Children can also offer support.

**S**

### SEARCH FOR SUPPORT:

Go online for further support and resources. Most charities have informative websites and helpful apps. Visit [www.cumbria.gov.uk/coronavirus](http://www.cumbria.gov.uk/coronavirus) or use the Cumbria Emergency Helpline: 0800 783 1966 where you can find the right organisation for your needs.

**K**

### KINDNESS IS KEY:

Feeling depressed or perhaps at risk of abuse and you need someone to talk to? You can speak to your local community volunteer group or organisations such as The Big White Wall, AgeUK South Lakeland, Churches Together and chat to someone through the GoodSam app. If you have a neighbour, friend, loved one or know someone who you believe may be vulnerable or isolated through age or underlying health conditions, please get in touch with them and see how you can help, #TogetherWeCan.



## Stay home, protect the NHS, save lives.

Cumbria Emergency Helpline: 0800 783 1966

### Local news



Manna House in **Kendal** is opening its doors once again from Monday 06 July 2020. The following applies for July and August and will be reviewed in September 2020.

Manna House will be open on:

- Mondays from 10am – 12noon for Women's Group and 1pm – 3pm for Men's Group.
- Tuesdays from 11am – 1pm for socialising and a picnic lunch
- Wednesdays from 10am – 2pm for a Skills Café session, socialising and a picnic lunch

**IMPORTANT:** There will be No Parking in the Manna House car park except for those with prior permission, as gazebos will be erected there to keep off the rain and keep us outside in a well-ventilated area.

If you have any questions or comments, just get in touch on 01539 725534 or email [info@manna-house.org.uk](mailto:info@manna-house.org.uk) or visit [www.manna-house.org.uk](http://www.manna-house.org.uk)

**Congratulations to Jacquetta Gomes**, who lives in Kendal and has been included in Brighton Museum's 100 Pioneering Women of Sussex  
<https://brightonmuseums.org.uk/discover/2020/06/12/jacquetta-gomes-a-worlds-first/>



# Kepplewray Holiday Club

20th July - 27th August 2020

## Rediscover Adventure This Summer!

Join us at The Kepplewray Centre during the school holidays for fun and outdoor activities - what a great way to keep the kids occupied this summer! Discover adventure and blast away that holiday boredom by canoeing, ghyll scrambling, paddle boarding and lots of other great activities with our team of instructors.

During all activities we will ensure social distancing measures are in place. All those taking part including staff will have their temperature taken on arrival and masks will be worn when using our transport. Hand washing will take place throughout the day and equipment will be thoroughly cleaned between each use.

Every Monday - Thursday throughout the holidays. Different activities each day of the week. Prices £35 per child (local discounts available).

Booking is essential. Payment must be received prior to arrival.

To book your places contact us at Kepplewray [stay@kepplewray.org.uk](mailto:stay@kepplewray.org.uk) or call us on (01229) 716936

**The Kepplewray Centre** Broughton in Furness Cumbria LA20 6HE  
**Tel:** 01229 716936 **E-mail:** [stay@kepplewray.org.uk](mailto:stay@kepplewray.org.uk) **Web:** [www.kepplewray.org.uk](http://www.kepplewray.org.uk)  
Charity No: 1015762

  
**DISCOVER @ KEPPLEWRAY**  
DISCOVER ADVENTURE, DISCOVER LIFE

## Cumbria County Council Updates

You can subscribe to email alerts for your area. Go to [cumbria.gov.uk/signup](https://cumbria.gov.uk/signup).

Use the link [Cumbria County Council Service Updates](#) for updates including Highways, Fire, Cumbria Care, Household Waste and Recycling Centres, Registration Services, Libraries and Archives and public buildings.

Contact with Cumbria County Council can be made online by visiting [www.cumbria.gov.uk](https://www.cumbria.gov.uk) or by phone, call 01228 606060.

**The Summer Reading Challenge** is an annual event in Cumbria County Council's libraries during the school summer holidays. [www.sillysquad.org.uk](https://www.sillysquad.org.uk)







## RECYCLE FOR CUMBRIA IS HOSTING A SUMMER OF COMPETITIONS.

Over the summer months, the CCC Waste Prevention team will be hosting 2 competitions on the Recycle for Cumbria Facebook page.

The aim is to increase the profile of waste prevention amongst Cumbrian residents, and have fun at the same time.

Please can you share details of the competitions within your local area and to community groups.

There will be regular posts on the Recycle for Cumbria Facebook explaining each competition.

- The first competition – **Leftovers Recipe competition**

This will start on Monday 6<sup>th</sup> July, and the closing date is Friday 24<sup>th</sup> July.

We are asking people to email us a photo and recipe of their best leftovers recipe. A sample of the recipes will be shared on the Recycle for Cumbria Facebook page.

A winner will be picked at random by the Waste Prevention team. The prize is a leftovers Cookbook, up to the value of £15.

At the end of the competition, all the recipes will be put on a page on the Recycle for Cumbria website.

- The second competition – **Family Scarecrow making competition**

This will start on Monday 3<sup>rd</sup> August, and the closing date is Friday 28<sup>th</sup> August.

We are asking families to create a scarecrow for their garden re-using old items from their homes/gardens.

The scarecrow can be any size.

We are asking people to then email us a picture of the scarecrow. A sample of these will be shared on the Recycle for Cumbria Facebook page.

The winning family will be picked at random by the Waste Prevention team. The prizes for the competitions are a compost bin & children's gardening set up to the value of £15.

The rules for both competitions will be on the Bin Blog on the Recycle for Cumbria website.

Any questions, please contact the CCC Waste Prevention Team

Katharine Banks

Judith Bradshaw

Email: [Katharine.banks@cumbria.gov.uk](mailto:Katharine.banks@cumbria.gov.uk) [Judith.bradshaw@cumbria.gov.uk](mailto:Judith.bradshaw@cumbria.gov.uk)

### South Lakeland District Council

For up-to-date information on South Lakeland District Council services, go to [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk), follow SLDC on Facebook or on Twitter @SouthLakelandDC.

- Shoppers returning to South Lakeland's high streets are being urged to stay safe so everyone can enjoy their visit.

SLDC is working with partners including Cumbria County Council, parish and town councils, Lake District National Park Authority (LDNPA) and the local business community to ensure visitors are reassured they can safely return to town centres in the district.

Anyone visiting town centres in South Lakeland will notice that the high street will start to look and feel different, with signage advising people to observe social distancing and individual shops, pubs and restaurants introducing arrangements for customers and staff in accordance with the Government's 'Covid secure' guidance.

- Green Bin Collection for details and background see: <https://www.southlakeland.gov.uk/news/green-bin-collection-to-be-partially-re-introduced/>
- The front counter reception at SLDC's main offices at South Lakeland House in Kendal has reopened its doors for specific pre-arranged or emergency enquiries, initially with reduced opening hours of 10am to 2pm.

The council is still urging people wishing to speak to its officers or report issues to use the website or phone instead of attending South Lakeland House in person. In line with government guidance, the majority of council staff are still working remotely, and the offices are reopening primarily for emergency homelessness enquiries or pre-arranged licensing meetings, which will be conducted observing social distancing rules.

Most other services, including council tax, benefits and planning enquiries, will not be offered face-to-face at this time.

Residents can access a range of online information and submit service requests on the council's website: [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk)  
Alternatively, contact an SLDC Customer Services Advisor on 01539 733333.

- The public jetty, public slipway and public toilets at Ferry Nab, Bowness have now re-opened in line with latest Government guidance.
- All 61 council-managed play areas in South Lakeland have reopened in line with government advice.



- All car parks operated by SLDC are operating normally and normal charging will apply.

## Windermere Car Ferry resumes operations with restricted service

Following the easing of lockdown restrictions, the county council believes the Windermere Ferry can now resume operating safely within the Government guidelines on safe working.

Therefore, from Monday 15 June the car ferry will be operating seven days a week with a restricted timetable - see full details below.

Proposed Timetable	Departs	Last Journey
Monday to Friday	07:00hrs	11:00hrs
Recommence at	14:30hrs	18:00hrs
Saturday and Sunday	09:00hrs	18:00hrs

The ferry will be running on a restricted timetable in order to allow time for staff to carry out a full cleaning operation on board The Mallard which will help people stay safe.

As part of the resumed service, we will be making Windermere Car Ferry cash-free to maintain social distancing in line with government guidance and ensure paying is safe for customers and staff during the pandemic.

We will no longer be accepting cash payments. Instead customers in vehicles will be asked to pay by contactless card payment through the closed window of any vehicle, thereby protecting the public and staff. Vehicle drivers and any passengers must remain inside their vehicle while the ferry crosses the lake.

Motorcyclists with an open face helmet will be required to either wear a face covering or mask, or close their helmet visor at all times while onboard the ferry. Motorcyclists must remain beside their vehicle throughout the crossing.

Pedestrians and cyclists will be required to use contactless payments at the two newly installed kiosks on each side of the lakeshore. These payments will be made through a glass screen to protect the staff and the public. In addition, pedestrians and cyclists will be required to wear face coverings at all times whilst on the ferry as a condition of travel.

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

These changes are being introduced in order to help stop the spread of the Covid-19 virus and protect the health and safety of the travelling public and our staff.

Other measures being brought in to make sure travel is as safe as possible on the Windermere Ferry include:

- A one-way system in the pedestrian area of The Mallard for staff only
- Two-metre safe distancing markers on the ferry deck to allow pedestrians to stand safely during the journey across the lake
- Signs reminding people to keep safe and keep their distance
- Boarding and disembarkation will be controlled by ferry staff to ensure that social distancing rules are adhered to at all times.

As a result of these additional requirements for loading and unloading, it may not be possible to keep to timetable, however the Ferry Captains will use social media throughout the day to update the public on crossing times. For updates follow [@WindermereFerry](#) on Twitter.

### **PIP Awareness Session for organisation providing support to the ex-service community, via skype – 30 July 20**

An opportunity to join a North West Personal Independent Payment (PIP) Awareness Session jointly hosted by the DWP Relationship Team and Mary Dunning from Independent Assessment Services.

This session will be delivered via Skype for Business and is aimed at helping those organisations supporting individuals who have served to have a better understanding of the PIP process.

**The session will take place Thursday 30<sup>th</sup> July between 10am and 1pm (comfort breaks will be built into the session).**

Nominations are welcome from ex forces organisations who are involved in providing welfare advice, support ex forces and their families, NHS Teams or Local Authority Armed Forces Champions.

**There are up to 25 places available on this session. Other sessions may be arranged in the Autumn subject to the demand for places.**

The session will cover:

1. Setting the scene and how interactions will be managed during the presentations
2. DWP Relationship Team – PIP Customer journey after the PIP Assessment Process
3. Independent Assessment Services – overview, PIP 2 form and PIP Assessment Process
4. Overall Q&A session

Whilst there will be lots of opportunities to ask questions at the end of each of the presentations this is not the forum to ask questions about personal cases.

It would be really helpful if you could submit **in advance** any questions you have about PIP so that I can make sure these are covered on the day.

Skype for Business does have a chat box facility so you can ask questions in real time. However, if we run out of time to deal with all questions or have to take something away for a more detailed response we will reply to all participants afterwards.

**Requests for places (along with any questions you wish to submit) should be sent to [vicky.jeffers@dwp.gov.uk](mailto:vicky.jeffers@dwp.gov.uk)**

**The deadline for requesting places is Friday 24<sup>th</sup> July**



## Public Health, Mental Health and Wellbeing

### Free Suicide Prevention First Aid Lite training,

Suicide First Aid Lite teaches the theory and practice of suicide intervention skills that can be applied in any professional or personal setting, this programme is delivered over 3 hours (online) as a suicide prevention awareness session. Learners will gain basic skills to identify someone who may be thinking about suicide and, using a first aid approach, explore tools that can help someone with thoughts of suicide stay safe from their thoughts and stay alive.

This engaging session is offered to small groups of learners on a virtual platform by Lancashire Mind under Healthier Lancashire & South Cumbria's Suicide Prevention programme. For more information, please contact [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

**Public Health England** has launched an updated **Psychological First Aid (PFA)** digital training module, aimed at all frontline and essential workers and volunteers. The course aims to increase awareness and confidence to provide psychosocial support to people affected by COVID-19. PFA is globally recognised training in emergency situations and PHE has developed this new course as part of its national incident response, and in partnership with NHS England, Health Education England, FutureLearn and E-Learning for Health.

The course is free and no previous qualifications are required. It takes around 90 minutes to complete and is also available in three sessions for the learner to complete at their own pace.

By the end of the course, outcomes will include:

- understanding how emergencies like the COVID-19 pandemic can affect us,
- recognising people who may be at increased risk of distress, and
- understanding how to offer practical and emotional support.

### CADAS

Countywide Addiction Helpline, Mon-Sat, 11am-8pm, supported by the COVID-19 Response Fund (via the Cumbria Community Foundation). It's for anyone struggling with their, or anyone else's addictive habits. And we're also taking referrals into our service again now, too. All the work will be done over the phone and groups are being held over video calls.

The full article about what's going on is on our Facebook page and website (<https://cadas.co.uk/call-us-were-back-to-business-as-usual/>)

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

### General Enquiries:

- 0300 111 4002 (Mon–Thu 10am–5pm)
- [info@cadass.co.uk](mailto:info@cadass.co.uk)

### Addiction Helpline:

- 0800 2 54 56 58 (Mon–Sat 11am–8pm)
- [contact@cadass.co.uk](mailto:contact@cadass.co.uk) (for immediate call back requests, advice and guidance Mon–Fri 10am–5pm)

## Parkinson's Information and Support Service

Parkinson's UK is finding that more people need us now, and people need us in different ways. So we're quickly expanding our print, phone and online support to reach everyone who needs us.

If you want to find out more about how we're getting through this, together, you can call our team on 0800 138 6593. Or visit the website: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

(There's useful information on coronavirus and Parkinson's here:  
<https://www.parkinsons.org.uk/news/understanding-coronavirus-and-parkinsons>

On what we're fighting for fair treatment on here:  
<https://www.parkinsons.org.uk/get-involved/campaigns-coronavirus>

On staying active at home here:  
<https://www.parkinsons.org.uk/information-and-support/your-magazine/experts/staying-active-home-when-you-have-parkinsons>

On your mental health while you're staying at home here:  
<https://www.parkinsons.org.uk/information-and-support/your-magazine/experts/staying-home-and-managing-your-mental-health-when-you>

We are running an emergency appeal called 'Getting through this, together', because we will. There are three main ways that you can help.

You can share the appeal with the people around you. On the phone, by email, and even on things like Facebook.

You can tell people about the 2.6 Challenge. It's a challenge run by mass participation event organisers including the London Marathon, because all events have been postponed or cancelled. Anyone can be part of this. All they do is come up with a challenge using the numbers 2 and 6 (like walking 2.6km, or painting a new picture a day for 26 days - because a marathon is 26.2 miles) and set up a fundraising page.

Web page here: <https://www.parkinsons.org.uk/events/26-challenge>

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

The third way people can get involved is to donate. We have a team ready to take calls on 0800 138 6593, people can text PARKINSONS to the number 70500 to give £5, or they can donate on our website: [www.parkinsons.org.uk/donate](http://www.parkinsons.org.uk/donate)  
[hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

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

#### **The Wellbeing and Mental Health helpline 24/7**

If you need mental health support call **0800 915 4640** or text 'Hello' to **07862 022846**.  
There is more information at [www.lscft.nhs.uk/news/814](http://www.lscft.nhs.uk/news/814)

#### **The Big White Wall**

Free anonymous 24/7 mental health support line for ages 16+  
[www.bigwhitewall.com](http://www.bigwhitewall.com)

#### **KOOTH**

Free, safe and anonymous online support for young people  
<https://www.kooth.com/>

#### **For the Farming Community**

Mental wellbeing advice for the farming community in general and young farmers in particular <https://www.yellowwellies.org/>

#### **Royal Agricultural Benevolent Institution**

Practical support and advice for farmers <https://rabi.org.uk/need-help/mental-health/>

#### **Ulverston Mind Services:**

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

**Every Mind Matters campaign**, includes advice and information about creating a Covid-19 Mind Plan at: <https://www.nhs.uk/oneyou/every-mind-matters/>

You can find a copy of the 'Wellbeing and Mental Health during Covid-19' guide to download at: <https://www.every-life-matters.org.uk/covid-19/>

### **Suicide Prevention**

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



### Bereavement support

The death of a loved one can be among the most difficult moments that any of us will face in our lives, and it often falls on those closest to the deceased and grieving the most to organise the funeral.

The government have produced a leaflet which shares important information to help bereaved families, friends or next of kin make important decisions during this national emergency and guides you to the extra help and support that is available.

[www.gov.uk/government/publications/support-for-the-bereaved](http://www.gov.uk/government/publications/support-for-the-bereaved)

### Active Cumbria Staying Active ..... at home

As well as looking after mental wellbeing, the council is also encouraging residents to ensure they get, or stay, active during the lockdown

#### Staying Active at Home

Public Health England alongside many leading partners has recently produced an 'Active at Home' booklet that provides practical guidance to older adults on home-based activities to maintain their strength and balance. This is in response to concerns that low levels of physical activity in older adults will lead to reduced fitness resulting in loss of independence and need for care in the future. This is a really important resource both for now and the future. To download a copy go to:

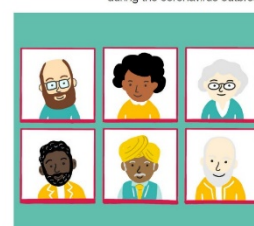
<http://orlo.uk/1mKvo> or for more information on staying active indoors please visit the Active Cumbria 'Active at Home' page [www.activecumbria.org/stayinworkout](http://www.activecumbria.org/stayinworkout)

Anyone wishing to access any hard copies of this booklet for any groups or organisations they support please contact [kelly.alty@cumbria.gov.uk](mailto:kelly.alty@cumbria.gov.uk)



#### Active at Home

A guide to being active at home during the coronavirus outbreak



## Safeguarding

### Children and Young People

If you are concerned about a child or young person who you believe might be at risk of harm, please contact **The Multi Agency Safeguarding Hub** on **0333 240 1727** [cumbriasafeguardingchildren.co.uk](http://cumbriasafeguardingchildren.co.uk) or **NSPCC 0800 800 5000**.

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

### Adult Safeguarding

If you are concerned that an adult is at risk of abuse or neglect please call **0300 303 2704**; Out of Hours **01228 526690**. In an emergency, call 999.

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

### People First launch new phone service; Keeping People Connected



People First have been working with NHS England and other partner organisations to put in place a new Covid-19 support service for people with learning disabilities or autism called 'Keeping People connected'.

The service includes check and chat calls from specialist advocacy staff who will work with a person to understand and assess their current situation, including issues such as health and well-being, food supplies, medication, support needs and ensure they understand the current situation regarding lockdown and shielding.

Adults are then supported through regular 'check and chat' calls during the week, and signposted to more specialist statutory services if needed.

This ensures that any safeguarding concerns can be addressed rapidly.

If you know someone who could benefit from this service please contact [chris.tolley@wearepeoplefirst.co.uk](mailto:chris.tolley@wearepeoplefirst.co.uk)

## Trading Standards Advice on Scams

The Chartered Trading Standards Institute has received evidence of a phishing scam themed around the contacts tracing app. Members of the public have received texts informing them that they have come into contact with someone who has tested positive for COVID-19. The message contains a link to a bogus website which asks for the personal details of the user. Scammers may use the information to gain access to bank accounts and commit other forms of identity fraud.

Read the full details here > <https://www.tradingstandards.uk/news-policy/news-room/2020/new-covid-19-app-exploited-by-fraudsters-to-scam-public>

**Cumbria Trading Standards** are urging people to remain vigilant and share the message with their elderly and vulnerable family, friends and neighbours.

If someone has been targeted by a scam it can be reported to Action Fraud online at [www.actionfraud.police.uk/](http://www.actionfraud.police.uk/) or by calling **0300 123 2040**. For advice and information on how to check if something might be a scam, call **Citizens Advice** on **0808 223 1133** or visit: [www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/](http://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)

## **Funding and Financial Support**

### **Victim Support**

<http://www.cumbriavictimstrust.org.uk/Criteria-Cumbria-Victims-Charitable-Trust-Charity.html>

### **Personal financial advice**

The link below covers the range of arrangements people can make so they can stay in control of their own finances safely without giving cash or card details to volunteers: <https://www.ukfinance.org.uk/covid-19-making-payments-safely-lockdown>

### **Citizens Advice**

Information and advice are still available by phone.

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

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

### **Cumbria Community Foundation COVID-19 Response Fund**

Groups wanting to enquire about funding to help charitable groups support vulnerable people affected by Coronavirus (COVID-19). Should follow the link below:

<https://www.cumbriafoundation.org/fund/covid19-response-fund/> or contact the grants team via email [grants@cumbriafoundation.org](mailto:grants@cumbriafoundation.org)

## **Support for Employees, Benefit Claimants and Businesses**

### **Universal Credit helpline**

Telephone: 0800 328 5644      Textphone: 0800 328 1344

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

Welsh language: 0800 328 1744

Monday to Friday, 8am to 6pm

[Find out about call charges](#)

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

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



## Transport

### Transport for Outpatient Appointments (12 June 2020)

There are a number of options available for patients who are unable to drive to a hospital outpatient appointment, and this is changing a little as we emerge from “lockdown” – there is some brief information below, and a flow chart at the end of the information.

### Friends and Family

Many patients will be able to arrange transport with friends or family (or a commercial taxi firm). This is acceptable under the “lockdown” rules (as “providing care to a vulnerable person”), and people should just sensible measures to minimise the risk of infection (particularly self-isolating if any coronavirus symptoms and frequent handwashing/sanitising).

The government guidance on travel contains information on car sharing that might be useful:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

### North West Ambulance Service (NWS) Patient Transport Service (PTS) Service

The ambulance service can provide (free) patient transport under a limited set of circumstances, when the patient has a medical need, or limited mobility.

Enquiries and bookings can be made by phoning 0800 032 3240

<https://www.nwas.nhs.uk/services/professionals/pts/>

<https://www.nwas.nhs.uk/services/patient-transport-service-pts/make-a-booking/>

Transport might be provided in an ambulance service vehicle or through the NWS Volunteer Driver scheme.

Whilst PTS capacity was reduced during the early response to Coronavirus, the system is currently able to cope with all eligible requests.

### Cumbria County Council (CCC) Community Transport (Voluntary Car Scheme)

The Cumbria County Council Voluntary Car Scheme can help with patient transport, but this comes at a cost to the user.

At least 24 hours’ notice is required, and patients must be able to get in and out of the vehicle (and walk from the vehicle to clinic) unaided.

This should be booked via 0333 240 6965 (option 5) or [integrated.transport@cumbria.gov.uk](mailto:integrated.transport@cumbria.gov.uk)

<https://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/voluntarycars.asp>

The Voluntary Car Scheme has not been operating during Coronavirus, but a small number of volunteer drivers are now returning, using appropriate PPE.

During “lockdown”, CCC arranged for their school transport minibuses (and professional drivers) to provide patient transport for essential out patients appointments in larger vehicles (to allow social distancing). This was free to the patient, but is now becoming less available as vehicles return to school transport work, but can only operate within Cumbria.

The CCC school transport staff and minibuses are currently able to cope with all requests they are receiving within Cumbria, by asking people to request/re-arrange transport between 9:30 and 14:30. The local NHS have been very supportive in rescheduling appointments to allow this.

There may be some scope to use Community Minibuses, usually used for Community Minibus Sharing Scheme, with volunteer drivers or redeployed staff in the medium term.

### **National NHS Volunteer Scheme**

The national NHS volunteer scheme has now been expanded to include transport for outpatients appointments.

This can be booked by health professionals through the GoodSam portal, and then details are arranged between the patient and the volunteer. There is limited information available to local services, and in particular, it is unclear if or how volunteer expenses will be reimbursed (meaning it is likely to work better for short journeys than long out-of-county trips)

<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders>

<https://www.goodsamapp.org/NHSreferral>

### **Local Community Emergency Response Groups**

A number of the local community groups helping with shopping and prescription deliveries have received requests to help with patient transport.

As far as we are aware, none of these groups are directly involved in patient transport work, and their preference would be to connect their volunteers into the CCC Community Transport schemes as volunteer drivers rather than organise formal patient transport themselves.

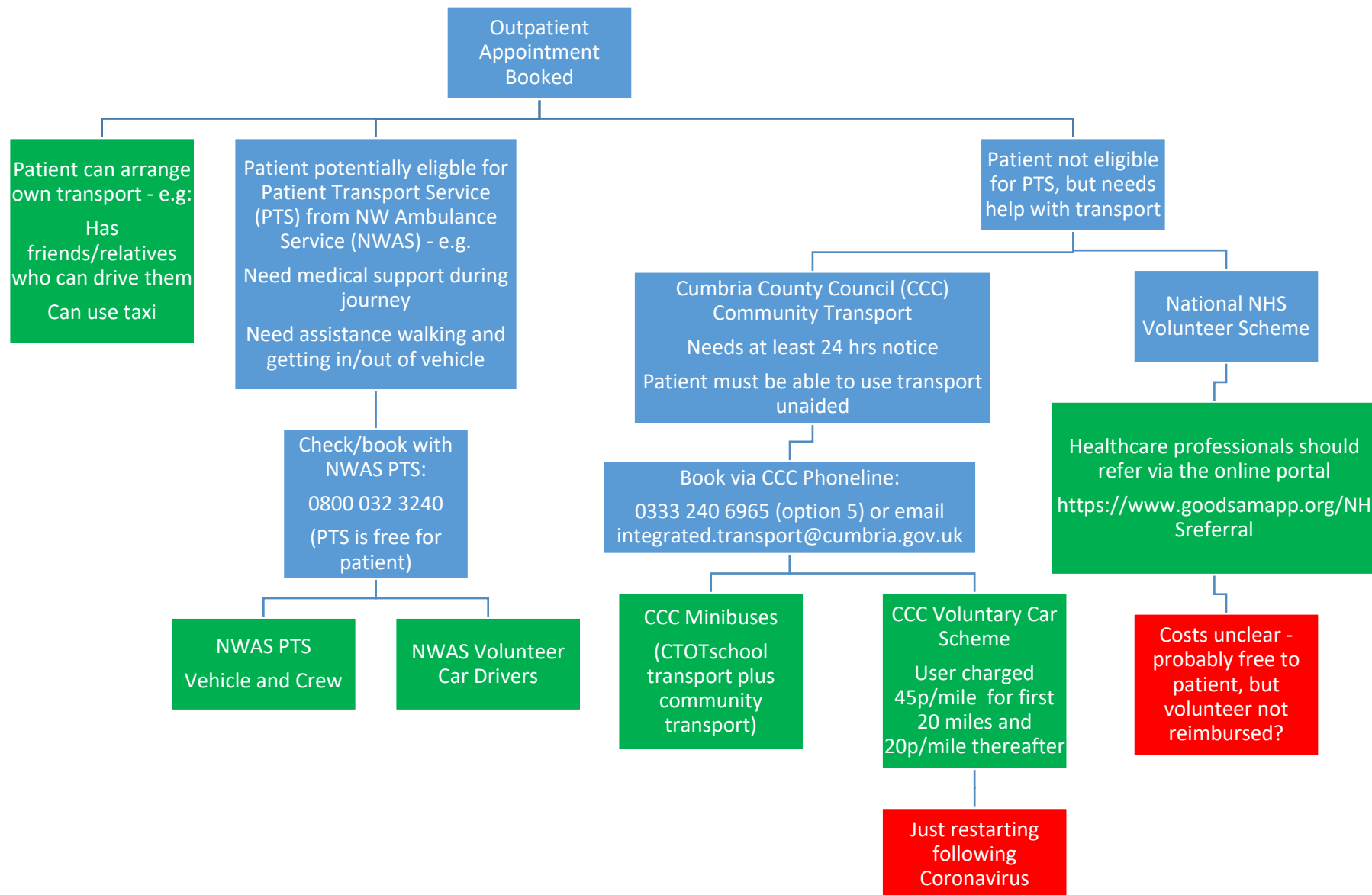
### **Community Transport Schemes**

There are a number of local community transport schemes in Cumbria; you can find more information and links to these on the Cumbria County Council website:

<https://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/ruralwheels.asp>

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND





# COVID-19 EMERGENCY SUPPORT HELPLINE

Only for people at high risk of becoming seriously ill as a result of COVID-19, who do not have support available from friends, family or neighbours and are struggling for food, medicines or other essential supplies.

Call: **0800 783 1966**  
or email: **COVID19support@  
cumbria.gov.uk**

**Full details can be found online at  
[cumbria.gov.uk](https://www.cumbria.gov.uk)**

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



**SUPPORT EACH OTHER**  
**#TogetherWeCan**

# CORONAVIRUS (COVID-19) UPDATE

SOUTH  
LAKELAND

Cumbria Safeguarding  
Children Partnership



C S C P

If you **SEE** something...  
**SAY** something!

Are you concerned about a child or family?

If you **see** or hear something that worries you...  
**say** something!

Safeguarding is everyone's responsibility.

To report a child safeguarding concern call:

The Multi Agency Safeguarding Hub

on **0333 240 1727**

NSPCC on **0808 800 5000**

In an emergency call **999**

**Help us keep our children safe in Cumbria**

# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

### Domestic Abuse Support Services Cumbria during COVID-19

To report: Cumbriapolice  
non-emergency T: **101**  
or online [www.cumbria.police.uk](http://www.cumbria.police.uk),  
in an emergency always call **999**

**No one should  
suffer  
domestic abuse.**

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

#### VICTIM SUPPORT CUMBRIA

**Telephone Support** - Local number 0300 3030 157 Mon-Fri 9-6pm

**Self Help Guides** – 'My Support Space' online guides

**Live On-line Chat** - available on-line 9am-6pm, Monday to Friday  
[www.victimsupport.org.uk/help-and-support](http://www.victimsupport.org.uk/help-and-support)

**24 Hour Support Line** 08 08 16 89 111

#### LOCAL

National Child Line – T: 0800 11 11

**Safety Net** – for women and men affected by Domestic Abuse T: 01228 515859 E: [office@safetynet.org](mailto:office@safetynet.org)

**Gateway 4 Women** – Carlisle T: 01228 212090 E: [admin@cumbriagateway.co.uk](mailto:admin@cumbriagateway.co.uk)

**Women Out West** – Whitehaven T: 01946 550103 E: [contactus@womenoutwest.co.uk](mailto:contactus@womenoutwest.co.uk)

**Women Community Matters** – Barrow T: 01229 311102 E: [reception@womenscommunitymatters.org](mailto:reception@womenscommunitymatters.org)

#### NATIONAL

**National Domestic Abuse helpline** 0808 2000 247

**LGBT Domestic Abuse Victims** – T: 0800 999 5428

**Mankind Initiative** – T: 01823 334 244

**National Child Line** – T: 0800 11 11

**safer  
Cumbria**



# Staying Safe



**We want to make sure that people are safe in their communities.**

Here are some things to think about if you are offered, or need, support during this time.



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



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



**Contact us**

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

**Copeland and Allerdale**

**0300 303 3589**

**Carlisle and Eden**

**0300 303 3249**

**Furness and South Lakes**

**0300 303 2704**

**Out of Hours**

**01228 526690**

**In an emergency, call 999**

For concerns about a child, report to:  
[cumbriasafeguardingchildren.co.uk](http://cumbriasafeguardingchildren.co.uk)




# CORONAVIRUS (COVID-19) UPDATE

## SOUTH LAKELAND

### Advice for parents during coronavirus

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

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:

 <b>RED</b>	<b>If your child has any of the following:</b> <ul style="list-style-type: none"><li>• Becomes pale, mottled and feels abnormally cold to the touch</li><li>• Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts <b>grunting</b></li><li>• Severe difficulty in breathing becoming agitated or unresponsive</li><li>• Is going blue round the lips</li><li>• Has a fit/seizure</li><li>• Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive</li><li>• Develops a rash that does not disappear with pressure (the 'Glass test')</li><li>• Has testicular pain, especially in teenage boys</li></ul>	<b>You need urgent help:</b> <p>Go to the nearest A&amp;E department or phone 999</p>
 <b>AMBER</b>	<b>If your child has any of the following:</b> <ul style="list-style-type: none"><li>• Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (<b>recession</b>) or <b>head bobbing</b></li><li>• Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)</li><li>• Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down</li><li>• Has extreme shivering or complains of muscle pain</li><li>• Babies under 3 months of age with a temperature above 38°C / 100.4°F</li><li>• Infants 3-6 months of age with a temperature above 39°C / 102.2°F</li><li>• For all infants and children with a fever above 38°C for more than 5 days.</li><li>• Is getting worse or if you are worried</li><li>• Has persistent vomiting and/or persistent severe abdominal pain</li><li>• Has blood in their poo or wee</li><li>• Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness</li></ul>	<b>You need to contact a doctor or nurse today.</b> <p>Please ring your GP surgery or call NHS 111 - dial 111</p> <p>The NHS is working for you. However, we recognise during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&amp;E</p>
 <b>GREEN</b>	<b>If none of the above features are present</b> <ul style="list-style-type: none"><li>• You can continue to provide your child care at home. Information is also available on NHS Choices</li><li>• Additional <b>advice</b> is available to families for coping with crying of well babies </li><li>• Additional <b>advice</b> is available for children with complex health needs and disabilities.</li></ul>	<b>Self care</b> <p>Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111</p>

**CORONAVIRUS**  
**WASH YOUR HANDS**  
**MORE OFTEN**  
**FOR 20 SECONDS**

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

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food



For more information and the Government's  
Action Plan go to **[nhs.uk/coronavirus](https://nhs.uk/coronavirus)**