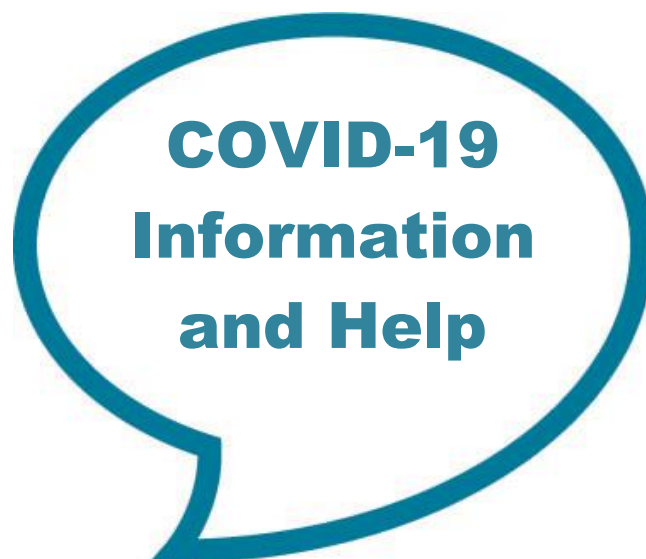


28 March 2020



Newsletter for the Eden Area

This is the first edition of a weekly newsletter aiming to give information, advice, guidance and details of useful contacts during these challenging times. Daily updated information is available on the Cumbria County Council website: <https://cumbria.gov.uk/coronavirus/>

Eden Community Resilience Forum

We are seeing widespread community and voluntary sector support for the response to COVID-19 across Cumbria. This has a number of layers; there are many informal support mechanisms, including neighbourhood WhatsApp groups and community Facebook groups emerging, alongside a commitment from existing community emergency planning groups, local churches and faith groups and formal voluntary sector organisations to work with and support the statutory sector response.

Local support in this situation is so important. If most people are able to get informal support from their neighbours, friends and family, it will reduce the number of people who require formal support from community and voluntary sector organisations or statutory sector services. All organisations

are likely to find it very challenging to maintain their normal services, or respond to an increase in demand, as staff and volunteers self-isolate, become ill, or need to remain at home to care for children.

A Cumbria-wide Community Resilience Group has been formed to support the work of the Cumbria Strategic Coordinating Group. The group will lead coordination of the different levels of community response, produce resources to support volunteers and local groups, and where necessary, link groups to the statutory sector services; most of the coordination will take place more locally, in six district-level Local Community Resilience Groups that are currently being established. These are being led by Cumbria County Council's Area Managers, and will include a range of local community, voluntary and statutory sector organisations.

Earlier this week Cumbria County Council launched the Eden Community Resilience Group. This group will look to coordinate the more formal local community support activity, disseminate the most appropriate advice and escalate local issues that are emerging. This group will have representation from key partners and the 4 main service centres in Eden, with the Eden Association of Local Councils (EALC) providing the link to the other areas.

Community Resources

Volunteering Guidance

The latest government guidance for staying at home and away from others says people may leave home 'to provide care or to help a vulnerable person' - we hope this will reassure people that it is still OK to shop for neighbours, friends or family members. We would advise volunteers to make themselves familiar with the guidance below and the latest guidance on [Gov.uk](https://www.gov.uk)

- [Supporting others in your community during COVID-19 with shopping](#)

Support Cumbria

Support Cumbria is an official collaboration of partners across Cumbria who are working together to provide community support to residents who are struggling to access basic or essential services during the coronavirus (COVID-19) outbreak.

Support Cumbria provides a central point to help coordinate volunteering efforts to support Cumbria residents who may need help.

The Support Cumbria website can help you find local organisations to register an interest with in volunteering in your community. They will talk to you about what you could do, and try to connect you with a suitable volunteering role.

Support Cumbria are looking for volunteers of all levels to support local charities and organisations in local communities. You might have specific skills to offer or may want to help with tasks like shopping, dog walking, collecting prescriptions or other help.

Go to www.supportcumbria.org.uk to register as a volunteer or to register a volunteer group.

Third Sector Organisations and Volunteer Groups

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

Currently there is not a lot of information from national government around the needs of small, local third sector organisations. The below webpages aim to direct groups to the information that is available, and to fill some of the gaps, bringing together information from the TSNE, Cumbria County Council, Public Health along with national government and charities advice.

You can access resources at cumbriacvs.org.uk/coronavirus and cumbriacvs.org.uk/coronavirus/covid-19-volunteering

Health Guidance

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

- new and persistent cough and/or
- high temperature

For most people, Covid-19 will be a mild illness.

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

Those with symptoms and living alone should remain at home for 7 days after the onset of their symptoms. This will reduce the risk of you infecting others.

If you live with others and you or one of them have symptoms that may be caused by Covid-19, then household members must remain at home for 14 days. If possible, you should not go out even to buy food or other essentials, other than exercise, and in that case at a safe distance from others.

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

When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why the government has now introduced three new measures.

- Requiring people to stay at home, except for very limited purposes
- Closing non-essential shops and community spaces
- Stopping all gatherings of more than two people in public

Every citizen must comply with these new measures and the relevant authorities, including the police, will be given the powers to enforce them - including fines and dispersing gatherings.

Up to date health guidance, information and useful links can be found on the Cumbria County Council website – www.cumbria.gov.uk/coronavirus

Information about Service Provision in Eden

Age UK Carlisle & Eden

Age UK have ceased all Face to Face services from 17th March 2020 and their offices are closed to walk-in (unless in an emergency).

They are however continuing to offer in depth information and advice over the telephone and have an experienced case worker manning this.

They have Case workers contacting current clients, as well as those who received a winter warmth grant this year, for a wellbeing check.

You can contact Age UK by calling 01768 891724

Eden Sight Support

Eden sight support are closing their office until further notice and social events and groups are likely to be cancelled.

They are also suspending all home visits. They will be providing a telephone befriending service to people in the Penrith area with impaired sight.

They are still taking referrals but due to home working there may be a delay in contact as messages are not picked up daily.

Contact details:

Tel: 01768 891724

Email: edensightsupport@btconnect.com

Website: www.edensightsupport.org.uk

Eden District Council

Eden District Council are constantly reviewing their services and may announce alterations as the situation changes. These will be posted on the web eden.gov.uk website, and via the Twitter and Facebook accounts.

Some of the key measures are:

- Immediate suspension of garden waste collections and the suspension of appliance and bulky collections from 31 March 2020 to free up resources to allow the other services to continue as normal.
- The closure of our leisure centres in Penrith and Appleby Friday 20 March 2020.
- The closure of all council managed playgrounds and public toilets.

- The closure to the public of our Mansion House and Town Hall offices, as well as our Local Links offices in Alston and Kirkby Stephen'
- The postponement of our externally organised events, meetings and training.
- The introduction of home working by staff with the use of teleconference facilities for meetings to avoid social contact.

Customers are being encouraged to use the Pay, Report, Apply functions of our website or to call our contact centre on 01768 817817 to speak to a customer service advisor. More details on all of this is available on the Eden District Council contact us page – [eden.gov.uk](https://www.eden.gov.uk)

Council Tax Support

The Chancellor announced in the Budget on 11 March and later on 17 March, a range of measures related to Coronavirus (COVID-19). This package of measures is intended to provide support for public services, individuals and businesses to ensure the impact of Coronavirus (COVID-19) is minimised.

It includes additional funding of £500 million (nationwide) for Council Tax relief through existing Local Council Tax Support schemes. We do not have the details of how this money will be allocated, yet. However, for more information on council tax support [see our council tax web pages](#).

We understand that this is a difficult time for everyone, and we will offer as much help as we can to local residents. Here's some advice for residents:

- You may be able to reduce the amount you pay on your council tax. [Find out more about applying for a Council Tax Reduction](#).
- Council Tax is normally divided over 10 months from April until January. We can divide your yearly charge over 12 months to lower the monthly instalment, to help if you are struggling with your payments. We can also offer weekly and fortnightly arrangements if this is easier.
- If you are struggling to pay your Council Tax, please get in touch. You may be able to claim Council Tax Reduction, this could be up to 100%. Find out more on our [Council Tax reduction page](#).
- Please don't defer payments if you can still manage to pay your Council Tax. If you do, it may result in you having to pay a higher charge at the end of the financial year if further instalments cannot be paid.
Any residents who are struggling or worried about their council tax position can find out about the support available. Please contact us by emailing customer.service@eden.gov.uk or by calling 01768 817817.

Housing Benefit

You may be entitled to Housing Benefit. Find out more on our Housing Benefit pages – <https://www.eden.gov.uk/council-tax-and-housing-benefit/housing-benefit/>

Universal Credit

If you're employed, please check with your employer to see if you will receive 80% of your wage or if you are entitled to Statutory Sick Pay (SSP) from the government. If you are not eligible for SSP - for example if you are self-employed, or earning below the Lower Earnings Limit of £118 per week - and you have COVID-19 or are advised to stay at home, you can make a claim for Universal Credit, or new style Employment and Support Allowance. You can do this online at <http://www.gov.uk/apply-universal-credit>

Support for businesses

The Chancellor has set out a package of temporary, timely and targeted measures to support public services, people and businesses through this period of disruption caused by COVID-19.

This includes a package of measures to support businesses including:

- A Coronavirus Job Retention Scheme
- Deferring VAT and Income Tax payments
- A Statutory Sick Pay relief package for small and medium sized businesses (SMEs)
- A 12-month business rates holiday for all retail, hospitality, leisure and nursery businesses in England
- Small business grant funding of £10,000 for all business in receipt of small business rate relief or rural rate relief
- Grant funding of £25,000 for retail, hospitality and leisure businesses with property with a rateable value between £15,000 and £51,000
- The Coronavirus Business Interruption Loan Scheme offering loans of up to £5 million for SMEs through the British Business Bank
- A new lending facility from the Bank of England to help support liquidity among larger firms, helping them bridge coronavirus disruption to their cash flows through loans
- The HMRC Time To Pay Scheme

See Coronavirus (COVID-19) guidance for employees, employers and businesses on GOV.UK for information on healthcare advice for employers and support for businesses.

Preparing household waste for collection

Households where there is a confirmed, or suspected COVID-19 infection, should:

1. Place all waste in a peddle bin liner or other rubbish bag and tie or knot the top of the bag when full.
2. Place peddle bin liners or other rubbish bag in blue refuse bag, so waste is double bagged, and tie blue refuse bag in a double knot.
3. Store full tied blue refuse bags in a secure location and mark for storage for at least 72 hours.
4. After 72 hours the double knotted blue refuse bags can go out on your next collection day.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours.

If a test for suspected COVID-19 is negative, waste can be treated in the normal way.

If storage for at least 72 hours is not appropriate or possible, you should call our contact centre on 01768 817817 and they will be able to advise you on how to arrange a Category B infectious waste collection by a specialist clinical waste contractor.

Our waste collection contractors will not collect waste placed in untied bin bags. **Please ensure all waste is put out in tied bin bags.**

Go to the government website for more advice on how to deal with potentially infected waste and laundry

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



HM Government



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://www.nhs.uk/coronavirus)**