

Prevent - Inform - Assist

# Colchester Borough Council's Covid-19 Community Response Pack

VERSION 2

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



Stay at Home | Protect the NHS | Save Lives

# INTRODUCTION

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

Within you'll find a list of key contacts, resources and information in one place, which we hope you can share with your community to support each other as much as possible during this time.

During these worrying and unprecedented times Colchester Borough Council (CBC) continues to work closely with local strategic partners, branded together as One Colchester. The council, Voluntary Sector, Police, Health, Education and Business Community along with many others make up the partnership and are committed to close collaboration in support of our communities.

A CBC Community Response team has been mobilised, closely aligned to Community 360 (C360) dedicated to provide 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 and the Council is supporting this social movement however it can.

Our Business community, despite all their own challenges are stepping up and helping in so many ways and the

Council is committed to supporting and keeping them up to date with advice and information as soon as things are shared from Government at [www.colchester.gov.uk/coronavirus](http://www.colchester.gov.uk/coronavirus)

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

C360 is already 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.



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## USEFUL LINKS AND PHONE NUMBERS

- Overview of COVID-19 - what is it? [NHS guidance - Coronavirus](#).
- World Health Organisation - [World Health Organisation Coronavirus Advice](#).
- Government advice: [Gov.Uk Coronavirus Guidance](#).
- Follow the latest stay at home advice.
- [Questions & Answers on COVID-19](#) including advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel.
- [NHS 111](#) – information can be found on our website.
- The NHS Every Mind Matters website has some really useful tips and advice to support good mental health if the outbreak is causing you anxiety.
- [Public Health Campaign Resource Centre](#) (you'll need to register). For the latest posters, videos and social media graphics.
- [COVID-19 Mutual Aid UK](#) - support for local community groups organising mutual aid throughout the COVID-19 outbreak in the UK.
- [Age UK: Doorstep Scams](#) - advice on how to protect yourself and stay safe on your doorstep.
- [Translated information](#) about COVID-19:
- [Stay at home guidance](#).
- Advice for [vulnerable people and guidance on social distancing](#).
- [www.livewellcampaign.co.uk](#)
- [Voucher scheme launches](#) for schools providing free school meals
- [Colchester Neighbourhood Watch](#)



- [St Helena Hospice SinglePoint](#)  
SinglePoint is a 24/7 telephone advice line available for individuals facing incurable illness, their families, friends and carers. You can call SinglePoint on **01206 890 360** to refer into any St Helena service or to call for help, information or for support to coordinate other health and social care services.
- [The Essex Welfare Service:](#)  
**0300 3039988**. Opening hours Mon- Fri 8am – 7pm. Sat – Sun 10am – 2pm. The Essex Welfare Service is there to help you find and access support during the COVID-19 crisis. If you need support with advice, daily living tasks and wellbeing, then please contact them, email provide. [essexwelfareservice@nhs.net](mailto:essexwelfareservice@nhs.net)
- [Essex County Council](#) Advice on COVID-19.
- Follow Public Health England on Twitter for the latest advice, facts and figures as they are announced.
- [Government launches Coronavirus Information Service on WhatsApp](#)  
This new free to use service aims to provide official, trustworthy and timely information and advice about COVID-19, and will further reduce the burden on NHS services.
- [Countryside Alliance](#) Rural communities COVID-19 will have a huge impact and present many challenges for everyone in the country. To support rural communities the Countryside Alliance has launched a Rural Communities Hub.
- The Hub contains clear signposting to the relevant information from Government and other essential services, to providing a resource for those looking for ideas on how to support their community, share ideas and stories, and simply to connect with others at a time when isolation and loneliness are a particular challenge. The Hub will also host a few events from a virtual pub night with the BIG Countryside Quiz to online chats.
- [Talking Newspaper](#) Access downloadable copies of weekly news recordings.
- Financial advice and guidance relating to COVID-19 is available on the [MoneySavingExpert](#) site.
- [Colchester Citizens Advice:](#) Advice Line **0300 330 2104** which is usually managed between the hours of 10am to 4pm Monday to Friday. This number is part of an Essex wide group of Citizens Advice offices so if the Colchester office is unavailable another local office will pick the call up. The calls into the line are charged at the local rate or that charged by the caller's phone provider if calling from a mobile. Or email advice [colchester@cabnet.org.uk](mailto:colchester@cabnet.org.uk). Additionally, [this link](#) from their website has some really useful, specific COVID-19 information and advice.
- [Essex family wellbeing](#).



## COLCHESTER KEY CONTACTS

### COMMUNITY COORDINATION

- Colchester Borough Council Community Response team **communities@colchester.gov.uk**
- Community360 email **information@community360.org.uk** or call **01206 505250**.
- Head of Strengthening Communities at Essex County Council. Email: **kirsty.ocallaghan@essex.gov.uk**
- Colchester Borough Councils Digital Access Team is supporting residents who are self-isolating to get connected. Whether you need support setting up your online grocery shop, ordering your repeat prescriptions via the NHS app, or Skyping loved ones – they're able to help. Residents can contact the team by email at **digital.accesssupport@colchester.gov.uk** or call **01206 282452**.
- Parish Councils: a directory of town and parish Councils can be found **[here](#)**.
- Ward Councillors: Contact details of all Ward Councillors can be found **[here](#)**.
- CBC Neighbourhood Teams: **[neighbourhood.priority@colchester.gov.uk](mailto:neighbourhood.priority@colchester.gov.uk)**
- Council Tax:** there are currently no government announcements in respect of a Council Tax freeze. However, if you are on a low income your Council Tax bill could be reduced through a scheme Colchester Borough Council administers called Local Council Tax Support (LCTS). To apply please **[click here](#)**.

### COMMUNITY RESPONSE TEAM

- Neighbourhood 1:  
**Yovone Cook 07976794789**
  - Neighbourhood 2:  
**Lisa Hobson 07985383321**
  - Neighbourhood 3:  
**Abby Housdon 07966239441**
  - Neighbourhood 4:  
**Sam Goodman 07818625484**
  - Neighbourhood 5:  
**Chrissy Henegan 07966235791**
  - Neighbourhood 6:  
**Siobhan McLeod 07966240457**
- 
- The Essex Welfare Service:** **03003039988**. Opening hours Mon- Fri 8am – 7pm. Sat – Sun 10am – 2pm. The Essex Welfare Service is there to help you find and access support during the COVID-19 challenge. If you need support with advice, daily living tasks and wellbeing then please contact them.
  - Essex County Council Advice on COVID-19**

## ORGANISATIONAL ROLES

Throughout the COVID-19 pandemic it is important to outline the roles of key organisations who will be able to support and enable communities to deal with consequential issues that COVID-19 may pose.

**Residents** - To support each other, whether that be random acts of kindness, offers of support or a friendly chat or wave.

**Parish and Town Councils** - To work closely with local organisations and community groups to provide a coordinated community response where it is required to support local people. To champion local support networks. Parish Council details can be found **[here](#)**.

**Colchester Borough Council** - To jointly coordinate activities, communication and interaction with partner organisations and communities. Specifically, to lead on creating a community database for vulnerable people and distributing this

## COMMUNITY SAFETY

- Colchester Borough Councils Community Safety team  
**Safer.Colchester**  
**@colchester.gov.uk**
- Essex Police: **101/999**

information to partner organisations.  
**communities@colchester.gov.uk**

**Community 360** - To jointly coordinate activities, communication and interaction with partner organisations and communities. Leading on volunteer and referral coordination **[click here](#)** email **information@community360.org.uk**

**Rural Community Council of Essex (Community Agents, United In Kind)** - Utilising specialist local knowledge to support people in the community please contact the **ESSEX WELFARE SERVICE** 0300 303 9988.

**United In Kind** - Coaches and other services which will support local communities, email **[h.goodwin@ceessex.org.uk](mailto:h.goodwin@ceessex.org.uk)** or call **07458 300894**

## COMMUNITY RESOURCES

It is important that as key community organisations, we recommend to our Parish/ Towns and communities, resources and steps that could reduce any potential issues.

- **Vulnerable people** - While the implications will be similar across different demographics, it is important that vulnerable groups are recognised and planned for.

### We must consider the implications to vulnerable groups including:

- Increased social isolation issues.
- Missed Doctor's/medical appointments
- Increased difficulty to access food shopping/ groceries.
- Unable to exercise/ carry out regular physical activity.
- Unable to support with childcare and implications as schools are forced to be closed.
- Increased mental health issues.
- Reduced physical activity levels.
- Disengagement with education and self-reliance/ accountability of learning/ revision.



## USEFUL SOCIAL MEDIA CHANNELS

### Colchester Borough council website

Colchester Borough Council  
Facebook page

Colchester Borough Council Twitter

Community 360 Community 360  
Facebook Page

Colchester Borough Emergency Coordinations Facebook Page

The Warm and Toasty Club are holding a weekly Online Memory Afternoon on its Facebook page every Friday at 1pm that anyone can join in and watch, and have a telephone number for members to call and have a chat. This is all about helping older people feel less lonely and isolated and to remain connected during the isolation period



## LOCAL FACEBOOK SUPPORT GROUPS

This is not an exhaustive list and new groups are appearing all the time. Some of these groups maybe private and you may need to request to join them.

Colchester Borough Emergency Coordinations Group Boroughwide help for residents in Colchester. Offer to volunteer or register for help.

Colchester Borough Emergency Coordinations Group Borough wide help for residents in Colchester who are self-isolating and/or shielding and have no one to help them. The DBS volunteers can help with getting essential items and medication. Offer to volunteer or register for help.

Gracious Givers for Golden-agers advertising volunteering to help the elderly in Fiveways coop community boards. Trying to advertise their service to reach the elderly who may not be on Facebook.

North East Colchester Support Network Help for residents in St Johns and St Anne's. Offer to volunteer or register for help.

Mersea Island Coronavirus Community Support Group Help for residents in West Mersea. Offer to volunteer or register for help.

Marks Tey Parish Council Community Help. Help for residents in West Mersea. Offer to volunteer or register for help.

Birch Village Community Group Help for residents in Birch and surrounding area. Offer to volunteer or register for help.

Tiptree Good Neighbours Help for residents in Tiptree and surrounding area. Offer to volunteer or register for help.

Eight Ash Green Community Group Help for residents in Eight Ash Green and surrounding area. Offer to volunteer or register for help.

Chappel and Wakes Colne Local Events and Local Matters Help for residents in Chappel and Wakes Colne. Offer to volunteer or register for help.

Great - Tey ...All Street / Village Matters Help for residents in Great Tey and surrounding area. Offer to volunteer or register for help.

Stanway Residents Group Help for residents in Stanway and surrounding area. Offer to volunteer or register for help.

New town Old Heath & Hythe Mutual Aid Group - covid 19 Help for residents in Old Heath and the Hythe. Offer to volunteer or register for help.

Wivenhoe Mutual Aid Help for residents in Wivenhoe. Offer to volunteer or register for help.

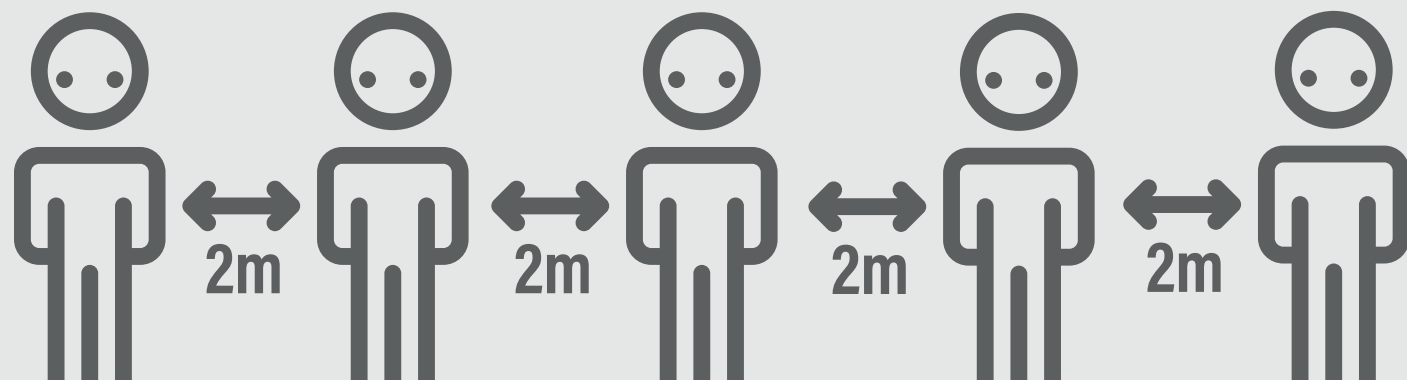
Greenstead Community Centre Offering subsidised meals to be delivered to the door (contact-free).



## SOCIAL DISTANCING AND AT RISK PEOPLE

### AT RISK PEOPLE

- Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19 (Published 21 March 2020).
- People over the age of 70.
- People living with complex health conditions.
- People who have received an organ transplant and remain on ongoing immunosuppression medication.
- People with specific cancers.
- People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer.
- 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 which 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 chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets).
- People with severe diseases of body systems, such as severe kidney disease (dialysis).
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.



### AT RISK PEOPLE CONTINUED

- Under 70, but living with long-term health conditions which mean you'd normally offered the flu jab each year.

#### These include:

- Chronic, long-term respiratory diseases such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis.
- Chronic heart disease, such as heart failure.
- Chronic kidney disease.
- Chronic liver disease such as hepatitis.
- Chronic neurological conditions such as Parkinson's Disease, Motor Neurone Disease, Multiple Sclerosis, a learning disability or cerebral palsy.
- Diabetes.
- Problems with your spleen – for example sickle cell disease or if you have had your spleen removed.
- A weakened immune system as a result of conditions such as HIV and AIDS or medicines such as steroid tablets, or chemotherapy.
- Being seriously overweight with a BMI of 40 or above.
- Women who are pregnant with significant heart disease, congenital or acquired.



### WHAT IS SHIELDING

Shielding is a measure to protect extremely vulnerable people by minimising interaction between those who are extremely vulnerable and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19), from coming into contact with the virus.

If you think you have a condition which makes you extremely vulnerable or have received a letter from NHS England you are strongly advised to shield yourself, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

**The measures are:**

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or a new and continuous cough.
- Do not leave your house.
- Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
- Do not go out for shopping, leisure or travel and when arranging food or medication deliveries, these should be left at the door to minimise contact.
- Keep in touch using remote technology such as phone, internet, and social media.
- Do use telephone or online services to contact your GP or other essential services.

**What should you do if you have someone else living with you?**

- While the rest of your household are not required to adopt these protective shielding measures for themselves, we would expect them to do what they can to support you in shielding and to stringently follow guidance on social distancing.
- Minimise as much as possible the time other family members spend in shared spaces such as kitchens, bathrooms and sitting areas, and keep shared spaces well ventilated.
- Aim to keep 2 metres (3 steps) away from people you live with and encourage them to sleep in a different bed where possible. If you can, you should use a separate bathroom from the rest of the household. Make sure you use separate towels from the other people in your house, both for drying themselves after bathing or showering and for hand-hygiene purposes.
- If you do share a toilet and bathroom with others, it is important that they are cleaned after use every time (for example, wiping surfaces you have come into contact with). Another tip is to consider drawing up a rota for bathing, with you using the facilities first.

- If you share a kitchen with others, avoid using it while they are present. If you can, you should take your meals back to your room to eat. If you have one, use a dishwasher to clean and dry the family's used crockery and cutlery. If this is not possible, wash them using your usual washing up liquid and warm water and dry them thoroughly. If you are using your own utensils, remember to use a separate tea towel for drying these.
- We understand that it will be difficult for some people to separate themselves from others at home. You should do your very best to follow this guidance and everyone in your household should regularly wash their hands, avoid touching their face, and clean frequently touched surfaces.
- If the rest of your household stringently follow advice on social distancing and minimise the risk of spreading the virus within the home by following the advice above, there is no need for them to also shield alongside you.

Guidance for people, including children, who are at very high risk of severe illness from coronavirus (COVID-19), because of an underlying health condition, and for their family, friends and carers can be found [here](#).

[More information on shielding can be found here.](#)

There is a three-fold offer to support those who are being shielded, but do not have a support network that they can rely on:

- **Food:** The Government is working with the food industry to deliver basic food parcels directly to their doorsteps, and over time will look at other ways to help. There may be a role for Councils here.
- **Medicines:** community pharmacies will supply and organise delivery.
- **Social contact:** local authorities, working with the voluntary and community sector, are asked to continue to care for those who might be feeling very isolated.

Register if you have a medical condition that makes you extremely vulnerable to coronavirus (COVID-19). For example, you'll be able to ask for help getting deliveries of essential supplies like food.

If you're not sure whether your medical condition makes you extremely vulnerable, register anyway. [You can register yourself, or on behalf of someone else.](#)



## COMMUNITY 360

- Are currently working with 18 GP practices in Colchester to receive referrals to support patients with its My Social Prescription™ (MSP™) service. As result of the government's decision to contact 1.5 million 'Category A' people they have a referral pathway in place with the GP Care Advisors to take referrals specifically for these people to triage non-medical needs. This has started from this week.
- Are supporting hospital discharge with transportation and MSP™ referrals as required.
- Through their Community Transport service, they have 1200+ members registered. They are currently conducting welfare calls with all members, signposting and supporting with services as needs be. Though the MSP™ team they will also be conducting wellbeing calls with a view to, most likely in the long term at least, establish a telephone befriending style service. Recognising that isolation is going to play a huge part in people's lives moving forward (particularly the older and vulnerable). All these individuals are being contacted by staff and volunteers.
- Support packs are currently being collated, working in partnership with Firstsite who have agreed to store

them. Packs include key food items; however, it is expected these items will vary due to supply and demand. Individual packs will be tailored to individual needs where possible.

- The packs themselves have been provided by C360 with funding from the North East Essex Health and Wellbeing Alliance. They will be distributed in the community through their MSP™ and Transport team.
- Are engaging with key partners across all services and areas, particularly the Food Bank with regards to the support packs. The teams are undertaking an extensive and continuous mapping exercise of key services and activities which are being shared through a twice weekly C360 news email, on the website and in the window of the One Colchester Hub.

**Through their transport resource they are offering** - Critical trips for members to access medical appointments, prescriptions pickups and shopping (making use of the vulnerable adult early opening at the supermarkets). Additional capacity to the hospital discharge team and they can also pick up and deliver prescriptions, as well as deliver support packs.

## VOLUNTEERING OR REFERRING PEOPLE

### What can you do as a community?

Your communities are strong and resilient and there are simple things you can do to help them continue to thrive:

- **Check in** - on any vulnerable family, friends and neighbours. Sometimes just helping them with their shopping and checking they have everything they need can make a big difference. Remember to keep your distance.
- **Contact** - if you know someone who is self-isolating, contact them via phone or text to check that they're ok. By its very nature, self-isolation is a solitary experience and their wellbeing will likely be improved by talking to someone.
- **Community point of contact** - appoint someone in your community/ neighbourhood as the main gatherer of information so that everyone in your area gets access to the same and most accurate information.
- **Stay factual** - please be mindful with your comments and actions, so as not to cause undue concern or anxiety within your community. If you hear mis-information that may cause issues, respectfully challenge if you're able to.
- **Be respectful** - of anyone you know who has been diagnosed with coronavirus (COVID-19) as it's likely to be an anxious time for them. Due to patient confidentiality their details will not be publicly confirmed, so please do what you can to respect and protect their privacy, and do not speculate with the local media or on social media.
- **Social distancing** - PHE has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door. Please ensure that this advice is followed when providing support.
- **Help Cards** - if you post them through the letterboxes of people that you think may require assistance due to self-isolation make sure you offer this service for free.
- **Be safe** - unfortunately some individuals may look to take advantage of the vulnerable in our communities. Please look out for one another and report any suspicious behaviour to Essex Police using 101 for non-emergencies and 999 in case of an emergency.



# VOLUNTEERING

It is recognised over the coming months that the call upon volunteers will be drastically increased for a variety of support mechanisms.

Resources for groups can be found [here](#).

**Volunteering** - If you know someone in the Colchester borough who would like to volunteer to support vulnerable/identified residents, organisations/charities or general help during the ongoing coronavirus (COVID-19) crisis please visit contact Community 360 at [information@community360.org.uk](mailto:information@community360.org.uk) or call 012016 505250. Community 360 can carry out DBS checks on volunteers that register with them safeguarding vulnerable residents.

Or alternatively please click on the [link](#) to complete an Essex Coronavirus (COVID-19) Action volunteer form.

## 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

**WANT TO VOLUNTEER IN A SCHOOL -** [complete this form](#). It will go direct to Active Essex who are co-ordinating this piece of work.



## PLEASE REMEMBER TO MAKE YOUR KINDNESS

- **CLEAN:** wash your hands for 20 seconds with warm soapy water before and after every contact. (Watch the NHS video on how to wash your hands properly [here](#).)
- **CLEAR:** be clear about what you can and can't offer. If you are unsure say no.
- **CONTACTLESS:** Think about your safety first and the person you are supporting. Don't touch other people and wash hands after touching surfaces.

## BEFORE VOLUNTEERING

- **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. Avoid touching your face, especially your eyes, nose and mouth with unwashed hands. The virus can last up to 72 hours on untreated hard surfaces (like plastic and stainless steel), so regularly disinfect surfaces and door handles you come in contact with. Always wash your hands properly before eating, and on returning to your home - before you touch anything or anyone.
- **COLLECTING REPEAT PRESCRIPTIONS:** Repeat prescriptions can be collected from the chemist and delivered to individuals but must be left at the doorstep. If you have their phone number, phone them and let them know you have left them on the door step. Wait a distance of 2 metres away until they have been collected. If you don't have their phone number, knock on their door and wait 2 metres away. Wash hands or clean with sanitiser.
- **SHOPPING:** Shopping can be delivered to the doorstep, but please minimise any handling. If you can, wear disposable gloves and bin after each visit. Ensure

shopping bags are not heavy as an elderly person may not be able to lift them in. If possible, bag in small amounts. Ideally, wait to see the groceries being collected, and to ensure they are okay. Keep a distance of 2 metres away, whilst they are being collected. Wash your hands or use hand sanitiser before moving on to the next contact.

- **MONEY:** It is understood that coronavirus (COVID-19) can live on money for 24 hours. Consider how you can handle money safely and securely. Where possible use electronic banking for transfer of required money. Volunteers should not take debit or credit cards from individuals or take any PIN numbers for cards. If possible, wear disposable gloves whenever touching cash. Cash to pay for shopping can be put in an envelope and posted in a box (e.g. reusable plastic box). The box can be removed to a safe place and contents left untouched for 24 hours. If you are giving change for shopping then you must inform the person you are supporting that their change is in an envelope in their shopping bag and they must leave it untouched for 24 hours before opening.
- **HEATING AND POWER:** Many people have pay-as-you-go meters requiring a 'charging key' to be topped up at a pay point shop. There is a risk of cross contamination here, from the



householder to yourself, the shopkeeper and back. Wear disposable gloves to accept the power key. On receiving the key, clean it with 60% alcohol wipes or sanitiser. Before returning the key to the householder clean the key again with 60% alcohol wipes or sanitiser. Pop it through the letterbox with instructions to leave it untouched for 24 hours.

- **SAFETY:** If you are supporting someone you know, they will trust you. But remember some people may be anxious about having strangers help them. Do not assume that someone needs help, or call unexpectedly, especially if they live alone.
- Requests from additional volunteers to help show good community spirit, but you will have to consider safeguarding vulnerable people when you consider these offers of support.
- Ideally, pair up new volunteers with existing volunteers who have DBS in place. Also consider other jobs for those without DBS, not requiring face to face contact.
- On the flip side it may be worth having someone to 'buddy up' with if you are calling on people you don't know, or an area you are not familiar with.
- DBS is obviously not a requirement of volunteering, as kindness and a willingness to help each other in the community are vital to get through these difficult times. However, knowing a volunteer is DBS cleared does provide vulnerable individuals with a bit of security and may help ease their anxiety in dealing with strangers.



Community 360 has the ability to DBS check volunteers – they would need to sign up with C360 first and then they can volunteer for your organisation/ group

- **LACK OF RESPONSE:** If you are supporting an elderly or vulnerable person there needs to be an agreement on what to do if you arrive and there is no response. This will differ from person to person.
- Give them your contact details and ask them to let you know if their circumstances change.
- If they live alone then you need to have a pre-agreed plan in place.
- If they have a relative somewhere else and you have their details then contact them first.
- Is there a TV or radio on? You may have to look in a window or letter box to see if there are signs of recent activity. If they have dementia they may have gone out. Perhaps they are hard of hearing, or have mobility issues which mean they take longer than average to get to the door or window?
- Having considered all of the above, consider if it is appropriate to contact the emergency services. This should be a last resort and only taken if you are sure they are inside but not responding.
- Remember we are doing all this to keep our vulnerable population, you, and your family safe. If you are unsure

whether something is safe, then say NO.

- If you feel unwell or have a temperature you must stay at home.

#### **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 a chat at their door as long as you are 2 metres away. You can also swap telephone numbers and let them know you are available for a chat if they are feeling anxious or lonely.

#### **WHAT YOU NEED TO KNOW ABOUT DATA PROTECTION**

As coronavirus (COVID-19) continues to sweep across the UK, more and more people are driven to help the most vulnerable in our communities. Church groups, neighbourhood and residents' associations are being set up to support the work of existing community groups, services and charities.

- If you've just formed a community group, this may be the first time you've had to think about data protection. Put simply, the law is a set of sensible standards that will help you handle people's information responsibly. That means taking proper care of things like people's names and addresses as well as more sensitive details about their health or religion. **Read more here.**
- Safeguarding guidance from the **Disclosure and Baring Service** (Published 25 March 2020)



# 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 further information on obtaining a Foodbank voucher will be given.

**Colchester Foodbank:**  
E: Colchester.foodbank.org.uk  
T: 01206 621 998

**Moorside Foodbank:** Moorside Business Park, Eastgate, 33 Moorside, Colchester C01 2ZF  
Open Mon - Fri 10am - 2pm  
Sat & Sun - Closed

**Greenstead Foodbank**  
Open Tuesdays and Thursdays  
10am – 12noon

## 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 are able to 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.

## Details about volunteering with the Food Bank

Foodbank Voucher Organisation/ Group Name	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 C03 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

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
CARA	Yes - Existing CARA clients only	Foodbank voucher issued to existing clients only	01206 769795
CBH Housing Options and CBH Emergency Tenancy Services	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 282514
CBC Sheltered Housing (Older Persons Services)	Yes - Existing clients only	Foodbank voucher issued to existing clients only	01206 282701
Colchester Citizens Advice Bureau (CAB)	Yes	Phone and email support to anyone that needs advice or Foodbank vouchers	0300 330 2104 or advice.colchester@cabnet.org.uk
Colchester Gateway	Yes - Existing clients only	Offering phone support and Foodbank vouchers can be arranged	07710 177050
Colne Housing	Yes - Existing Clients only	Foodbank voucher issued to existing clients only	01206 244700
Essex Child and Family Wellbeing Service - Little Hands	Yes - supporting families with children	Little Hands Family Hub Delivery Site, Stanway Fiveways Primary School, Winstree Road, Colchester C03 0QG	0300 247 0015
Essex Child and Family Wellbeing Service - Berechurch Family Hub	Yes - supporting families with children	Berechurch Family Hub, The Ormiston Centre, School Road, Monkwick, Colchester C02 8NN	0300 247 0015
Essex Child and Family Wellbeing Service - Greenstead Delivery Centre	Yes - supporting families with children	Greenstead Delivery Site, Greenstead Community Centre, Hawthorn Avenue, Colchester C04 3QE	0300 247 0015
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



Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
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
Hawthorn GP Surgery	Yes	St. Edmunds Centre, Tamarisk Way, Colchester CO4 3GW	01206 517100
Home Start	Yes	The Ark, Jack Andrews Dr, Highwoods, Colchester CO4 9WX	01206 854625
Job Centre Plus	Yes	Colchester Jobcentre Plus, 40 Chapel Street South, Colchester CO2 7AZ	0345 604 3719
MIND	Yes - referral from Mental Health practitioners	The Constantine Centre, 272a Mersea Rd, Colchester CO2 8QZ	01206 764600
Next Chapter	Yes - Next Chapter clients only	Foodbank voucher issued to existing clients only	01206 500585
NHS Specialist Mental Health Team	Yes - Existing Clients only	Foodbank voucher issues to existing clients only	01206 334100
Open Door	Yes - Working in a reduced service, open Mon, Wed, Fri 12-1pm. Also providing takeaway lunches for those who need them	Open Door at Colchester Baptist Church, Eld Lane, Colchester CO1 1LS	07394 907998
Open Road Colchester	Yes	Pre-arranged appointment only. Open Door, 5a Queen Street, Colchester CO1 2PG (Near Firstsite and The Curzon Cinema) Open Road Colchester	01206 766096
Refugee Action - Colchester	Yes - For existing clients only	Foodbank voucher issued to existing clients only	01206 638454

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
Sanctuary Supported Living	Yes	Queen Elizabeth Way, Colchester CO2	01206 762373
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

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
Tiptree Churches Food Bank	N/A - Not required	Supporting those in need within Tiptree, Tolleshunt Knights, Messing, Inworth and Great Braxted	Please contact: The Revd Anne-Marie Renshaw - amlrenshaw@btinternet.com
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or maureenpowell1952@yahoo.co.uk
G04 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or pepidepiter@gmail.com

## 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.

### 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.

For more information on the [Priority Services Register](#), or call on **0800 1699970**.

Engineers might need to enter your home to restore your power, they will ask you on the phone first if you are self-isolating so they can make the relevant arrangements. National guidance has been given to engineers, who will wear protective equipment, stay in a different room from people who are infected or self-isolating, and avoid touching surfaces.

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**

### ANGLIAN WATER

Have Priority Register for the most vulnerable that provides the practical support they may need. It's completely free, and once signed up, you can stay on it for as long as you need. Aimed at a wide range of people, from those with sight, hearing or mobility difficulties, to parents with babies under 12 months old. They offer a wide range of support too, 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. Their specially-trained teams are there to support you, help manage debt, and find a way forward together. [Please visit](#).

**Visiting your home:** Some staff are still out and about working on pipes, pumps and equipment, but only to carry out emergency work. Any direct contact with customers will only be for emergency work and will follow correct guidelines. If you're self-isolating, staff will take the necessary precautions if they do need to visit you. Their priority is always to keep both you and their staff safe. Sadly, at times like this scams can emerge and bogus callers may look to take advantage. All staff carry ID, which they will be happy to show you should they need to access your home. You can contact them directly if you need further verification of who is at your door.



### You can help too - what to flush?

Some people are having trouble getting hold of toilet roll. If you do end up using other items like kitchen roll, blue roll or wet wipes, please put these in the bin. Only pee, poo and paper should go down the toilet. Flushing anything else could cause blockages, putting extra strain on our sewers and on Anglian Water teams who are hard at work keeping the pipes flowing. Thank you for your help.

[www.anglianwater.co.uk/help-and-advice/coronavirus](http://www.anglianwater.co.uk/help-and-advice/coronavirus)

**Energy Supplies:** Here you can find advice and answers to questions you may have on managing your energy supply during the outbreak. Information will continue to be updated.

[www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply](http://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply)



## PHONES, DATA AND WI-FI

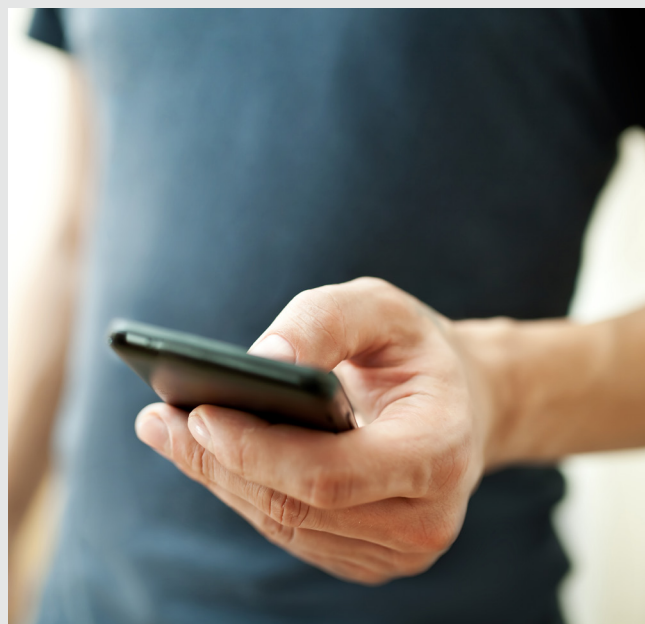
You should have received a text message from UK\_Gov. This was a genuine message from the Government. Please be aware that sadly scammers may try to imitate these messages. Phone companies or the Government would never ask you to give any of your personal details in these texts.

Apps to help you stay in touch: you can video call in groups or one-to-one using apps like WhatsApp and Zoom and you can chat through apps like Facebook Messenger.

### Tips on using less data

#### How to use less data on your iPhone

#### How to use less data on your Android phone



## COLCHESTER BOROUGH COUNCIL WASTE SERVICES

From the 13 April collections of glass, cans, plastics, paper and card will begin on a four-weekly basis. Non-recyclable rubbish and food waste will be collected as normal. Households can continue to put out one additional 60-litre black bag of non-recyclable rubbish for collection on a Blue Week. Flats with communal recycling and residents on assisted collections are unchanged. Garden waste and textiles collections remain suspended for the foreseeable future.

### More information on recycling here.

If you're self-isolating, either as a precaution or because you have coronavirus (COVID-19) please follow these four simple steps to reduce the spread of the virus:

1. Place all personal waste such as used tissues and disposable cleaning cloths, securely in a plastic bag or bin liner.
2. Place this plastic bag inside another plastic bag and tie securely.
3. Store these bags separately to other waste for at least 72 hours.
4. After 72 hours, this double bagged rubbish can be put in your general rubbish as normal.

Only rubbish that is heavily contaminated, such as tissues that have been coughed in and cleaning cloths that have been heavily contaminated need to be treated in this way.

## DOG WASTE AND LITTERING

Please remember that it is an offence to drop litter or fail to pick up after your dog. Please remember to put litter in a bin and to bag and bin dog waste. Both litter bins and dog waste bins continue to be emptied by the council. **You can report full bins here.**

If you are a dog owner, you are required by law to clean up after your dog in public places. That includes roads, pavements, parks, car parks and all shared open spaces.

If there isn't a dog bin on your dog walking route, it's your responsibility to pick up and take your dog's waste home with you. Under the Dogs (Fouling of Land) Act 1996 it is an offence not to clean up your dog's mess properly.

We will take enforcement action against anyone who is witnessed letting their dog foul in public without cleaning it up or anyone seen dropping litter.





## HOW TO KEEP WELL DURING CORONAVIRUS (COVID-19)

- Keep the house clean.
- The NHS has some simple advice to avoid catching or spreading COVID-19.
- Stay at home advice.
- Regularly wash your hands for at least 20 seconds with soap and warm water.
- Always wash your hands when you get home or into work.
- Use hand sanitiser gel if soap and water are not available.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin straight away and wash your hands afterwards.
- Try to avoid close contact with people who are unwell.
- Avoid smoking, alcohol and drugs.
- Spend time doing things you enjoy. This may include reading, cooking, other indoor hobbies, listening to music, or watching a film or TV.
- Stay connected with your friends, family and work colleagues by getting in touch over the phone, by post or online. This is important in looking after your mental wellbeing and you may find it helpful to talk to them about how you are feeling.
- Keep your windows open to let in fresh air, get some natural sunlight if you can, or get outside in the garden. Please note that the vulnerable are advised to keep 2m away from open windows for safety.

### WHAT CAN YOU DO AT HOME?

- Eat a healthy, nutritious and balanced diet Don't forget your 5 a day and to follow the Eat Well guide as best that you can.
- Your body needs water or other fluids to work properly and to avoid dehydration. That's why it's important to drink enough fluids. In climates such as the UK's, we should drink about 1.2 litres (six to eight glasses) of fluid every day to stop us getting dehydrated.
- Stay active at home. Check the following resources for staying active at home. **Active Essex website** and follow them on **Facebook, Live Well NHS**, check YouTube for online workout.
- Go for a walk, either by yourself or with your immediate family group. Ensure you stay more than 2 metres from others.
- Do some gardening.

## MENTAL HEALTH SUPPORT AVAILABLE

Coronavirus (COVID-19) is causing inevitable distress to us all, through the current/potential health effects of the virus, or emotional and societal impacts of social distancing. You may feel that your mood and feelings are affected at this time which may result in you feeling down, anxious, alone and irritable.

It is incredibly important that at this time, you avoid falling into the easy patterns of unhealthy behaviours that can make you feel worse; such as not exercising or eating convenient, junk food. There are simple things that you can do to help to stay mentally and physically healthy, for example: Stay active at home! Follow the tips on page 27.



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.

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).

There is information on a number of websites about looking after your mental health.

**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:**

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. It can be particularly challenging if you don't have much space or access to a garden. 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.

## **ADULTS**

**Mental Health Foundation**

**NHS Every Mind Matters**

**Mental Health First Aid (MHFA)** have launched a My Whole Self toolkit, the digital centre piece of its new campaign for workplace culture change. The toolkit 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**. Whether you are currently looking for a counsellor or have found yourself in need due to the coronavirus (COVID-19) outbreak, you can speak to them on Monday – Friday 9am – 5pm 01206 764 600, email at **enquiries@mnessexmind.org** or visit their website for more information.

**Live Well Link Well** is a free and confidential social prescribing service that provides practical or emotional support of a non-medical nature. They can help you to access support with a range of areas of health and wellbeing, including maintaining mental wellbeing, supporting independence, looking after someone, getting out and about, and social isolation. If you live in mid Essex and are over 18, you can contact the service without having to go through your GP. Call **03003039988** (Monday to Friday from 8am to 7pm) or email **livewell.linkwell@nhs.net**

**Anxiety UK** provides support if you have been diagnosed with an anxiety condition. Call **03444 775 774** (Monday to Friday, 9.30am- 5.30pm) or visit **www.anxietyuk.org.uk**

**Men's Health Forum** offers 24/7 stress support for men by text, chat and email. Visit **www.menshealthforum.org.uk** for more info.

**OCD Action** provides support for people with OCD. Includes information on treatment and online resources. Call them on **0845 390 6232** (Monday to Friday, 9.30am-5pm). Calls cost 5p per minute plus your phone provider's Access Charge or visit **www.ocdaction.org.uk**

**Samaritans** provides confidential support for people experiencing feelings of distress or despair. Phone: **116 123** (free 24-hour helpline) or visit **www.samaritans.org**

**Textcare** provides comfort and care via text message, sent when the person needs it most. Visit **www.sane.org.uk/textcare** for more info.

**SHOUT Crisis** provides 24/7 anonymous text support for when you feel you can't cope. Text "SHOUT" to **85258** for non-judgemental support or visit **www.giveusashout.org/** for more info.

**Zero Suicide Alliance** **www.zerosuicidealliance.com/**. 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.**

**#quitforCovid** It is vitally important to quit as smokers are less protected against infections. The Health Secretary stated on the 18th March that "it is abundantly clear that smoking makes the impact of coronavirus (COVID-19) worse".

For support to quit smoking please contact Essex Lifestyle Service on 0300 303 9988. Face to face consultations have ceased but information and phone-based support is available from the **Essex Lifestyles Service**

**Access online AA meetings**. Access an online meeting using a smart phone download and install an app called GoToMeeting.

When the app opens type in meeting ID box ukna OR 437-754-909 (can skip the add email box) then enter name (no need for surname) and save. You can then access the daily sound only meetings.

There is a meeting every morning at 11am and every evening at 7.30pm London time. Laptop/desktop users can go to **www.gotomeet.me/ukna** and sign in the same way.

Alternatively, you can download the Zoom app on phone OR tablet device and scroll down the list of various online meetings in specific areas at all different times.

You can access free easy **ten minute work outs** from Public Health England or try other exercise videos at home on the **NHS Fitness Studio**. Sport England also has tips for **keeping active at home**.



## CHILDREN AND YOUNG PEOPLE

Virgin Care and Barnardos Chat Health Service enables all 11-19 year old's to text their school nurse on **07520 615731** to discuss their mental health and receive confidential advice and support.

KOOTH offers young people free, safe and online support. To find out more info and support options please visit their [website](#).

PAPYRUS young suicide prevention society. Call **0800 068 4141** (Monday to Friday, 10am to 10pm, 2pm to 10pm on weekends and bank holidays) or visit [papyrus-uk.org](http://papyrus-uk.org)

[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.

## 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](#).

## CBC SUPPORT FOR BUSINESS

[Safer Colchester Partnership](#) for up to date community safety advice

Colchester Borough Council is talking to local businesses every day to find out what they need to help them through the current situation.

[A dedicated website has been published](#) which has links to all the latest information, guidance and advice on crucial business themes. More information is planned and new information is being added all the time. Importantly, there are also links to surveys which are assessing the impact of the current situation.

You can help by letting your employers know that it's there so that they can access this help. They can follow [@yourcolchester](#) and [@Colchbusiness](#) on Twitter too. There's also another side to this site which is Support for Residents so do keep an eye on that for the latest information for you too.



## COMMUNITY SAFETY

### Fake Products/Websites

Fake coronavirus (COVID-19) testing/treatment kits are being produced and sold worldwide. These kits contain harmful chemicals and police are warning anyone who had bought one of these kits not to use it. Report to [Action Fraud](#), quoting "Trinity CV19 treatment kits".

- During this time, be aware of fake websites and suspicious links. Criminals will advertise products they know to be in short supply, such as hand sanitiser, face masks and treatments.
- Claims like '100% safe', 'No side effects' and 'Quick results' should be warning signs.
- Be careful paying for anything for anything via bank transfer and only buy goods from reputable companies that you know and trust.



## Fake Emails

There are several fake emails circulating claiming to be from health organisations (such as the World Health Organisation or US Centre for Disease Control), with attached 'safety advice' which when clicked downloads malware to infect the device.

- Ensure you check where an email has come from – is the email address suspicious?
- Never click on any suspicious links or open any documents on emails that you were not expecting – do not let your curiosity get the better of you!

## Elderly individuals targeted by doorstep scammers.

The elderly and vulnerable are increasingly being targeted by doorstep scammers due to their increased isolation from family and friends. Criminals are posing as police and health officials, sometimes offering to carry out a coronavirus (COVID-19) test on their doorstep in exchange for cash.

- Be vigilant as always, do not accept offers on the doorstep.
- Always confirm who the person is, using a trusted number – genuine officials will always wait and carry identification.

## Thieves offering to shop for the elderly and then keeping their money.

Thieves posing as good Samaritans are offering to complete shopping trips on behalf of the elderly, before keeping the money or bank cards that are handed over.

- Treat such invitations with caution.
- Never hand over your bank card or details.
- If vulnerable people are using others to do their shopping, ensure it is someone they know or from a trusted source.

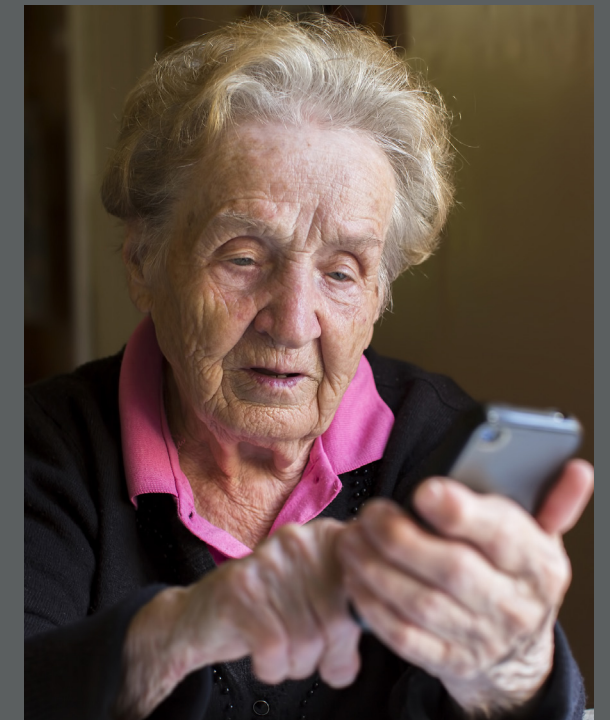
## Pension Exploitation

Pension savers have been warned to be extra vigilant of criminals seeking to prey on people anxieties amid the pandemic. As markets are affected and people seek to increase their savings, it may make people look to make snap decisions that could have serious consequences.

- As always, the advice remains – do not respond to cold callers.
- Take your time to think things through carefully and do your own research (even if you are being offered a 'limited time deal').
- If something looks too good to be true – it usually is.

## COMMUNITY SAFETY

- **SMISHING** is sending text messages that appear to come from a trustworthy source like the UK government or even your own doctor which try to steal personal or financial information. If you doubt the text's authenticity, don't click links. Visit [www.gov.uk](http://www.gov.uk) to check any information given. Verify an organisation's phone number from their website or from old printed correspondence.
- **PHISHING** is sending emails which try to make you divulge sensitive personal or financial information. They may appear to be coronavirus (COVID-19) tax refunds, reimbursements from travel bookings, safety advice via email and even donation requests. Fraudsters will try to make you click on links that aren't safe. So think before you click. If in doubt, then don't click. And don't open any attachments from senders that you don't know. If you're still worried, talk to family, friends or someone else you trust.
- **VISHING** is unsolicited phone calls. Always be suspicious of 'cold-callers'. Don't be afraid to challenge them or hang up if you can't verify the caller. Banks, police or other trusted organisations will never ask for security information, so never give out personal details. If you're concerned, call the organisation back on the number listed on their website, ideally on a different phone as criminals can sometimes keep the line open. Or if it's your bank, use the number on the back of your card.



## FRIENDS AGAINST SCAMS

aims to protect and prevent people from becoming victims of scams.

- Be aware of people offering or selling
- Virus testing kits – these are only offered by NHS.
- Vaccines or miracle cures – there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus (COVID-19) such as antibacterial products.
- Shopping or medication collection services
- Home cleaning services

### Protect yourself and others

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service, they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure

### FOR ADVICE ON SCAMS CALL

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

## DOMESTIC AND SEXUAL ABUSE HELP

Self-isolation will have a direct impact on anyone experiencing domestic abuse and sexual abuse. If you are experiencing this kind of abuse, you can talk to someone in the agencies listed below.

**IF YOU ARE IN IMMEDIATE DANGER, PLEASE CALL 999.**

### DOMESTIC VIOLENCE

**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**.

### 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 w003 7777** or email **support@synergyessex.org.uk**.

### 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.

Professionals will have to state if they call for the Consultation Line (a social worker will give advice but not record the call) or the priority line (because an immediate response is necessary).

Requests for service should be made **online here**.

The online Request for Information portal will remain active for the time being but will be reviewed as circumstances change and develop.



## SHOPPING AND SUPERMARKETS

Many supermarkets have tailored their opening times specifically for vulnerable residents and key workers.

**SAINSBURYS** - Are using a Government database that tells them which people in England the Government considers to be most vulnerable, to offer those registered with them a delivery slot. If you live in England and you're extremely vulnerable, you can get access to priority home delivery by visiting [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

**TESCO'S** - All stores (except Express stores) will be prioritising the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday. Every Sunday all Tesco stores prioritise a browsing hour before checkouts open for NHS workers, giving them dedicated time to shop for their essentials. They are encouraging those who are able to safely go to a store to do so to free up the online slots for the more vulnerable. Open hours have changed so [check here for opening times](#) for your local store.

**ONLINE SHOPPING** - The number of items you can add to your cart has been capped at 80. Orders are arriving bagged to reduce the time spent at the door.

**M&S** - First hour of trading will be for NHS and emergency services workers Tuesdays and Fridays; Vulnerable Mondays and Thursdays first hour of trading.

**ASDA** - To support the vital work of the NHS, they are prioritising NHS workers in larger stores every Monday, Wednesday and Friday from 8am to 9am.

**ALDI** - Given current circumstances, our daily opening hours will shorten slightly. We will close at 8pm to allow time for product replenishment and to give additional support to our store colleagues. Sunday opening hours remain unchanged and also adverts say that some of Sunday is reserved for NHS personal

**LIDL** - Normal hours. They have product quantity limitations in place on a select few product lines to ensure availability for as many customers as possible, and ask that customers respect these measures. Please see in store for more information on product quantity limitations.

**WAITROSE** - First hour of trading for vulnerable.

**ICELAND** - Last hour of trading for NHS staff but must show their NHS ID

This is what the shops individual websites stated on 30/03/2020. This information is subject to change.

**EASTERN CO-OP** - All stores have a dedicated shopping hour for vulnerable customers, those that care for them, and NHS workers, between 8am to 9am Monday to Saturday, and from 10am to 11am, on Sundays.

Service restrictions due to high demand. Online slots are currently booked up at the moment but please keep checking back to see when more become available. Where slots are available, you will only be able to order up to 20 items.

## NHS WORKERS AND PARKING

North Essex Parking Partnership and Colchester Borough Council

It is important to us to provide help and support to NHS staff and critical key workers such as;

- Emergency Services Staff
- Local Authority Officers
- Community Volunteers,
- Frontline Transport, and

Those providing direct support helping unwell and vulnerable people in their communities.

We understand workers may be working longer hours and may no longer have the full range of travel choices they would normally have, such as public transport. This means they may be struggling to find and pay for somewhere to park near their place of work or at a patient's home.

Therefore, we are providing exemptions for NHS staff and critical key workers in the form of a digital permit to use in on-street parking places and council owned car parks without having to worry about cost or time restrictions. On-street parking places are limited to

- Pay and display bays
- Limited waiting bays
- Permit holders bays/zones and
- Single yellow line waiting restrictions.

This digital permit should assist the activities of these critical key workers during this difficult period.

Permits will last until 30th September 2020 and will be reviewed regularly taking into consideration any national guidance. [Apply for a permit here.](#)

### QUESTIONS FROM YOU

#### Q: WHY IS THE GRASS NEAR ME NOT BEING CUT?

**A:** Due to the impact of coronavirus (COVID-19) Colchester Borough Council has in place a limited grounds maintenance programme, with only essential work taking place. At this present time, we are prioritising large open spaces, countryside areas and sports grounds.

This is to support the Government guidelines which stipulate the public are able to exercise in these areas once a day. Therefore, this essential work is being prioritised to ensure all members of the public can enjoy our open spaces across the Borough.

All members of our staff will abide by the Government guidelines of social distancing whilst carrying out their work.



## DOCTORS AND PHARMACIES

Easter Opening times for pharmacies  
[This link](#) provides the best source for finding the most current and up to date information regarding pharmacy opening hours for Easter

If you're thinking of calling your doctors please remember this -

- We can't do prescriptions early or give you more just in case - the pharmacies are struggling already, and we don't want pharmacies to become like supermarkets.
- We can't give you an inhaler even though you had one 5 years ago when you had a bad cough - just in case - I know it's scary but lots of people really need these inhalers and if you get one just in case they might not be able to get one that they really need.
- We can't give you paracetamol on prescription just because you can't buy it over the counter.
- We can't advise you whether you should or shouldn't self-isolate if you are at risk, we have a considerable number of patients - please follow the guidance. I know it's not perfect, but we don't have anything else we can tell you.
- If you are due to have a routine appointment and we tell you it's cancelled, try and understand the

unprecedented strain we are trying to get through.

- Please don't shout at your GP staff when they can't do these things because remember we will still make sure you get the medication you need and we will still provide the best possible care - over the phone or face to face if absolutely necessary!
- Every single person who sets foot in a healthcare setting from now on, is sadly entering a high-risk environment, why would you put yourself at risk?
- Remember all NHS staff are doing this to help keep you safe.

### QUESTIONS FROM YOU

**Q: I'VE SEEN MEMBERS OF COLCHESTER BOROUGH COUNCIL'S GROUNDS MAINTENANCE TEAMS OUT WORKING. HOW ESSENTIAL IS THE WORK THAT THEY ARE CARRYING OUT?**

**A:** Due to the impact of coronavirus (COVID-19) Colchester Borough Council is only carrying out work that is deemed essential. Some Highway verges are still being cut on the main routes into the Borough for Health and Safety reasons. We thank you for your understanding.

**Stay at Home | Protect the NHS | Save Lives**