

Newsletter for the South Lakeland Area Issue 6

This is the sixth 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.

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

Full details can be found online at cumbria.gov.uk
Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



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

Bank Holiday Monday, 25 May, the helpline will be open from 10am to 2pm.

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.

More information is also available on cumbria.gov.uk [welfare web pages](#).

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 www.cumbria.gov.uk/coronavirus/additionalsupport.asp where you will find signposting to all the relevant gov.uk, CAB and local support.

Local news

Hot meals delivered by volunteers in Ambleside and surrounding areas

At the start of lockdown, Nick Kirkpatrick, General Services Manager from Windermere School contacted Cumbria County Council to offer the school's services to provide hot meals to those in need during the Covid-19 pandemic. Through the county council, they were linked up with the Ambleside Parish Centre who actively support their local communities under normal circumstances and the team have really stepped up in these extremely challenging times.

Windermere School is proud to be now working in partnership with Ambleside Parish Centre offering hot lunches during week days thanks to the kind donations and grants received by the Ambleside Parish Centre. The meals are prepared in the school kitchens by chef, Mrs Jane Kirkpatrick who has been providing delicious lunches for the children of Key Workers who are continuing to be educated at the Elleray Campus

Service is one of the Six Pillars of Round Square upon which the ethos of



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Windermere School is built, and we have been delighted to support this important local initiative', says Mrs Julie King, Head of Elleray Campus. Our students are encouraged to take part in social action and it is imperative that, even though our school gates are temporarily closed, we continue to honour these principles. Many of the meals are for members of our community who are unable to shop, or find available funds during this difficult time', continued Mrs King.

The cost for two courses is £3 or free if you have lost your income, and can be picked up each day from the centre or delivered by a volunteer to your door. Contact admin@amblesidepc.org.uk . Book by noon on Thursday for the next week. The scheme is currently available for residents of Ambleside, Grasmere, the Langdales and Hawkshead. Negotiations are underway with Coniston to see if there is a need there too.

Meals were delivered to 24 households in the first week, 36 in the following week and a whopping 68 Turkey dinners went out on Wednesday, 6 May.

Windermere School, Patterdale Road, Windermere, The Lake District, LA23 1NW +44 (0) 15394 46164 ws@windermereschool.co.uk In partnership with Ambleside Parish Centre, Vicarage Rd, Ambleside LA22 9DH T: 015394 34172 admin@amblesidepc.org.uk <https://www.amblesideparishcentre.org.uk/>

Thanks also go to Garside's Butchers for donations of Cumberland Sausage, and to the YHA of Coniston, Windermere and Lakeside for donations of frozen catering sized meals which will help us extend the scheme for as long as possible.

Weekends also now catered for

Thanks also go to Ryan at Kysty's who has kindly offered the use of their kitchens to prepare a free vegetarian soup and roll available to those without income on a Saturday and Sunday lunchtime. Soup will be put in reusable insulated cup containers, (again donated by local businesses, including Electricity North West), and can be picked up from Kysty's, or home delivered by a volunteer. Contact admin@amblesidepc.org.uk for details/ to order.

Grasmere – help in the community

A local war veteran in his 90s who regularly walks a hilly route from his home to the Spar to do his shopping was left distressed when there was very little left to buy in the shop after all the panic buyers had left the shelves empty, meaning he couldn't buy essentials. The volunteers in the Grasmere (& surrounding) Covid Help Group heard about his problem and visited him armed with loo rolls and other items. They had a chat with him, arranged for free fish and chips to be delivered and he now knows there is help available for him.

Holme – Bruce the hero!

On this particular evening, following a gloriously sunny day, the air had turned much cooler and there was a hint of frost in direct contrast to the heat of the day. The night walk was always quiet and we rarely saw or heard another soul but this night's silence was shattered by a plaintive voice. We stopped and waited and heard it again, then nothing. The ensuing quiet filled the night so we continued, unconsciously vowing to pass this place again on our return. As we did, there was no noise but as we carried on, Bruce, my dog, suddenly stopped and pulled me back in the direction we had just taken. Trusting his instincts, I allowed him to lead. Had he not stopped; we would have continued home. We stopped outside a bungalow in the pitch dark and heard a voice, clearer now, it was calling a name.

Sensing danger, Bruce pulled me towards a gate where I asked if anyone was there and if there were all right. A voice came back telling me, she had fallen and could not get up. Bruce and I entered the dark garden to find a lady lying on her side, in obvious discomfort. Bruce immediately went to her side where he nuzzled close to her while I tried to ascertain what had occurred.

With Bruce remaining close at her side, we managed to get her on to a chair and then into the house. She was bruised, shaken and very cold but did not want us to call for medical assistance. We left her in the heat with her husband while I took Bruce home.

Sarah and I returned shortly after to check on her and rang the emergency helpline. Having listened to the events of the evening, they decided to send an ambulance directly.

On arrival, the two female paramedics set about examining her and asked us to relate the tale once more. Her injuries were superficial but her temperature was so low it caused a significant concern. They could not leave until it had gone up at least two degrees. The poor lady was absolutely frozen. On hearing of Bruce's involvement, they both requested his presence so I was dispatched home to fetch the hero of the hour.



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While the paramedics were charmed by him, we expressed concerns about entering the home during lock down and the effect this could have. They reassured us that this had been the correct thing to do and solemnly informed us that had she been exposed for another hour she would have died.



Reflecting on the way home, with our heroic hound walking next to us, had Bruce not pulled me back and lead me to the garden, she would have died. Had he not used his own body heat to warm her, she may not have recovered. Had he not been there and had not been the dog he was, a family would not have its mother, a husband, his wife. We were in no doubt at all

that as well as bringing warmth and happiness to all, Bruce would now add life saver to his list of qualities.

THE COMMUNITY CUPBOARD



KIRKBY LONSDALE & SURROUNDINGS

BRING WHAT YOU CAN, TAKE WHAT YOU NEED

Our Mission, Goals, & Values

In these uncertain times, many people are struggling to make ends meet, including people who may never have needed help before. Replicating initiatives that are popping up across the country The Community Cupboard has been set up for those in Kirkby Lonsdale and surrounding communities.

The Community Cupboard enables our community to support each other, as summed up in our motto “Bring what you can, take what you need”.

Our mission is to alleviate food poverty, period poverty and reduce food waste. Our values are to be respectful of all, maintaining confidentiality and dignity at all times.

The Community Cupboard is supported by the Kirkby Lonsdale Community Hub, Cumbria County Council, Kirkby Lonsdale Town Council, Churches in Lunesdale and local schools and businesses.

When

The Community Cupboard will officially open from Monday 18th May, when we will be delivering food parcels in and around the town. In the near future we intend for The Community Cupboard to be open at specific times during the week so that you can come in person and pick up what you need, subject of course to social distancing measures.

Who is it for

Many people will be struggling with their money in a way they have never done before people who have lost their jobs, people who are recently self-employed, people on zero- hour contracts, people on furlough who have seen a big drop in their income. You may be single, or you may have a family. The Community Cupboard is for everyone who is struggling even to buy the basics.

Where

The Community Cupboard is located in the Lunesdale Sports Centre, off Kendal Road at the back of Queen Elizabeth School astro turf pitch and next to the new housing estate of Oakfield. Parking available outside.

What will you need

This is made as easy as possible. To register complete the form below or call the Hub. You will be asked for your name and home address. A contact number (preferably mobile) to send a text if opening times or if changes arise. Household size, number and ages of any children in your household, and if anyone has any food allergies or dietary restrictions. No money will be asked for but when times pick up and you feel able please give back to the Community Cupboard in any way you see fit.

Period Poverty

The Cupboard also aims to tackle Period Poverty which is a growing issue for girls and young women, especially in the current crisis. Whilst schools remain closed there is no easy access to free sanitary supplies. That's why Cumbria County Council and South Lakeland District Council are working collaboratively to make sure free sanitary products are available for those who need. These will be available from The Cupboard from early next week (14th May) onwards and also after the schools go back from QES and St Mary's Primary school students.

To manage the volume of need – as yet unknown – and to keep volunteers and households safe, it is necessary to register by filling out the form below. Alternatively, call The Hub on **015242 36404** (open daily from 10:00 – 16:00) and they will register you over the phone.

Confidentiality will be respected, and deliveries made anonymously. An individual reference number will be applied to your first request, which you can use for future requests.

Youth Offer

Kent Estuary Youth (KEY) are pleased to be able to bring a variety of activities to children aged 11+ who live in the Kent Estuary area. See table below for details.

There are still places left on the RSpace workshops:



RSpace
Supporting my Well-being

FREE - online interactive sessions for young people 11+
Activities led by qualified Youth Worker, helping young people to:

- Explore what Emotional wellbeing is and how we can support ourselves
- Build on existing resilience
- Exploring coping strategies and self-care

The programme runs for 6 sessions, with a max number of 6 per group.
This programme is a shorter version of the one KEY delivers in our local School.

For more information or to sign up please call/text Emma on:
07960 451542 or email: emmabankskey@yahoo.co.uk

KEY is a Charitable Incorporated Organisation, registered number: 1162823



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11th May
Onwards


KEY YOUTH ACTIVITIES



Please note you must be 11+ live in the Kent Estuary area (Milnthorpe etc. or attend local schools) and have completed our Digital consent form to be able to access the digital forums (this does not include the Chatterbox 1:1's). Please note activities may change depending on what you tell us you want and need. This week's sessions will be support by our Youth Worker - Emma & current volunteers

Mon	Tue	Wed	Thurs	Fri
	<p>CHATTERBOX Call or text between 1-3pm to chat to our youth workers Emma Work No: 07960 451542 You may text to request a call back if needed.</p>	<p>CHATTERBOX Call or text between 1-3pm to chat to our youth workers Emma Work No: 07960 451542 You may text to request a call back if needed.</p>	<p>CHATTERBOX Call or text between 1-3pm to chat to our youth workers Emma Work No: 07960 451542 You may text to request a call back if needed.</p>	<p>CHATTERBOX Call or text between 1-3pm to chat to our youth workers Emma Work No: 07960 451542 You may text to request a call back if needed.</p>
	<p>ZOOM - Random Acts of Kindness 3:30 - 4:20pm Digital Outreach With Emma & Mary</p>	<p>ZOOM - Milnthorpe youth café 3:30 - 4:20pm 4:30 - 5:20pm Digital Outreach With Emma & Greg</p>	<p>ZOOM - RSpace 3:30 - 5pm 6 - 7:30pm Group workshops to support your emotional wellbeing. KEY programme as delivered in our local School -Spaces available With Emma & Mary</p>	<p>ZOOM - Games afternoon 3:30 - 5pm With Emma & Brian</p>

To sign up to activities:

1. Send Emma a message on 07960 451542 or email emmabankskey@yahoo.co.uk. Once registered we will send you an invite with the ID code and password to link into the session.
2. Download - Zoom: <https://zoom.us> 

KEEP up to date with our activities on: KEY Facebook page: https://www.facebook.com/KentEstuaryYouth/?epa=SEARCH_BOX



or KEY Instagram page @ [kentestuaryyouth](https://www.instagram.com/kentestuaryyouth)



Cumbria County Council Updates

You can subscribe to email alerts for your area. The link for South Lakeland is https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic_id=UKCCC_119

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 or by phone, call 01228 606060.

Bank Support Worker Recruitment

Cumbria County Council and the county's independent care providers are working together and recruiting Support Workers and Night Support Workers, to provide additional support to hard working residential care teams right across Cumbria.

If you have care experience, have looked after a loved one or are looking for a new opportunity, why not apply to join Cumbria's Support Worker Bank and make a difference in your community?

You will play a key role in supporting Cumbria's vital care home services, in the private and public sector, if the need arises during the COVID-19 outbreak.

Now more than ever, you have the chance to change people's lives for the better.

[Find out more at cumbria.gov.uk](http://www.cumbria.gov.uk)

The application process is quick and easy, and a member of our recruitment team will be in touch with you asap to explain next steps.

Public urged not to visit Lake District yet

Following the relaxing of lockdown restrictions, the clear message from Cumbria and the Lake District is now is not the time to visit the area.

With the Prime Minister announcing a lifting of the restrictions on travel and exercise there are fears an influx of visitors will put local communities and emergency services at further unnecessary risk. As the county continues to experience one of the worst COVID-19 outbreaks in the country, with higher numbers of infections and deaths than elsewhere and shops and visitor amenities still closed, Cumbria's multi-agency Local Resilience Forum is asking people to stay local for their exercise and not rush back to the Lake District just yet.

Assistant Chief Constable Andrew Slattery, Chair of Cumbria's Local Resilience Forum, said:

"We know people love the Lakes and when the time is right we will of course warmly welcome back visitors. But now is not the right time. Cumbria has been one of the worst affected parts of the UK and Coronavirus is far from over, we still have people being infected and people dying in the county on a daily basis. People coming into the county from elsewhere just makes the job of containing and controlling the outbreak more difficult. We've said it before, the Lake District isn't going anywhere, so please put off your visit for now."

For those that do decide to visit the area despite local concerns there are three key messages:

Respect our local communities

- Be considerate and don't do things that increase the risk or cause problems for local people, particularly the vulnerable: avoid using paths through farmers' yards; keep your dog on a lead and take your litter home.
- Plan ahead and avoid busy places: use saferlakes.co.uk to park safely and considerately and avoid the more popular destinations.
- Bring your own food and drink to avoid pressure on local shops.
- Consider the lack of toilet and washing facilities and don't behave in an anti-social manner.

Respect the risk

- Cumbria continues to record new cases of the virus every day and the threat has not gone away
- Don't take risks on the fells, on the water or on the roads. Stay within the limits of your ability and equipment at all times.

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- If you get into trouble help may take longer to arrive and you will put unnecessary additional pressure on local health and emergency workers as well as volunteer mountain rescue and coastal rescue services.

Respect the rules

- Observe all the Government's social distancing rules.
- No overnight stays, no camping, no visiting second homes.
- Avoid crowds.
- Wash your hands regularly.

Richard Leafe, Chief Executive at the Lake District National Park Authority, said:

“We understand that people are keen to enjoy the health and wellbeing benefits of the Lake District National Park, however we're appealing to people not to rush back. Many of the facilities that visitors usually enjoy, such as toilets, restaurants and campsites, are not open, so it's a very different experience in the National Park at the moment. If people are exercising, we'd urge you not to take unnecessary risks to help protect our volunteer mountain rescue service and local communities.”

Colin Cox, Cumbria's Director of Public Health, said:

“We have had well over 2000 confirmed infections and around 400 deaths as a result of COVID-19 and it's only as a result of the lockdown restrictions that those grim totals aren't even worse. We understand that lockdown can't last forever, we certainly don't want it to, but I'd urge people to really consider whether a visit to the Lake District is the right thing to do at the current time. As the Government says, the best way to beat this virus remains to stay home as much as possible.”

More information is available at cumbria.gov.uk/coronavirus/visitors.asp.

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GOV.UK - Latest government guidance



[Coronavirus \(COVID-19\): guidance and support](#)

Find information on coronavirus, including guidance, support, announcements and statistics.

[Staying alert and safe \(social distancing\)](#)

The most important thing we can do is to stay alert, control the virus, and in doing so, save lives.

[Coronavirus outbreak FAQs: what you can and can't do](#)

Frequently asked questions on what you can and can't do during the coronavirus outbreak.

[Staying safe outside your home](#)

The principles you should follow to ensure that time spent outside your home is as safe as possible.

[New guidance on spending time outdoors](#)

Details on a range of outdoor activities which will be allowed in England from 13 May 2020 subject to social distancing rules.

[Public advised to cover faces in enclosed spaces](#)

The public is advised to consider wearing face coverings in enclosed public spaces such as shops, trains and buses to help reduce the spread of coronavirus.

[Coronavirus \(COVID-19\): new transport guidance for passengers and operators](#)

Announcing new safer travel guidance for members of the public and safer transport guidance for operators.

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<https://www.gov.uk/guidance/coronavirus-covid-19-accessing-food-and-essential-supplies>

Guidance on how to get food and other essential supplies during the coronavirus pandemic.

South Lakeland District Council

For up-to-date information on South Lakeland District Council services, go to www.southlakeland.gov.uk, follow SLDC on Facebook or on Twitter

@SouthLakelandDC.

- 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 offices at South Lakeland House in Kendal and Kendal Town Hall remain closed to face-to-face enquiries. Essential services are continuing, including waste collections, environmental protection and benefits payments. Services will also be accessible to the homeless and anyone who requires urgent assistance can still call a member of the homelessness team on 01539 733 333. SLDC's customer services team is still working and can be contacted by the same phone number or by emailing customer.services@southlakeland.gov.uk. Any documents that need to be handed in can be left in a sealed envelope in the post box at SLDC's Kendal offices. The post box is next to the main office entrance in Angel Yard.
- The public jetty, public slipway and public toilets at Ferry Nab, Bowness have now re-opened in line with latest Government guidance.. All council-managed play areas are closed, although parks will remain open for fresh air and exercise in line with government advice.
- Car parks operated by SLDC outside the Lake District National Park continue to be free of charge to ensure key workers and volunteers involved in the Coronavirus response can access parking and to minimise the risk of virus transmission. Charges have been reintroduced on all SLDC operated car parks within the Lake District National Park as part of a co-ordinated response with other car park operators in the national park to manage the expected numbers of visitors travelling to the Lakes now that travel restrictions have been eased

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- All bulky waste collection services provided by Right2Work are currently suspended.
- Businesses impacted by the Coronavirus outbreak can now apply to South Lakeland District Council (SLDC) to access government support grants - the cash grant for retail, hospitality and leisure businesses (a one-off cash grant of £25,000 to eligible businesses with rateable values greater than £15,000 and less than £51,000), and small business grant funding (a one-off £10,000 grant to support small businesses that already pay little or no business rates because of small business rate relief (SBRR), rural rate relief (RRR) and tapered relief).

Those eligible should receive the payment within 10 working days from receipt of a valid application.

To date the council has received 4,900 applications and has processed payments worth more than £57 million.

The application form can be accessed here:

www.southlakeland.gov.uk/Covid-19BusinessGrants

Public Health, Mental Health and Wellbeing

CADAS can help with addiction

Just launched a new 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/>)

General Enquiries:

- 0300 111 4002 (Mon–Thu 10am–5pm)
- info@cadas.co.uk

Addiction Helpline:

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

Parkinson's Information and Support Service

You can call the Parkinson's Helpline on **0808 800 0303** or email hello@parkinsons.org.uk

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Period Poverty

South Lakeland District Council has provided and distributed a range of sanitary products to School Hubs, Foodbanks and other outlets in South Lakeland. Please see the table below for places where you can access sanitary products easily and discreetly.

Period Poverty Help			
Area	School	Food bank	Shop
Ambleside		Ambleside Parish Centre, Vicarage Rd Open Tuesday & Thursday 11 -13.00 015394 34172	Co-op --01539433124 7-8
Arnside	Arnside National Cof E school 01524761159		
Bowness			Co-op 015394 44105 7-8
Broughton			Newsagents 01229 716220 6-6
Burton			Village Store 01524 781828 6-6
Cartmel			Premier 01539 536268 7-8
Coniston			Co-op, 015394 41247 7-8
Dent			Dent Stores 01539625209 8.30 - 5.30
Grange Over Sands	Dean Barwick School 015395 52298	Community Foodstore Nat West Bank 2-4 015395 33022.	
Grasmere			Co-op 01539435229 7-8
Hawkshead			Co-op 015394 36244 7-8

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Kendal	The Queen Catherine 01539 743900 St Oswald's Burneside 01539 738185 St Thomas's Kendal Green 01539 737373 Crosthwaite CE School apickering@crosthwaiteprimary.net	Kings Food Bank, 07534 609129 Kendal Parish Church Manna House	
Kirkby Lonsdale	St Marys C of E 015242 71334 Queen Elizabeth Studio School 01524271275		
Levens			Londis 015395 60275 8 - 6.30
Lindale	Lindale CE primay School 015395 33480		
Milnthorpe	Milnthorpe Primary School 015395 62344		Spar 015395 62784 7-8
Natland	St Marks 015395 60719		
Sedbergh	Sedbergh primary School 015396 20510		
Staveley	Staveley CE Primary School 01539 821218		

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Ulverston	Croftlands Infant and Junior School 01229 585211 Sir John Barrow Primary School 01229 483960		
Windermere		Windermere Food Bank, The Methodist Church Windermere Wed 12-13.00 07827912798	Co-op 01539 443021 7-8

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CANCERCARE CAN



Community support during the COVID-19 pandemic across the **Barrow and Furness area**

PHONE COUNSELLING | ONLINE THERAPY | ESSENTIAL MEDICAL DELIVERIES

0330 150 628 07860 018 278 SUPPORT US ON JustGiving
CancerCareCan@cancercare.org.uk

Open Monday to Friday 9am-5pm

CancerCare CAN help...



COMMUNITY SUPPORT HELPLINE

A dedicated information Helpline open at all our centres daily from 9am-5pm, Monday to Friday

call: 03330 150 628 (charged at standard rate)

email: CancerCareCan@cancercare.org.uk

text: 07860 018 278

FREE COUNSELLING SERVICE

FOR UHMBT NHS STAFF

CANCERCARE ARE OFFERING

Telephone and online counselling and holistic therapies for UHMBT staff during the Coronavirus outbreak

Referral line open Monday to Friday 9am-5pm

Sessions are completely confidential and will be done at a time that suits you



Cancer
Care

GET IN TOUCH:

03330 150 628

WWW.CANCERCARE.ORG.UK

CANCERCARE NORTH LANCASHIRE & SOUTH CUMBRIA: 1120048



University Hospitals of
Morecambe Bay

NHS Foundation Trust

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

The Big White Wall

Free anonymous 24/7 mental health support line for ages 16+
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

Cruse Bereavement Care: www.crusecumbria.org.uk

Helplines 0844 477 9400 Local: 0300 6003434
helpline@cruse.org.uk

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Child Bereavement UK: www.childbereavementuk.org

Helplines: 0800 0288840 Local: 01539 628 311
cumbriasupport@childbereavementuk.org

National support

Child Bereavement UK supports families when a baby or child of any age dies or is dying, or when a child is facing bereavement. If you are bereaved, caring for, or concerned about a bereaved child, our bereavement support team is here to take your call and respond to emails 9 am - 5 pm Monday to Friday. We provide:

-  A confidential listening service
-  Guidance and information on a wide range of topics and issues
-  Details about the direct support Child Bereavement UK can offer
-  Signposting to other organisations which can offer further support

Telephone support sessions

We can provide booked telephone support sessions for parents or carers of a bereaved child and for individuals or couples when a baby or child dies.

I called Child Bereavement UK. Immediately we had the lifeline to make survival possible.

Bereaved mother


Call our helpline
0800 02 888 40

Website

On our website you can find information on a range of issues relating to child bereavement, books and articles, a searchable database of helpful organisations and details about the support we offer families bereaved by any cause.

I was really alone, I didn't want to speak much to anyone. Child Bereavement UK helped me to talk about what happened.

Bereaved young person

Supporting schools

Professionals in schools have a unique role in helping grieving children and young people, as children spend a significant amount of time in school. We can offer support and training to school staff supporting bereaved students.

We also run an awareness programme for primary and lower secondary schools.


elephantsteaparty.co.uk

Support in Cumbria

Across Cumbria, Child Bereavement UK provides free information and support to families when a child or young person is facing bereavement.

Across Cumbria we offer:

Telephone support sessions

We can offer parents and carers support to help them in parenting a bereaved child or young person.

Face-to-face support sessions

For bereaved children and young people with their parent/carer or on their own.

Family support groups

For bereaved families and children aged 4-12 to meet together. Facilitated groups allow bereaved children and their families to express their feelings through creative activities.

Young People's Advisory Groups (YPAG)

A chance to meet with other bereaved young people in a supportive environment and to work on developing resources to help others.

Support for schools and other professionals

We can support the work that teachers and other professionals are undertaking with bereaved children or young people, through advice, resources or bereavement awareness sessions.

CORONAVIRUS (COVID-19) UPDATE

SOUTH LAKELAND

Child Bereavement UK has helped me through the bad times and it's helped me to be less stressed.

Bereaved teenager

Enquiries

Enquiries are welcome directly from families. We also welcome referrals from other agencies if a family has agreed to have their contact details passed on to us. Please get in touch to find out more about what we offer.

Both my son and I benefited immeasurably from the service. At such a crucial time in our lives it has given us the stability and reassurance we needed to cope, when nothing around us seemed to make sense at all.

Parent of a 6-year-old child

01539 628 311



Contact us

We offer bereavement support across Cumbria

01539 628 311

Child Bereavement UK
The Bridge, 71 Wordsworth Street
Penrith, Cumbria, CA11 7QY

cumbriasupport@childbereavementuk.org
www.childbereavementuk.org

Supported by



Child Bereavement UK, Clare Charity Centre, Wycombe Road, Saunderton, Bucks HP14 4BF
Charity No in England and Wales 1040419 and Scotland SC042910



Bereavement support in Cumbria



Lily and Fleur,
with their father Paul

For families

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

Active Cumbria Staying Active at home

Find more information about staying active during the lockdown at:
<https://www.activecumbria.org/behealthybeactive/stay-work-out/>

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 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.

People First launch new phone service; Keeping People Connected

The infographic features the People First logo (pf) and the text: 'We are People First. People First NEW Chat+Check Service for people with learning difficulties and/or autism - Covid-19.' It includes four sections: 1. 'At People First we are doing our best to support people in need during this difficult time.' 2. 'We want to help people stay safe and healthy and not feel alone. We are setting up a new telephone Chat+Check service for people who have learning difficulties and/or autism who need some support. For more information contact: chris.tolley@wearepeoplefirst.co.uk 07763 546116' 3. 'We will have regular calls with people who need support. We want people to know that we are here to talk to.' 4. 'If you know someone who could benefit from this service please contact us on the details above with the name and contact details of the individual in need of support.' At the bottom, it says 'wearepeoplefirst.co.uk Take care. Stay safe.'

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

Covid-19: easy read guides

During these unusual times it's important that we all are informed with up-to-date reliable and trustworthy information. People First have collected easy read

information and valuable resources from a range of respected sources to support adults with a learning disability to stay connected and informed of Covid-19. This includes general information about what to do if they are ill, how to protect themselves and others along with how to care for their own mental health and stay connected. You can access these resources [here](#).

Community Learning and Skills is Going Online!

Learn a new skill or find a new interest with hundreds of online courses to choose from..."



Cumbria County Council's Community Learning and Skills service is launching a new programme of online courses from Monday 4 May. With more than 150 adult learning courses available online there's bound to be a course that will spark your creativity!

We have courses to help you feel less isolated during the current lockdown period, courses that will help you maintain healthy physical and mental health, as well as a range of courses to open up your creative side - learn a new language or expand your digital skills to help you keep in touch with family and friends, or to support your professional work.

We are also excited to offer some additional support for home schooling parents with a wide range of Family Learning courses up to Key Stage 2.

Whatever you choose to do, you'll find our tutors are supportive and encouraging, and our classes are a great way to increase your confidence and skills. A large number of classes will be offered for free, with others starting at only £2.50 per hour.

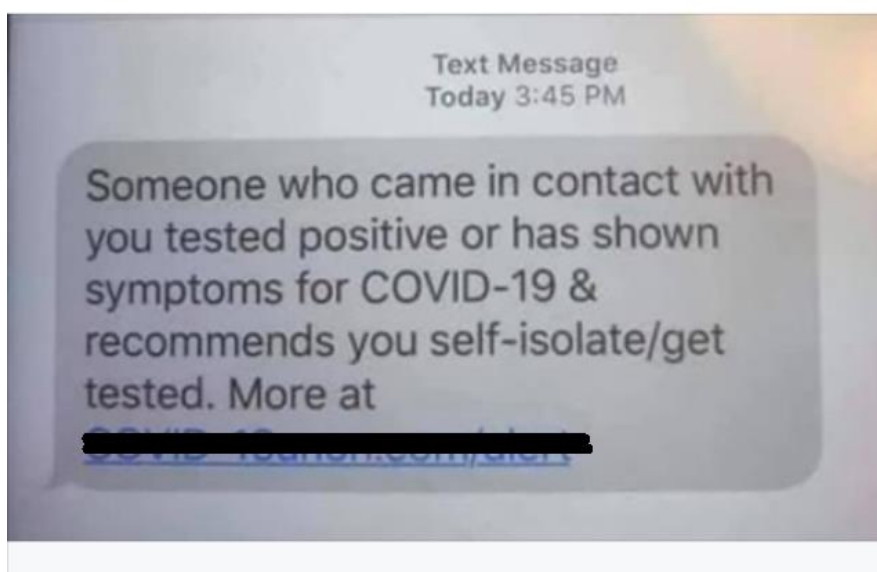
Trading Standards Advice on Scams

The UK Government is currently trialling a new COVID-19 coronavirus contact tracing app on the Isle of Wight. Many expect that the app will roll out to the rest of the country later this year.

The Chartered Trading Standards Institute has received evidence of a phishing scam themed around the app, even before the real app has been released nationally.

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/ 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/

Transport

Changes to Bus Services across Cumbria

Stagecoach have made changes to their bus services across Cumbria during the current health emergency.

A summary of the Monday to Friday changes in each District can be found from links at the top of the County Council's website page for bus services:
www.cumbria.gov.uk/buses.

For impartial and comprehensive information about public transport please contact Traveline on 0871 200 22 33.

NHS and Key Worker Accommodation

Gates Travel Covid-19 support

T: 01539 815940 businesstravel@gatestravel.co.uk

A number of hotel chains, including Premier Inn, Travelodge, Best Western and Holiday Inn, are keeping properties open for key workers. There are also several independent chains and privately owned hotels and guest houses which have remained open, as well as self-catering apartments, cottages and lodges.

Property owners, management and staff are proving unfailingly helpful, going out of their way to assist with early and late check-ins for shift workers.

Please contact us if you require accommodation, whether it's one room for one night or exclusive use of a property. We will provide our usual reservation management, billback and invoicing services in accordance with your organisation's purchasing instructions.

We're aware that many frontline workers are choosing to book and pay for their own accommodation in order to avoid travelling or to isolate from family. If you would like assistance with ad-hoc reservations or if a personal billback and invoice facility would be helpful to manage your expenses, please get in touch.

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>

Business Rates Bills for 2020/2021, Government Funding and Support

Details at www.southlakeland.gov.uk

Business Grant Funding

The application form can be accessed here: www.southlakeland.gov.uk/Covid-19BusinessGrants

Credit Union

Please email customerservice@edensouthlakeland.com or telephone **01768 890065** with any questions.

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

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.

Together We Can

Cumbria #TogetherWeCan is a campaign bringing you positive stories and information from across the county, lifting morale and showcasing the efforts of people responding to the outbreak of #COVID19 #Coronavirus.

Twitter: @TogetherCumbria <https://twitter.com/TogetherCumbria>

Instagram: @TogetherCumbria <https://www.instagram.com/togethercumbria>

Facebook: @TogetherCumbria <https://www.facebook.com/TogetherCumbria>

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,
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

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

Gateway 4 Women - Carlisle T:01228 212090 E: admin@cumbriagateway.co.uk

Women Out West - Whitehaven T:01946 550103 E: contactus@womenoutwest.co.uk

Women Community Matters - Barrow T:01229 311102 E: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

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:

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

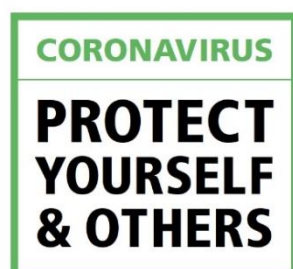
CORONAVIRUS
WASH YOUR HANDS
MORE OFTEN
FOR 20 SECONDS

**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**



HM Government

NHS

Coronavirus

Isolate your household

Stay at home

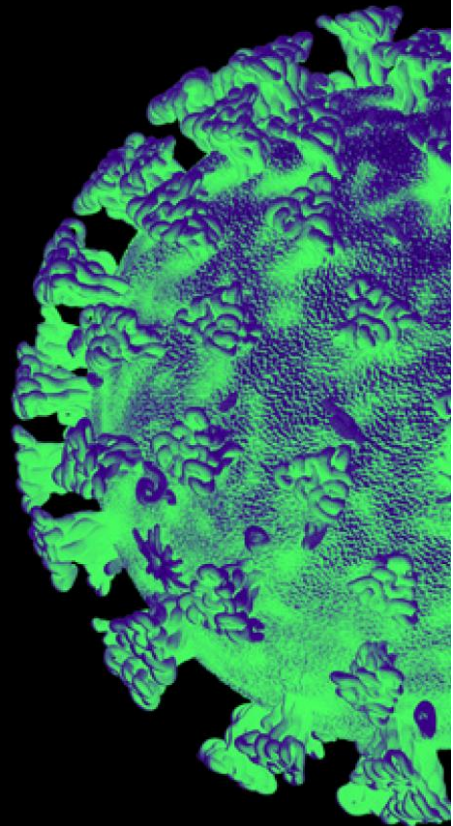
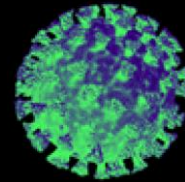
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ Everyone in your household must **stay at home** for 14 days and keep away from others.
- ✘ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at nhs.uk/coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
OTHERS &
THE NHS**



CORONAVIRUS (COVID-19) UPDATE

SOUTH LAKELAND

Bay Health &
Care Partners
delivering



#Ok2Ask

www.cumbria.gov.uk/coronavirus



1in3 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 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