

let's do the right thing for Warwickshire

Help
and advice
to keep you
COVID-19
safe

This guide offers you support to protect yourself, and others, through the pandemic. Keep it to hand to refer to. Inside you will find information to help you:

Stay safe

P 3

Stay well

P 4

Stay connected

P 6

In addition you will find:

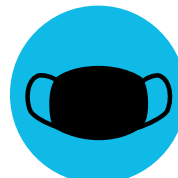
Support for businesses: p7

Key service contact details: p8

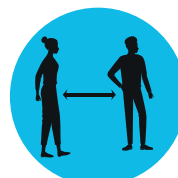
We can all do the right thing...



By washing our hands



By wearing a face covering



By keeping our distance



By staying at home if we have any COVID-19 symptoms



By getting a test if we have any COVID-19 symptoms

warwickshire.gov.uk/coronavirus

Book a test at nhs.co.uk/coronavirus or call 119

Introduction

Shade Agboola, Director of Public Health for Warwickshire

November 2020



First, I would like to say thank you to all residents for the responsible actions they have taken in following government's guidance and helping to reduce the spread of COVID-19 in the county and surrounding region.

I know how hard recent months will have been for so many of you and that you will have faced many personal and collective challenges. The sacrifices you have made, and are continuing to make, are hugely appreciated.

Wherever we can, Warwickshire County Council and our partners are committed to helping you. This publication shows some of the support that is available to help you get through these tremendously challenging times.

I hope it will support you whatever the challenges you may be facing; if you are finding it hard to access services, worried about your health and wellbeing or struggling to make ends meet, we want to help.

Working together remains very important to our response to the issues that COVID-19 is presenting. But key to this is controlling the virus and stopping its spread.

To do that, continued cooperation is essential if we are to protect our communities so whether you're outside, or

at home, there are simple things you can do to help limit the spread of the virus:

- Regularly wash your hands
- Stay 2 metres apart from people outside your household, or support bubble
- Wear a face covering when you're in enclosed public places, on public transport or where social distancing is not possible
- Avoid car sharing with those outside your household, if you must, keep windows open, cover your face and sit as far apart as possible
- Stay alert to COVID-19 symptoms, if you develop a **high temperature, continuous cough** or note a **change to your sense of taste and smell** you must **self-isolate and book a test** at nhs.uk/coronavirus or by calling **119**

Continue to follow the latest government guidance: www.gov.uk/coronavirus

Download the NHS COVID-19 contact tracing app which is helping us all to play our part in stopping the spread of the virus. The app lets you check in when in public buildings and get alerted if you need to self-isolate. There is also a symptom checker to check whether you have COVID-19 symptoms and need a test.

Working together we have achieved this so far...

We have
delivered



10,600

parcels of food and household essentials to residents who are isolated without support.

Taken 4,677 calls



to our wellbeing hotline.

Delivered 1678

prescriptions to residents unable to collect essential medication.



Helped Warwickshire's businesses working with partners in the districts and boroughs to issue

£105m
in business grants



21,799

page views to the Covid-19 specific webpages on the WCC website

Recruited over

1000 volunteers

to help in a variety of roles to keep the vulnerable safe.



Let's continue to do the right thing to get through this together.

If you have any COVID-19 symptom - high temperature, new continuous cough or a change to taste and smell:



Start isolating

- You for 10 days
- Your household for 14 days



Book a test

- nhs.uk/coronavirus
- or call 119

Stay safe

Keeping yourself and others safe

Domestic Abuse

The response to COVID-19 has reduced interaction with friends and family and people are spending more time at home. For people suffering domestic abuse, home is not always a safe place so the council is reminding people help is available.

If you, or someone you know, is being subjected to emotional, physical, financial or sexual abuse, you do not need to feel alone. Get in touch with the county's services for immediate support.

Call **0800 408 1552** or go to

www.warwickshire.gov.uk/domesticabuse

In an emergency call **999**.

Warm and well

To stay well in the winter it is important to keep warm, particularly for older people, the young and those with chronic illnesses.

If you were born on or before 5 October 1954 you could get between £100 and £300 to help you pay your heating bills. Find out more at www.gov.uk/winter-fuel-payment

For help to reduce your energy bills, join the Switch and Save scheme www.warwickshire.gov.uk/switchandsave

If you are in crisis and need help to pay for energy, Warwickshire Local Welfare Scheme may be able to help. Call **01926 410410** or go to www.warwickshire.gov.uk/localwelfarescheme

For further advice to stay warm and well, go to www.warwickshire.gov.uk/keepwarm

Home safety

We are doing so much at home at the moment - working, looking after children, cooking and cleaning - so it can be easy to become distracted. Avoid fire risk by never leaving cooking and candles unattended and keep children safe by ensuring sharp objects and poisonous substances are out of reach.

Remember to carry out regular fire safety checks.

- Ensure that you have a smoke alarm installed on every level of your home
- Carbon monoxide alarms should be installed in all rooms where there is a fuel burning appliance
- Test all alarms at least once a month
- Make sure you have an escape plan to keep you and your loved ones safe

For more information, visit:

www.warwickshire.gov.uk/firesafety or

www.warwickshire.gov.uk/childsafety

Scams

Everyday, even in the safety of our own homes, people are contacted by others trying to persuade us to part with our money. This may be at the door, over the phone, on the internet, by post or by email.

Top tips:

- Never provide any personal or financial information to a cold caller
- Never buy from unexpected doorstep traders.
- Never respond to a scam letter, email or text
- Make sure you're using official websites online
- If you receive a suspicious email, always check the sender's email address to check if it is a scam

For more information, visit:

www.warwickshire.gov.uk/scamsafety

Safeguarding

If you are a young person and you feel unsafe at home, or you're worried about a friend or sibling, help is available. Call Childline on **0800 1111** any time, or contact Warwickshire Children's Services on: **01926 414144** from 9am to 5.30pm on Monday to Thursday, and 9am to 5pm on Friday. Outside of these hours, if you have an emergency, contact the emergency duty team on **01926 886922**.

Stay well

Look after your physical and mental health

Healthy lifestyles

Look after yourself

To prevent longer term health issues, it's important to take care of yourself. Eating a balanced diet and being more active can help improve your general health and reduce stress and anxiety. Take the 'One You' quiz for hints and tips on ways you can improve your overall health at

www.nhs.uk/oneyou

We should aim to be as active as possible. This doesn't have to be daunting; activities like a short brisk walk, dancing, yoga or housework all count towards your goal. To help keep you active, here is some advice:

- Sit less and take breaks
- Add little chunks of movement to your day
- Try regular gentle stretches
- Get into a routine

For more ideas to stay active both indoors and out, visit:

www.warwickshire.gov.uk/coronavirusactive

Eat regular, balanced meals with lots of fruit and vegetables, choose healthy snacks and limit foods like chocolate and crisps.

The county's meals provider can deliver nutritious meals at home to social care customers and older people, go to

www.apetito.co.uk/meals-on-wheels

If you need financial and practical help to get food for you and family, visit www.warwickshire.gov.uk/foodsupport

Healthy habits

Quitting smoking can provide a range of health benefits for not only you, but also people around you. Evidence suggests that smokers can also experience more severe COVID-19 symptoms, making now a great time to quit. The Warwickshire website Quit4good is a good place to start, helping you put in place a support system that works for you along with advice about nicotine replacement, go to

www.warwickshire.gov.uk/quit4good

Pregnant women and their families have access to a specialist team of experienced stop smoking in pregnancy advisors. This Quit4Baby team understands the challenges of going smoke free and will provide a friendly, confidential service to help pregnant smokers, partners and their families stop smoking

www.warwickshire.gov.uk/quit4baby

Drinking alcohol is harmful to your health and wellbeing. You are advised to drink no more than 14 units a week and to have several alcohol free days a week. If you, or someone you know needs help with alcohol or substance misuse, visit

www.warwickshire.gov.uk/alcohol for support.

You can also call **01926 353513** for drug and alcohol support. Young people can contact Compass on **01788 578227**.

Mental health

It's important to take care of your mind as well as your body. Good mental health gives a sense of purpose and direction, provides the energy to do the things we want to do, and the ability to deal with the challenges that happen in our lives.

To improve your mental health and wellbeing, and your overall feeling of happiness, try the five ways to wellbeing:

Be active, Connect, Give, Keep learning and Take notice

If you are struggling with complicated and negative thoughts and feelings, or if you are worried about a friend or family member, dearlife.org.uk is a new resource which provides a range of support and signposting to vital services.

Call **0800 616 171** free 24/7 confidential help and emotional support.

Young people

Children and young people can seek support from Rise, a family of NHS-led services providing emotional wellbeing and mental health services for under 18s in Coventry and Warwickshire.

If you are worried about a child's mental wellbeing visit www.cwrise.com or call **02476 641799** between 8am and 8pm or **0300 200 0011** overnight to speak to a qualified mental health professional.

ChatHealth is a secure, anonymous text messaging service that allows to easily get in touch with a healthcare professional Monday to Friday from 9am to 5pm.

If you are the parent or carer of an under 5, you can text a health visitor on **07520 615293**.

If you are the parent or carer of a 5 to 19 year old, you can text a school nurse on **07520 619 376**.

If you are 11 to 19 years old you can text a school nurse on **07507 331 525**.

Flu

Flu is very infectious and can become a serious illness to some. The risk may be higher to particular groups during the COVID-19 pandemic.

To protect Warwickshire communities, this year's flu vaccine is being offered to a wider group of people, including:

- People aged 65 or over
- Pregnant women
- All adults and children (from the age of 6 months) with chronic conditions such as COPD and Diabetes, and others that affect a range of body systems
- Children aged 2 to end of primary school
- Carers and those working in health and social care
- People clinically extremely vulnerable to COVID-19 and anyone they live with

If you are eligible for a free flu vaccination, your GP will get in touch with you to arrange your appointment.

Carers

If you provide regular help for someone who could not cope without you, the Carers Wellbeing Service can offer you support, visit www.warwickshire.gov.uk/carers or call **02476 632972** (option 2).

Warwickshire Young Carers work with young people who routinely look after their family members. For more information, go to www.warwickshireyoungcarers.org.uk or call **02476 217740**.

These services are providing extra help to known carers through the COVID-19 pandemic including regular welfare calls and emotional and practical support.

Many people in a caring role are not accessing this valuable support so spread the word amongst friends and family members who could benefit from these services.

Dementia

Dementia Connect Warwickshire offers practical and emotional support, a listening ear, suggestions on coping through these difficult times and advice about other services. The service connects you with free support and advice available by phone and online, visit: alzheimers.org.uk/dementiaconnect or call **0333 150 3456**.

For general advice and support about living well with dementia, visit www.warwickshire.gov.uk/dementia

Remember it is important to contact your GP if you are concerned about your health and attend any medical appointments, such as screenings, you may be called to. Medical centres have measures in place to protect patients and staff. If you have any questions about the process or treatments please contact your GP practice or hospital.

Get support if you are Clinically Extremely Vulnerable to COVID-19

Help is available to:

- Get access to priority supermarket deliveries
- Find out about wider support such as emotional and financial wellbeing

Go to www.warwickshire.gov.uk/coronavirusvulnerable

Or call **0800 408 1447**.

Adult Community Learning

Warwickshire's Adult Community Learning service offers a series of free courses that will help you relax, refresh your current knowledge of a subject and learn new skills. All of the free courses are available now. For more information, go to www.warwickshire.gov.uk/adultlearning

Schools

Schools are currently open to all year groups but to avoid disruption to education it is important that we act quickly if any positive cases of COVID-19 are identified at a school.

If a child or teacher tests positive, their bubble of close contacts has to leave school straight away and self-isolate in accordance with national government guidelines. Your child's school will notify you and you must collect them immediately from school.

We can all play a part in keeping schools open.

If you take your child/children to school:

- Don't stay any longer than you need to at the school gates
- Stay at least 2m from other parents
- Wear a face covering – unless you are exempt

If your child or children use public transport:

- Make sure they have a face covering if they are aged over 11
- Use hand sanitiser before and after getting on the bus
- Stress how important it is that they remain quiet and try to sit in the same seat each journey

If you can walk or cycle to school, please do so.



Stay connected

Access to services and support

Facing hardship

People struggling to access food, essential items or pay for energy may need extra support at this time.

The council signposts to a range of food solutions for those who may be isolated, vulnerable or in financial crisis at

www.warwickshire.gov.uk/foodsupport

Foodbanks use a voucher referral system for food parcels which contain enough food for at least three days of healthy, balanced meals for individuals and families. For more information, visit

www.warwickshire.gov.uk/foodbanks

Call **01926 410410** for help if you don't know where to turn and are in need of financial or emotional support.

The Warwickshire Local Welfare Scheme supports our most vulnerable residents at times of unavoidable crisis when they have no other means of help. The scheme provides basic and essential help for food and energy in the form of emergency food parcels or credit for energy. Call **01926 410410**.

Self Isolation Payments

All District and Borough Councils in Warwickshire will be providing Self Isolation Payments to local residents who need financial assistance due to having to self-isolate because of Coronavirus. The scheme is for those on low incomes and receiving certain types of benefit, who cannot work from home during self-isolation and will lose income during that time. There is also a small discretionary scheme available for those who do not meet the criteria set out in the government scheme.

People who have received notification from NHS Test, Track and Trace from 28 September 2020 with a unique 8-digit identifier number and are eligible under the scheme criteria will receive a payment of £500 if they have tested positive for coronavirus and must self-isolate for 10 days, or are a contact of someone who has tested positive for coronavirus and they are told to self-isolate for 14 days.

The scheme runs until 31st January 2021. For further information please see the website for your district or borough council.



CHILDREN
& FAMILY
SUPPORT



Supporting Warwickshire families with information, advice and one-to-one support

✉ fis@warwickshire.gov.uk

🌐 warwickshire.gov.uk/fis

🐦 @WarksFIS

📘 WarwickshireFIS

☎ 01926 742274

Warwickshire Family Information Service are a friendly team who can offer support on a wide range of everyday family challenges including:

- Finding childcare and funding options
- Financial support and housing
- New and expectant parents
- Health and wellbeing
- Family relationships, conflict and contact
- Special Educational Needs and Disabilities (SEND)

Contact us by phone or email 9am to 5pm, Monday to Friday. For more complex enquiries we can also offer 1-2-1 support.

Sign up to our regular e-newsletter updates:

warwickshire.gov.uk/parentupdates



Employment

Universal Credit is a government payment to help with your living costs if you're out of work or you cannot work. To apply online visit www.gov.uk/universal-credit

Financial support

Benefit claimants should speak to their district or borough council if they need any advice. Please contact your local Citizens Advice for issues relating to benefits, debt, employment, consumer and housing. For advice please call **0800 144 8848** or visit your area's website:

Bedworth, Rugby and Nuneaton: www.brancab.org.uk

North Warwickshire: www.nwcab.org.uk

South Warwickshire: www.casouthwarwickshire.org.uk

For more information on debt advice, Universal Credit and help with household bills, visit

www.warwickshire.gov.uk/benefitsandwelfare

Libraries and registration services

Libraries are currently open in some areas of the county but this situation may change.

For the latest information about services and opening times please visit www.warwickshire.gov.uk/libraries or call **0300 5558171**. Books can be renewed online or through the automated service on **01926 499273**.

Customers who are clinically extremely vulnerable to COVID-19 or those who are isolated can sign up for the library delivery service and ask about extra support on offer.

If you need to register a birth, marriage or death or would like to plan a ceremony, you can do so by contacting **0300 5550255** or visiting www.warwickshire.gov.uk/registrations. Government guidance for ceremonies currently limits guests to 15 for a wedding and 30 for a funeral. COVID-19 alert levels may cause this to change please contact the registration service to confirm.

Warwickshire still means business

Support for employers

For COVID-19 secure guidance and support, visit www.warwickshire.gov.uk/coronavirusbusinesssupport

To support local businesses at this time the council has developed an economic recovery plan and earmarked a budget of around £6 million for a range of activities. For more information, visit: www.warwickshire.gov.uk/economicrecovery

Warwickshire's 'Buy Eat Local' campaign encourages us all to support local retail and food businesses who need our support more than ever. Whether you're popping into a local family-run bakery

for a loaf of bread, buying a quirky gift from an independent shop, or ordering a take-out from a local restaurant, by shopping locally, you're helping business owners and communities get back up and running.

Buying locally boosts the local economy and reduces transport costs, so it's a win for everyone as well as the environment.

For more information visit: www.warwickshire.gov.uk/buyeatlocal

Get involved

Volunteering opportunities

Warwickshire Community and Voluntary Action can help potential volunteers to find the right role for them, matching their skills with opportunities, and providing practical advice and information about volunteering, visit www.wcava.org.uk



Warwickshire together

Warwickshire County Council works closely with partners in district and borough councils, health and community and voluntary sectors. We are working together to ensure that everyone can access the level of help they need.

Warwickshire Directory

Find information about local organisations, groups and agencies that provide activities, advice, services and support:

warwickshire.gov.uk/directory

North Warwickshire Borough Council

www.northwarks.gov.uk Tel: **01827 715341**

Nuneaton and Bedworth Borough Council

www.nuneatonandbedworth.gov.uk/coronavirus

Tel: **02476 376376**

Rugby Borough Council

www.rugby.gov.uk Tel: **01788 533533**

Stratford-on-Avon District Council

www.stratford.gov.uk/coronavirus

Tel: **01789 267575**

Warwick District Council

www.warwickdc.gov.uk Tel: **01926 456111**

Warwickshire County Council

Customer Services Tel: **01926 410410**

warwickshire.gov.uk

Hotline for clinically extremely vulnerable residents

Tel: **0800 408 1447**

Trading Standards Tel: **0808 223 1133**

Citizens Advice Tel: **0800 144 8848**

Coventry and Warwickshire Mind (mental health)

Tel: **0300 123 3393** Text **86463**

EQuIP The Equality Inclusion Partnership

Tel: **07377 431997**

Age UK Tel: **01926 458100**

Samaritans Tel: **116 123**

RISE Children's mental health Tel: **0300 200 2021**



www.facebook.com/WarwickshireCountyCouncil



<https://www.instagram.com/bestwarwickshire/>



twitter.com/warwickshire_cc

For latest service news from the council subscribe at

www.warwickshire.gov.uk/keepmeposted

To have your say on council services and priorities you can take part in ongoing consultation and engagement at warwickshire.gov.uk/ask

For help to understand this information please contact us on 01926 410410