

COVID-19

COMMUNITY INFORMATION PACK

www.charnwood.gov.uk/coronavirus

Introduction

The purpose of this information pack is to provide information and support to you and your local community during the COVID-19 situation.

Within this pack you will find a list of key contacts, useful links to websites and blogs, resources and more - all in one handy document.

Please share this pack within your community so that as many people as possible have the support and knowledge required to deal with his unique situation.

For the latest information on changes to Council services, please visit www.charnwood.gov.uk/coronavirus

Health advice

The NHS have provided simple-to-follow advice to help people avoid catching and/or spreading COVID-19:

- Stay at home advice can be found on their website: www.nhs.uk/conditions/coronavirus-covid-19/
- wash your hands with soap and water often - do this for at least 20 seconds
- 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 immediately and wash your hands afterwards
- avoid close contact with people who have symptoms of coronavirus
- only travel on public transport if you need to
- work from home, if you can
- avoid social activities, such as going to pubs, restaurants, theatres and cinemas
- avoid events with large groups of people
- use phone, online services, or apps to contact your GP surgery or other NHS services
- do not touch your eyes, nose or mouth if your hands are not clean
- do not have visitors to your home, including friends and family

NHS advice for staying at home

The NHS advice for how long you should stay at home is as follows:

- if you have symptoms, stay at home for 7 days
- if you live with other people, they should stay at home for 14 days from the day the first person got symptoms
- if you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days
- if you have to stay at home together, try to keep away from each other as much as possible.

Read more NHS advice about staying at home here: www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/

- after 14 days, anyone you live with who does not have symptoms can return to their normal routine. But, if anyone in your home gets symptoms, they should stay at home for 7 days from the day their symptoms start. Even if it means they're at home for longer than 14 days
- if you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days
- if you have to stay at home together, try to keep away from each other as much as possible
- after 7 days, if you no longer have a high temperature you can return to your normal routine
- if you still have a high temperature, stay at home until your temperature returns to normal
- if you still have a cough after 7 days, but your temperature is normal, you do not need to continue staying at home. A cough can last for several weeks after the infection has gone.

Health advice for when you're at home

- drink plenty of water to stay hydrated – drink enough so your pee is pale and clear
- take paracetamol to help ease your symptoms. More medical advice on the NHS website: www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/
- stay in touch with family and friends over the phone or on social media, to help you avoid feeling low or lonely
- try to keep yourself busy – you could try activities like cooking, reading, online learning and watching films
- do light exercise, if you feel well enough to
- there is advice about how to look after your mental wellbeing while staying at home from Every Mind Matters: www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/

Useful links

The following links provide useful, factual and regularly updated information on COVID-19. Please share these links within your communities.

- Follow the latest stay at home advice at www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice
- What is COVID-19 – an overview of the virus: www.nhs.uk/conditions/coronavirus-covid-19
- Keep updated on the number of COVID-19 cases in the UK, including the affected areas: www.gov.uk/government/publications/covid-19-track-coronavirus-cases
- Frequently asked questions on COVID-19 including advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel – www.nhs.uk/conditions/coronavirus-covid-19/common-questions
- NHS 111 – Find out what to do if you think you have symptoms. The NHS online form will ask you a few questions and tell you what to do next: www.111.nhs.uk/covid-19/
- Charnwood Borough Council's COVID-19 information page has information about any changes to Council services and useful links to advice and guidance – www.charnwood.gov.uk/coronavirus
- We appreciate that an incident such as this will raise stress levels, anxiety and put a lot of unwanted pressure on people's shoulders. Please visit the NHS Every Mind Matters website for simple, useful tips and advice to support good mental health – www.nhs.uk/oneyou/everymind-matters
- The Public Health Campaign Resource Centre – www.campaignresources.phe.gov.uk/resources/campaigns for the latest posters, videos and social media graphics. **Please note:** You will need to register to access these.

Useful contact numbers

NHS 111 – only call 111 if you cannot get help online

Education queries – phone the Department for Education on 0800 046 8687

Useful Council links and contacts

Council Tax

Tel: 03456 091258

Email: council.tax@charnwood.gov.uk

Webpages

Report a change in council tax circumstances: www.charnwood.gov.uk/council_tax_change_of_circumstances

Discounts and exemptions: www.charnwood.gov.uk/discounts_and_exemptions_explained

Council tax forms: www.charnwood.gov.uk/council_tax_forms

Benefits

Tel: 03456 091258

Email: benefits@charnwood.gov.uk

Webpages

Homepage: www.charnwood.gov.uk/benefits

Apply for housing benefit/council tax support: www.charnwood.gov.uk/apply_for_housing_benefit_council_tax_support

Report a change in circumstances: www.charnwood.gov.uk/report_a_change_in_circumstances

Apply for housing benefit: www.charnwood.gov.uk/hben

Other benefits and entitlements: www.charnwood.gov.uk/otherbenefitsandentitlements

Housing

Tel: 01509 634567

Email: housing@charnwood.gov.uk

Webpages

Applying for housing: www.charnwood.gov.uk/apply_for_a_council_home

Homelessness: www.charnwood.gov.uk/homelessness

Further housing advice (including advice for older and vulnerable people, children and young people and money advice): www.charnwood.gov.uk/housing_advice_directory

More useful Council links and contacts

Council housing

Tel: 01509 634666

Webpages

Council tenancy support: [www.charnwood.gov.uk/council tenancy support](http://www.charnwood.gov.uk/council_tenancy_support)

Support services for older, disabled and vulnerable tenants: [www.charnwood.gov.uk/support services for elderly disabled and vulnerable people](http://www.charnwood.gov.uk/support_services_for_elderly_disabled_and_vulnerable_people)

Business rates

Tel: 01509 634831

Email: business.rates@charnwood.gov.uk

Webpage: [www.charnwood.gov.uk/business rates](http://www.charnwood.gov.uk/business_rates)

Social media

During situations like this, social media can be an extremely valuable tool for keeping updated on the latest information - including news stories, video content with government and PHE/NHS officials, etc.

However, it can also be rife with fake news and rumour, so it's important to visit reliable sources. Here are some Twitter accounts that are useful to follow for the latest factual advice and information related to COVID-19:

- Public Health England - [@PHE_UK](https://twitter.com/PHE_UK)
- Department of Health and Social Care - [@DHSCgovuk](https://twitter.com/DHSCgovuk)
- Charnwood Borough Council - [@CharnwoodBC](https://twitter.com/CharnwoodBC)
- NHS England - [@NHSEngland](https://twitter.com/NHSEngland) - The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'.
- Leicestershire County Council [@LeicsCountyHall](https://twitter.com/LeicsCountyHall)
- Charnwood Police - [@CharnwoodPolice](https://twitter.com/CharnwoodPolice)
- Leicestershire Police - [@LeicsPolice](https://twitter.com/LeicsPolice)
- Leicestershire Fire & Rescue Service - [@LeicsFireRescue](https://twitter.com/LeicsFireRescue)

Charnwood Community Action

The Council, working with John Storer Charnwood, has launched Charnwood Community Action – a campaign to help support, advise and guide and co-ordinate groups and people who are volunteering to help others in the borough during the coronavirus pandemic.

Volunteers and voluntary groups already helping other people are encouraged to register with John Storer which can provide specific advice and guidance needed to ensure everyone's safety.

The Council is working with John Storer Charnwood to identify volunteers who may have specific skills and experiences which will help provide essential support to vulnerable people in the community.

As part of the campaign, the Council is keen to support the community during this difficult time and has pledged £100,000 to help with any needs identified as part of this co-ordinated approach.

If you are a 'known and trusted' staff member or volunteer of a voluntary or statutory organisation and are willing to offer support please get in touch with John Storer Charnwood. Individuals with a recent DBS check and relevant training/qualifications like First Aid, D1 Driving Licence can also register as a Community Action Volunteer.

Although everyone's efforts are appreciated, the Council would only encourage people to volunteer as long as they are fit to do so.

If you would like to become a community action response volunteer, please email enquiries@jscharnwood.org.uk to register your interest.

Thank you in advance for your help and support.



Supporting the people of Charnwood

Business rates

On Tuesday March 17, the government announced new measures to support businesses in response to the Covid-19 pandemic.

These measures included reliefs and grants related to business rates as follows:

- A business rates retail holiday for retail, hospitality and leisure businesses in England for the 2020 to 2021 tax year.
- A grant of up to £25,000 will be provided to retail, hospitality and leisure businesses operating from smaller premises, with a rateable value between £15,000 and £51,000.
- Additional funding to support small businesses that already pay little or no business rates because of small business rate relief (SBBR). This will provide a one-off grant of £10,000 to businesses currently eligible for SBRR or rural rate relief, to help meet their ongoing business costs.

The above measures are no doubt welcome to hard pressed businesses and we [Charnwood] will be working hard to provide business rate relief and distribute grants to businesses as soon as possible. However, please note that we have not yet received the government guidance which will tell us how the schemes should be administered, and that the funding for the grant schemes will not be available to local authorities until early April.

At present we have no additional information to that which the government has already published but as soon as we receive further guidance from the government we will update the information on this page.

The Government guidance for businesses referred to above can be accessed via their website here: www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses

Small business grant funding

Government announced in the Budget on March 11 a £2.2bn funding package that could be worth around £3,000 in grants to small businesses that qualify for Small Business Rate Relief or Rural Rate Relief.

We do understand that businesses will be very keen to receive this grant but we are still awaiting the detailed guidance which will help us identify qualifying businesses and calculate the precise amount of grant due.

We hope to provide additional information in the near future and we will be working hard to distribute the grants as soon as possible.

If you have any further questions, please contact business.rates@charnwood.gov.uk



Coronavirus

Wash your hands with soap and water more often for 20 seconds



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

Use a tissue to turn off the tap.
Dry hands thoroughly.

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**