



COVID-19 FACTSHEET

19 July 2020 – Version 2

The purpose of this document is to provide additional guidance and signpost residents to support services.

Topics

1. [COVID-19](#) (what, how it is spread, symptoms)
2. [Isolating](#) (who, how, after travel, sick pay entitlement)
3. [Testing](#) (when, how, what to expect, results, travel, asymptomatic)
4. [Test & Trace / Contact tracing](#) (what, how, cooperating)
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17. [COVID-19 Health Champions](#) (what, who, how)
18. [Additional resources](#) (different languages, easy read)
19. [Contacts](#) (NHS services, LBN Public Health, Public Health England)

VCS Map

You can also use the VCS map to identify local VCS and faith based organisations that are open to receiving requests from residents and can offer advice, information and counselling, as well as other befriending services.

Click on the map [here](#), and select the type of service you are looking for (e.g. advice, or befriending).

COVID-19

What is COVID-19?

- COVID-19, also known as Coronavirus, is a new virus that was first identified in December 2019 in China.
- The word 'Coronavirus' refers to the type of virus. Other coronaviruses include SARS and the common cold.
- COVID-19 is an unpleasant flu-like illness which lasts for two weeks for the majority of adults.

How is COVID-19 spread?

- The virus is spread in two ways; droplets in the air or contact.
- Droplets are produced when people breathe, speak, shout, sing, cough or sneeze.
- You can breathe in these droplets if you are within 2 meters of someone.
- The risk of transmission is higher when in enclosed indoor spaces.
- The virus can also survive on surfaces (for up to 72 hours) which can be transferred to the face by touching the infected surface.

Preventing the spread of COVID-19

- Keep at least 2 meters away from those outside your household.
 - If this is not possible, wear a face covering and pay careful attention to washing your hands.
- Wash your hands (or use hand sanitiser) often.
 - For 20 seconds using hot water and soap.
 - When entering/leaving a space including the home; after using the bathroom; after touching frequently touched items e.g. door handles, self-service machines, cash; before cooking/eating; before/after touching face.
 - Hand sanitiser should contain at least 70% alcohol.
- Catch coughs and sneezes in disposable tissues.
 - If not possible, sneeze or cough into the crook of your elbow.
- Use face coverings when outside the house.
- Avoid having visitors in your home.
- Only meet with friends or family outdoors.
- Surfaces should be cleaned with detergent and water.
- Laundry should be cleaned as usual but not shaken out before washing.

Symptoms

- The three main symptoms used for diagnosis are: A new continuous cough; a fever; and/or a loss of or change to sense of smell or taste.
- Other symptoms include: a runny nose; sneezing; diarrhoea; muscle pain; fatigue; difficulty breathing; pneumonia.
- Children and the elderly tend to display unusual symptoms including; diarrhoea, loss of appetite, and confusion.
- Children tend to be less severely affected by COVID-19.
- The cough or loss/change in sense of taste or smell can continue for several weeks for some people but it does not mean they have an active infection.

Isolating

Isolating is when a person stays home and away from others to avoid spreading or catching COVID-19.

Who should isolate

- Anyone with symptoms (even if they have had symptoms and isolated before).

- Anyone who has been in close contact with someone who has received a positive test or has COVID-19 symptoms.
- The household of someone with symptoms.
- Anyone who has been contacted by the national or local test and trace service.
- Anyone who arrived in the UK on or after 8 June 2020.
 - These people are required to isolate for the first 14 days in the UK.

How to isolate

- Everyone in the household should stay home at all times.
- The person(s) with symptoms should stay in a well-ventilated room with a window that can be opened, away from other in the household. The door should stay closed.
- Avoid being in shared spaces while others are present.
- Meals should be eaten in your room.
- Anyone with symptoms should use a different bathroom to the rest of the household if possible.
 - If that is not possible the bathroom should be cleaned after they use it using a bleach-based product.
 - They should use separate towels as well.
- Find a way to have groceries delivered to you.
 - Use online shopping services.
 - Ask someone outside your household to buy groceries or pick up medication for you.
 - Any deliveries should be left at your door.
 - Do not come face to face with any delivery staff.
- Any vulnerable members of the household should move out of the home during the isolation period if possible.

How long to isolate for

- If you have symptoms you should isolate for 7 days or until 48 hours after your symptoms have ended.
 - You can stop isolating after 7 days if the only remaining symptoms are a cough or loss of /change in sense of taste or smell.
 - The cough or loss/change in sense of taste or smell can continue for several weeks for some people.
- Household members without symptoms should isolate for 14 days from the day the first person in the household got sick.
 - If they become unwell, they start 7 days of isolation, but the household does not need to extend its 14 days of isolation.

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

Sick pay entitlement

- If a resident is unable to work because they have COVID-19 symptoms and need to self-isolate they should inform their employer. The employer should confirm if the resident is covered by the sick leave policy.
 - After the first 7 days of absence, they may ask for an isolation note which can be obtained online at <https://111.nhs.uk/isolation-note/>
- If the resident is not covered by their employer's sick pay policy, they can get statutory sick pay for each day of isolation.
 - The resident must self-isolate for at least 4 days to be eligible.
 - More information: <https://www.gov.uk/statutory-sick-pay>

- If a resident is isolating due to a household member who has symptoms, they should talk to their employer about working from home.
 - If a resident is unable to work from home the employer can confirm if they are covered by their sick leave or special leave policy.
 - If the resident is not eligible for sick pay from their employer, they may be able to get statutory sick pay from day one of isolation.
 - More information: <https://www.gov.uk/statutory-sick-pay>
- If a resident is not eligible for statutory sick pay they can apply for Universal Credit and other benefits.
 - More information: <https://www.gov.uk/how-to-claim-universal-credit>

More information: <https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-employed-and-cannot-work>

Testing

At present the only tests available are swab tests which tell you if the person who has been tested as COVID-19 at the time of testing.

Who should get tested

Anyone with symptoms should get tested.

- Tests are most accurate within the first 5 days of symptoms so residents should get tested as soon as symptoms start.

How to get a test

Testing is free.

There are three ways for residents to book/access testing:

- Visit www.nhs.uk/ask-for-a-coronavirus-test
- Call 119 [7am-11pm] (*Free. Translation service available*)
- Attend the walk through test centre at East Ham (Car park at the end of Hilda Road, London, E6 1DB)

Note: If the resident is unable to book testing themselves a test can be booked via the website or 119 on their behalf.

There are four different sites/delivery methods for getting tests:

- Drive through testing
 - Fixed sites:
 - O2 centre: O2 Arena, Edmund Halley Way, Greenwich, London, SE10 0PH
 - Lea Valley Athletics Track: Lea Valley Athletics Centre, London, N9 0AR
 - Mobile site: Details available on the website or at 119
- Home testing
- Walk through testing
 - End of Hilda Road, London, E6 1DB
 - No appointment necessary

Note: There is limited availability for all testing options but new tests are made available every hour.

If residents are reluctant, or even with assistance are unable, to engage with the national system they can request a test from their GP.

- A home test kit will be provided by the Home Monitoring Service.

- The Home Monitoring Service provides oxygen monitoring for patients at home to avoid hospital admission.

What to expect

The test is done by using a long swab which is used to swab the back of the throat and both nostrils.

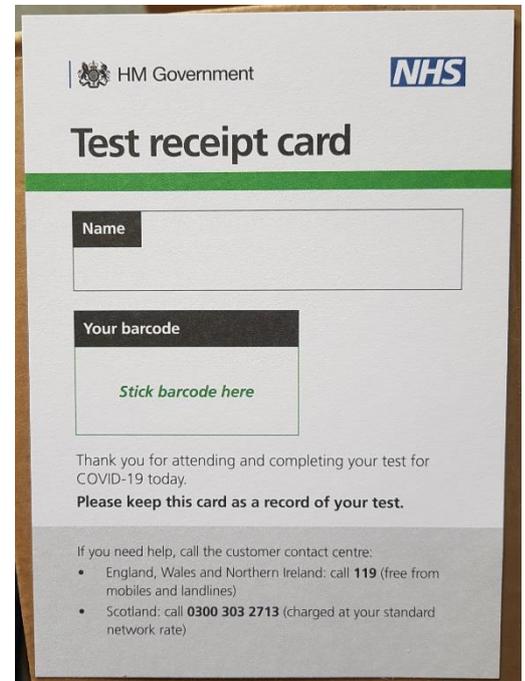
- Watch a video of what to expect here: <https://www.youtube.com/watch?v=9WayjX6vCdk>
- There is no immigration status or employment check when booking or getting tested.
 - The booking form may ask for information about employment but it does not affect test availability, methods, or results.

How you get your results

- People get their result by text or email.
- Results usually take 24-72 hours.
- If they don't get the result after 72 hours, or don't want to share their email or mobile number they can call 119 to get their results after 24 hours.

Residents who attend the Walk Through test centre will receive a receipt card

- If they booked online they don't need to do anything, but they can use the reference number to contact 119 if they don't receive their results after 72 hours.
- If they attend as a Walk Up, they will need to call 119 to register the barcode so they receive their result.



What the results mean

Positive — At the time of the test, the person had COVID-19.

- Person who received a positive result must isolate for 7 days since symptoms began, or until 48 hours after the fever ends.
- Those who live with the person who received a positive result should isolate for 14 days.
- Those who are in a support bubble with the person who received a positive result should isolate for 14 days.

Negative — At the time of the test, no COVID-19 virus was detected.

- No need for the resident to isolate as long as:
 - Everyone they live with has no symptoms or receives a negative test.
 - Everyone in their support bubble has no symptoms or receives a negative test.
 - The person feels well
 - They have not been told to isolate for 14 days by Test and Trace.
- If someone they live with, or in their support bubble, as symptoms or a positive test the person will still need to isolate.

Void / Unclear / Borderline / Inconclusive — It is not possible to say if the person had COVID-19 at the time of the test.

- The person will need to get another test as soon as possible.
 - If they're unable to get another test they should isolate for 7 days from when symptoms began, and follow the [isolation guidance](#).
- It does not mean the person is COVID-19 negative.

Testing before / after travel

The Foreign & Commonwealth Office currently advises British nationals against all but essential international travel.

- For information about the countries to which UK nationals are not allowed to travel:
<https://www.gov.uk/guidance/coronavirus-covid-19-countries-and-territories-exempt-from-advice-against-all-but-essential-international-travel>

More information: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus#covid-19-travel-guidance>

Testing is only for people with COVID-19 symptoms.

- There is no programme to test people before/after travelling.
- Testing facilities will not stop them from getting tested, but will ask them if they have symptoms.

We understand that some countries are asking people to have evidence of a negative test before entering.

- The UK does not provide “certificates” but the email confirming a negative test should be sufficient if this is requested.

Asymptomatic testing

Newham Council is part of a pilot to test asymptomatic (without symptoms) workers of particular occupations that have an increased risk of catching COVID-19 as restrictions ease.

- The list of eligible occupations are:
 - Barbers / Hairdressers
 - Drivers
 - Security
 - Bar / Pub staff
 - Dental practitioners, nurses, and technicians
 - Cleaners / Domestic
 - Pharmacy staff
 - Undertakers, mortuary, and crematorium staff
 - Food processing staff
 - Bakers
 - Food preparation staff (including chefs)
- The test can be requested by emailing asymptomatictesting@newham.gov.uk with the name, occupation and employer of the person who would like to be tested.
 - Results will not be shared with the employer, although it is recommended that the person shares their results with their employer.
- Tests are only available at the East Ham Walk Through test site
 - Between the hours of 8-9am and 7-8pm (7 days a week).

Note: This test only tells someone if they have COVID-19 at the time of getting tested.

If a person has COVID-19 symptoms they should book a test through the national system.

[Refer to “How to get a test”](#)

Test & Trace / Contact tracing

What is contact tracing

‘Test and trace’ or ‘contact tracing’ is the practice of identifying who a person with COVID-19 has been in close contact with in order to identify people who may be infected. It is not about checking up on people, or punishing them for infecting others. Contact tracing allows the NHS to contact those who may be infected to tell them to isolate and therefore preventing further spread of the virus.

The national test and trace service is an NHS service.

- In London the service is managed from the London Coronavirus Response Centre (LCRC).

How contact tracing is done

- When someone receives a positive test they will be contacted by the national test and trace service.
- They will be asked to provide the names and contact details for anyone they have been in close contact with in the last two weeks.
 - Close contact: Spending more than 15 minutes within 2 meters of someone else
- The test and trace service will contact the people provided by the person who tested positive to let them know that they may have been infected and that they should isolate for 14 days as a precaution.
 - In some cases this will be done by the local Newham Council test and trace service.

Cooperating

If a resident calls with questions about identifying their recent close contacts they may need some guidance on what it means or help remembering who they've seen recently.

- Close contact = In person interaction, within 2 meters for 15 minutes or more.
- Help trigger their memory about who they've seen in the last week or two by asking about birthdays, national events/holidays, or their work rota.

When the test and trace service contacts a resident they will ask:

- If the resident lives with others.
- If the resident has had any close contact with people outside their household from 48 hours before symptoms developed.
- If the resident works in, or recently visited, a setting with other people.
- The resident to provide the name and contact details for close contacts where possible.

If a resident is not comfortable sharing others' details:

- Inform the resident that they should still cooperate with the test and trace service as other information about where they've been will be helpful.
- They should be in touch with their close contacts to let them know they have received a positive COVID-19 test.

The test and trace service will never ask:

- The resident to dial a premium number.
- For any form of payment or purchase.
- For bank account details.
- For social media identities / log in details.
- For passwords or PINs / Set up passwords or PINs.
- The resident to download software to their computer, tablet, or phone.
- The resident to access a website that does not belong to the government or NHS.

The test and trace service will never:

- Share the resident's personal or medical information with their contacts.
- Provide medical advice.
- Ask for your immigration status.

More information: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Test and trace data privacy information: <https://contact-tracing.phe.gov.uk/help/privacy-notice>

Shielding & increased risk

Older people, people with underlying health conditions and those who are part of Black and Asian community may be disproportionately affected by COVID-19.

What is shielding

Most people who catch the COVID-19 virus, experience mild to moderate symptoms and recover fully without any medical treatment. However, around a fifth of people become severely unwell.

'Shielding' means protecting those at high risk by asking them to isolate at home with limited to no interaction with those outside their household.

More information: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/>

Who should shield

Residents who were asked to 'shield' include those who are over 70 years old, cancer patients, have chronic lung conditions or diabetes.

Find out more about what criteria would mean someone should be shielding at home here:

<https://digital.nhs.uk/coronavirus/shielded-patient-list>

Some residents who are not 'shielding' are also considered to have increased risk of negative outcomes if they catch COVID-19. Examples include those who are obese, Black or Asian, or have occupations such as taxi drivers and security guards.

Guidance

From 1 August 2020, those who were 'shielding' are being encouraged to stop, although they will need continue to be careful and keep following precautions such as maintaining 2 meters distance from others and increased hand washing.

There is less virus in circulation than in April/May 2020 but it is not gone, so everyone should be following the guidance.

In England, from 6 July 2020 the guidance for residents who are shielding is:

- They no longer need to stay 2 meters away from those in their household.
- They can meet with 1 other household if they live alone.
- They can meet up to 6 other people, as long as they maintain 2 meters between each other.

Food provision for shielding residents

When 'shielding' pauses on August 1st, the food boxes (provided by Brakes) will also end.

- Everyone who is receiving food via this service will have been contacted by the NHS service to discuss the service ending.
- Residents should be helped to transition to using online shopping or volunteer support to access food going forward.
 - If residents are unable to afford groceries for themselves they can be referred to a food bank or voluntary organisation who can support them.
 - If residents require urgent food provision they can be referred to #HelpNewham.

[Refer to "Accessing food and basics"](#)

More information: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

[Black & Asian community](#)

The higher rates of severe illness and death among Black and Asian communities in the UK (as seen in April and May 2020), are linked to a number of factors:

- Increased or earlier exposure to the virus - as a result of job role or living circumstances.
- Urban living and poorer air quality.
- Higher levels of underlying health and risk conditions.

Some of the analysis of data on increased bad outcomes for COVID-19 among Black and Asian communities has explored most but not all of these issues together. So there may be other factors not yet known.

[Accessing medical care](#)

It is important for people to access medical care if they need it, even during COVID-19. If someone is unwell, they should first check www.111.nhs.uk or call 111 for advice.

[Prescriptions](#)

Residents are able to collect their prescriptions in person from their pharmacist.

- If this is not an option for them, they can talk to their pharmacist to arrange a delivery.
- In some situations the pharmacy won't be able to arrange for the prescription to be delivered.
 - In this case the NHS Volunteers and Mutual Aid Groups can assist residents by collecting and delivering prescriptions.

[Refer to "Using volunteer support safely"](#)

[Attending appointments](#)

Most medical appointments are taking place on the phone or video call where it is possible and suitable. However some appointments must take place in person.

- GP practices and hospitals have taken steps to provide a safe space for face-to-face appointments.
- If a resident is worried about attending an appointment in person they should contact the place where their appointment is taking place (e.g. GP practice or hospital) to understand what precautions are in place and discuss concerns around attending their appointment.

Find out more about how hospitals in East London are providing COVID-19 safe environments here:

<https://www.bartshealth.nhs.uk/>

- Includes short videos in different languages

[GP practices / Accident & Emergency](#)

All GP practices and pharmacies in Newham as well as Newham University Hospital Accident & Emergency department are open during COVID-19.

- Remind the resident to call their GP, pharmacist or hospital before attending in person.
 - Most GP practices are using a triage service where patients call the GP practice and will be called back within 24 hours.
 - If the issue is urgent they should contact 111 or go to A&E if it is an emergency.

[Healthcare for non-UK nationals](#)

No charges will be made in the diagnosis or treatment of COVID-19 for anyone – including those living in the UK without permission.

More information: <https://www.london.gov.uk/what-we-do/eu-londoners-hub/information-coronavirus-covid-19-non-uk-nationals>

Mental health support

LBN have produced factsheets to help residents and their loved ones remain well and prevent feelings of isolation.

- Mental health and wellbeing factsheet:
<https://www.newham.gov.uk/downloads/file/968/mentalhealthandwellbeingcovid19>
- Mental health and wellbeing services:
<https://www.newham.gov.uk/downloads/file/970/mentalhealthandwellbeingservices>

Befriending Service: Chat Newham

Chat Newham is a volunteer-run free phone telephone support service which has been launched by the Renewal programme to support people affected by the COVID-19 crisis in Newham.

- This call service is for anyone who wants to know about resources or would like a chat.
- Residents may be lonely, bored, anxious, no one to talk to, or grieving, or finding it hard living in a confined space.
- It is not a crisis, emergency or medical support line.
- Chat Newham gives residents someone to talk to and they can help resident's resources in their area.

The resident can call the Freephone telephone number Monday to Friday between 10am and 4pm.
Freephone Tel: 08081963510

Newham Mental Health Services

Newham Talking Therapies

- Also known as IAPT.
- Free, confidential talking therapy and specialist support for adults in Newham.
- Covers a range of issues including health anxiety, depression, bereavement, long term health conditions, employment/welfare issues, and relationship issues.
- Self-referral via online form at <https://www.newhamtalkingtherapies.nhs.uk/> or 020 8475 8080.

MIND

- Mental health charity providing services in Newham.
 - Bereavement service
 - Adolescent advocacy service
 - Mum's matter (for new mums)
 - Talking therapies
 - Employment support
- Self-referral via <https://www.mind.org.uk> or 020 7510 1081

Good Thinking

- Free service for anyone in London to help residents manage their mental health and build resilience.
- Available 24/7 on any device
- Anonymous
- Find out more at <http://www.good-thinking.uk>

Mental Health Foundation

- Online resources on how to look after your mental health during COVID-19
- Find out more at <http://www.mentalhealth.org.uk/coronavirus>

Hopeline UK

- Specialist telephone service for young people (up to 35 years old)
- Available 24/7

- Call 0800 068 4141 or text 0778 620 9697

Kooth

- Free, web-based, confidential support service for young people.
- Counsellors available noon-10pm on weekdays, and 6-10pm on weekends.
- Find out more at <https://kooth.com>

Reducing risk when in public

As restrictions are eased in England and things 'open up' there are things that residents can do to reduce the risk of catching COVID-19.

Guidance

View the latest government guidance here: <https://www.gov.uk/coronavirus>

- Where possible residents should still stay home and avoid coming into close contact with people outside their households.
- If residents meet up with people outside their household they should do so outdoors and keep it limited to 6 people and maintain social distancing.

Social distancing

- Residents should keep at least 2 meters distance between them and people outside their household where possible.
- If residents have to be face-to-face with someone or are unable to keep 2 meters distance, they should keep at least 1 meter distance, wear a face covering, and keep interactions brief.

Transport

- Face coverings are required on all public transport.
- If residents use public transport, it is best if they can avoid rush hour.
- Residents should follow the social distancing measures implemented on public transport.

Face coverings

- Wearing a face covering is required on public transport and when residents are in enclosed spaces e.g. shops and supermarkets.
- Face coverings must cover the nose and mouth to be effective.
- Face coverings should not make it hard for the wearer to breathe.
- Once face coverings are put on, residents should not touch the face covering until removing it for the day.
 - Face coverings should be removed using the ear loops/strings to avoid touching the front.
- Face coverings can be home made, and should consist of multiple layers of fabric.
 - Find out how to make a face covering here:
<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering#making-your-own-face-covering>
- Face coverings significantly reduce the number of droplets which can be passed from person to person.
- Wearing a face covering prevents residents from infecting others.

The following are reasons when a face covering is not required:

- Children under 11 years old.
- Being unable to put on, wear, or remove a face covering due to physical or mental illness or impairment, or disability.

- If wearing a face covering will cause severe distress.
- If travelling with or providing assistance to someone who relies on lip reading to communicate.
- To avoid (risk of) harm or injury to self or others.
- To eat or drink, if necessary.
- To take medication.

In the following scenarios you may be asked to remove your face covering, and are allowed to:

- If an official (e.g. police officer) asks for the face covering to be removed.
- If staff in a shop asks you to remove the face covering for the purpose of age identification.
- If someone who relies on lip reading, facial expressions or clear sound asks for the face covering to be removed to aid communication.

Hygiene

- It is important for residents to regularly wash their hands with hot water and soap.
 - This should take at least 20 seconds and follow good hand washing technique.
 - Find out what 'good hand washing technique' is here: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
 - If hot water and soap is not available, hand sanitiser can be used although hands should be washed as soon as possible.
- When in public, residents should avoid touching surfaces and products unless they are purchasing the product.
- At home, residents should regularly clean surfaces to reduce risk of infection.
- All coughs and sneezes should be caught in a disposable tissue which is immediately disposed of.
 - If this is not possible residents should cough or sneeze into their elbow.

Returning to work / school

Work

- Where possible, residents should work from home.
- Where it is not possible to work from home, employers have been provided with guidance on how to protect their workforce.
 - View the guidance here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- If a resident develops COVID-19 symptoms while at work they should inform their employer and return home immediately to begin isolation.
- If a resident is concerned that their employer is not taking the necessary steps to provide a COVID-19 secure workplace they can contact Newham Council or the Health and Safety Executive (Mon-Fri).
 - Newham Council: 020 8430 2000 / Textphone: 18001 020 8430 2000
 - Health and Safety Executive: 0300 790 6787
- If residents are concerned that they may be fired due to failure to find a mutually agreed working arrangement they can contact ACAS for advice: 0300 123 1100 (Mon-Fri)

School

- Early years settings are open for all children.
- Primary schools are open for children of key workers, vulnerable children, and specific year groups (reception, y1 and y6).
- Secondary schools and colleges are open for in person support for y10 and y12 students.
- Schools have been provided with guidance on how to create a safe environment for students and staff. View the guidance here: <https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings>

- Education settings may be implementing particular measures such as staggered drop off / pick up times, smaller class sizes, and limiting which days of the week children can attend.
- For more information about how the education setting is making itself COVID-19 secure, residents should contact the setting directly.

Using volunteer support safely

Where possible residents who need support should ask friends and family for help. However, if that is not possible there are volunteer groups who can assist.

Be vigilant

- If residents choose to use a volunteer service to assist with shopping or collecting items they should review the processes that have been put in place to ensure they are happy with how the service operates.
- If a resident has a strange feeling about a service they should avoid using it.
- Residents should avoid paying in advance of receiving goods if possible.

NHS volunteer responders

The NHS and Royal Voluntary Service have partnered to build a bank of volunteers who have been vetted to support people during COVID-19. They are also called “Good Sam volunteers”.

Residents can request assistance from the volunteer responders by calling 0808 196 3646 (8am-8pm).

The service provides help with:

- Collecting shopping, prescriptions or essential supplies.
- Transporting patients to essential appointments or home from hospital.
- Short-term telephone support for lonely residents.

More information: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>

Mutual Aid Groups

A number of residents are giving their time to volunteer and help fellow residents to access food. The Facebook page includes a list of WhatsApp groups, divided by ward that residents can join in order to ask their community for help with shopping. <https://www.facebook.com/groups/202303704194767/>

How to join Facebook group and relevant WhatsApp group:

1. Check if the resident has WhatsApp / smart phone
2. If they have smart phone, suggest they download WhatsApp
3. Tell the resident that either they can find the Facebook group online and ‘add’ themselves, or you can email them a link to the Facebook group. They should then follow the information in the pinned post about how to join the relevant WhatsApp group.
4. Alternatively this help from the community is organized via WhatsApp groups. You can identify the ward that the resident is in, and email the resident a link to the WhatsApp group for them to join. (This bypasses the Facebook group page)
5. The resident should add themselves to the WhatsApp group.

How to make a request on WhatsApp group:

1. The resident can post a message to the relevant WhatsApp group giving their general location (i.e. not full address).
2. The resident can tell the group that they are self-isolating and need some help with shopping.

3. If someone responds and offers to help, tell the resident not to share their name and contact details to the entire group. They should share details and their shopping list in a private message.

The Facebook administrators for Mutual Aid Groups have developed a safeguarding document which sets out procedures that must be followed by volunteers and those requesting support.

- View the document here: https://docs.google.com/document/d/1J_r65bMiFmuOQSlgmjZ0Vhl6q-YKkx04gO3hcMzoOw0/edit?invite=CKmE-9gC&ts=5e995aab
 - Please share it with the resident.
 - Some of the basic premises:
 1. Never give money in advance for an amount which you couldn't afford to lose. The Facebook administrators suggest that you spend money in small chunks - a maximum of £25.
 2. For hygiene reasons, bank transfers or payroll would be preferable. If you are using cash, wash your hands thoroughly with soap and water before touching the money, and place in ziplock bag.
 3. Ask the volunteer to leave the shopping on your doorstep. Do not invite them inside your home.
 4. If you ever feel unsure about sharing money with a volunteer, share your concern with a trusted friend or family member.

Please remind them that they should satisfy themselves that the groups they are engaging with are safe as we are not able to endorse any particular group or make that judgement for them.

Accessing food and basics

The aim of the interaction is to provide support to the resident and signpost them to services. It is important to ask whether they have the support (family, friends or a trusted neighbour), around them to access food and basics. It is best if residents can utilise the support they may already have.

For residents who don't have family or friends who can assist them, options include:

- Make an online food order and access priority booking ([see more here](#)).
- Request assistance from a volunteer ([see more here](#)).
- Support from a voluntary sector organisation / food bank ([see more here](#)).
- Refer them to #HelpNewham ([see more here](#))

[Make an online food order](#)

Almost all major supermarkets offer delivery now and spaces for online deliveries are opening up.

Note: this option requires an email address and online access. This can be done on behalf of a resident by a trusted friend or family member.

View a guide to ordering groceries online here: <https://www.careline.co.uk/order-groceries-online/>.

A general guide on how to order groceries online:

- Go to your favourite supermarket's website
- Register a new account with them using your email address
- Once you're registered you're ready to start shopping!
- Find the 'Groceries' menu or equivalent on the home page – this is often presented as a drop-down menu
- Keep following the categories to find the item you wish to order e.g. Groceries > Fruit & Vegetables > Fresh Vegetables > Broccoli, Cauliflower & Cabbage
- Select the item you want to order and click 'Add' to add it to your basket
- Once you've finished selecting all your groceries click 'Proceed to Check-Out'

- Select your delivery time slot
- Make your payment to purchase your groceries
- You're done! Now it's just a case of waiting for your food to arrive right to your doorstep.

Residents who are/were 'shielding' should be able to access priority booking slots automatically.

If residents are struggling to access online shopping delivery slots (even if they are not 'shielding'), they can be referred to the Department for Environment, Food, and Rural Affairs (DEFRA) scheme which provides them with priority slots at Tesco or Iceland.

- Refer via the #HelpNewham form or phone number at <https://www.newham.gov.uk/helpnewham>.
- They can complete the form themselves or it can be done on their behalf.
- After completing the form, someone from the #HelpNewham team will call them to register with the DEFRA scheme.

[Support from voluntary sector organisation / food bank](#)

Note: this option does not require online access, as you can signpost the resident directly to the resources that are available.

Foodbanks should be used for residents who might be experiencing financial difficulties.

- If this is the case, please also provide support and advice to the resident about financial support that is available ([Refer to "Financial help"](#)).
- A list of food bank providers across Newham can be found here: <https://newham.foodbank.org.uk/locations/>

LBN have created a map of voluntary and social sector organisations including faith based organisations.

- The map has up-to-date information about which VCS and faith based organisations are supporting residents in Newham including what they offer (e.g. help with food) and their location.
- View the map here: <https://lbnewham.maps.arcgis.com/apps/webappviewer/index.html?id=2ab8da985502439997ec6e1937d66d44>
- How to use the map:
 - Identify resident's need – food parcel / advice / befriending / online children's activities
 - Identify residents postcode / address
 - Use the map to identify which organisations are located nearby and offering support to help your resident with their need (e.g. food delivery / food parcel / pharmacy delivery)

VCS and faith based organisations can help with:

- Food parcels
- Advice, information and counselling
- Financial advice - debt management
- Befriending
- Activities for children

[Free school meals](#)

Free school meals vouchers are requested by the school on behalf of each child who is eligible.

- Vouchers must be requested at least one week before the school term ends.

More information: <https://www.gov.uk/guidance/covid-summer-food-fund>

#HelpNewham

If during the conversation, it becomes apparent that the resident urgently needs food (has less than 5 days of food), and does not have the means or any support around them (including from VCS / faith groups) to get food, you can make an urgent referral to #HelpNewham via the online referral form here:

<https://www.newham.gov.uk/helpnewham>

Once you have referred a resident to #HelpNewham you should discuss options with them to ensure they have access to food going forward e.g. financial support, food banks, volunteer support.

Financial help

Reassure the resident that they shouldn't be afraid to ask for help or support. These are challenging times and financial hardship is a genuine concern as a result of the COVID-19 situation.

There are a number of local resources that we can direct the resident to. Many also provide advice on welfare benefits, employment and personal issues. It is important that you gauge whether the resident might need assistance making the call.

LBN have produced factsheets which may help residents who need financial advice:

- Money management and financial hardship factsheet:
<https://www.newham.gov.uk/downloads/file/982/moneymanagementfinancialhardshipcovid19>
- Top tips for managing your money:
<https://www.newham.gov.uk/downloads/file/1071/toptipsmanagingmoneycovid19>

Newham MoneyWorks

Support to Newham residents who may be struggling with debt or the everyday cost of living.

Website: <http://www.newhammoneyworks.co.uk/>

Telephone: 020 8430 2041

Citizens Advice East End

Citizens Advice provide free advice, information and advocacy to help people resolve the problems they face. They help with problems involving welfare benefits, housing, debt, money management, employment, immigration, consumer, and family and personal issues.

Website: www.eastendcab.org.uk

Email: advice@eastendcab.org.uk

Text: 07860041446 for a call-back

Call: 020 3855 4472 (Monday to Friday 10:00 - 12:00 and 14:00 - 16:00)

Community Links

Offers help for people struggling with debt and can advise on bankruptcy, rent arrears, utilities debt, credit arrears and debt relief orders (DRO's). Community Links can help to restructure or write off debt and negotiate affordable payment arrangements.

- Debt Advice: Nicola - 07739 511250
- Financial crisis or experiencing financial hardship: Heather - 07867 458967 or heather.carss@community-links.org
- Other advice enquiries including Consumer Legal Advice, Employment Legal Advice, Housing Legal Advice, Filling in Paper and Online Forms, Assistance to Pay your Rent and Challenging Benefit Decisions: Jules - 07734 022407
- For any non-advice related enquiries: 020 7473 2270 or info@community-links.org

Benefits / Universal Credit

Residents can find out which benefits they are eligible for, and apply for them at <https://www.gov.uk/benefits-calculators>

Residents who are on a low income, out of work, or unable to work can apply for Universal Credit to help pay living costs.

More information and application: <https://www.gov.uk/universal-credit>

Sick pay eligibility

[Refer to "Sick pay entitlement"](#)

Housing help

If a resident has queries about housing, the LBN housing page can provide most answers:

<https://www.newham.gov.uk/housing-homes-homelessness>

Rent payments

Council tenants can make a benefit claim to assist with rent payments via

<https://www.newham.gov.uk/advice-support-benefits/benefits-may-able-claim/1>

Eviction

The government has extended its ban on private tenant evictions until at least 23 August 2020.

More information: <https://www.newham.gov.uk/coronavirus-covid-19/covid-19-housing-homelessness/3?documentId=361&categoryId=20143>

Homelessness

If a resident needs assistance with homelessness, or imminent homelessness, they (or the call handler) should contact the LBN homelessness prevention and advice service at 0208 430 2000 ext. 57445 or email hpas@newham.gov.uk

Legal advice

Citizens Advice East End

Citizens Advice provide free advice, information and advocacy to help people resolve the problems they face. They help with problems involving welfare benefits, housing, debt, money management, employment, immigration, consumer, and family and personal issues.

Website: www.eastendcab.org.uk

Email: advice@eastendcab.org.uk

Text: 07860041446 for a call-back

Call: 020 3855 4472 (Monday to Friday 10:00 - 12:00 and 14:00 - 16:00)

Community Links

Offers advice on consumer Legal Advice, Employment Legal Advice, Housing Legal Advice, and Challenging Benefit Decisions

Jules: 07734 022407

COVID-19 deaths and funerals

Unfortunately, some COVID-19 patients do not recover from COVID-19 and pass away. Death registration and funerals are arranged as usual.

There are some limitations on who and how many people can attend funerals, or how bodies are cleaned before burial.

More information: <https://www.gov.uk/when-someone-dies>

More information: <https://www.gov.uk/government/publications/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic>.

There is no government funding specifically for the burial or funeral of COVID-19 patients.

Social care & safeguarding

We know that social isolation is an increasing risk factor in relation to abuse and neglect. In particular, we know that the incidence of domestic abuse, self-neglect and carer stress will increase with social isolation.

Safeguarding

With more people being asked to self-isolate as a result COVID-19 the following points need to be a key consideration when in contact with Newham residents who are over the age 70 and for those adults with care and support needs such as a physical or learning disability and mental health illness.

Social isolation can mean:

- Abuse/neglect is hidden from professionals or others.
- People do not get the support they need.
- People feel like they do not want to ask for help for fear of being an added burden.
- Increased household stress and tension.
- People are likely to ask for help from people who might want to take advantage of their vulnerable position including online scams.
- People may feel frightened and alone.

If you are concerned about a resident, you can contact the social care departments at LBN.

- Children: 0203 373 4600 - select option 3
- Adult: 0208 430 3000 – select option 2 or safeguarding.adultsadmin@newham.gov.uk

Domestic violence

If the resident tells you they are at risk of harm from a family member, or appears to be very frightened to speak to you, or you hear lots of aggressive conversations or children crying in the background you should consider a referral to Hestia.

Sample Email:

Dear Hestia Team,

I am a member of the COVID-19 Helpline team at Community Links.

During a recent telephone conversation held with a member of the public [enter date here], I noted the following concerns: [enter concerns here].

I would be grateful if you could accept this referral in the strictest of confidence, and advise as to possible solutions for support, or actions that can be taken going forward.

I look forward to hearing from you.

Kind regards

[Your name and role]

Hestia's domestic and sexual violence support service is still operating during the COVID-19 outbreak. The service is able to offer support to service users over the phone and is accepting new referrals through the normal referral pathway. This is the quickest and safest way to get support, as the service is specific to Newham.

- The resident can call Hestia's Newham service number on 0808 196 1482 for advice and guidance. This number is open 24 hours days but should only be used after 6pm if urgent advice is needed.
- The call handler can also send an email to Referralsnewhamdsv@hestia.org Include the name and contact number of the resident in need, and that you are getting in touch from the HelpNewham service.

Let the resident know that if they are unable to speak they can still call 999 and make a noise (e.g. a cough or tap) and press '55' when prompted to alert the Police silently.

Where there is an immediate and life-threatening risk the caller handler should call 999 on behalf of the resident.

COVID-19 Health Champions

What is/are COVID-19 Health Champions

The COVID-19 Health Champions network empowers thousands of Newham residents to remain up to date on the latest advice about COVID-19.

- The council sends them information about the latest advice and guidance so they can help their family, friends and other community members to make sense of the latest facts about the virus, and make informed choices.

Who can be a COVID-19 Health Champion

Any resident in Newham can become a COVID-19 Health Champion.

How to become a COVID-19 Health Champion

Residents can sign up to become a COVID-19 Health Champion at

<https://www.newham.gov.uk/covidhealthchampions>.

- Information sessions are held every Wednesday at 7pm via Zoom.
 - Residents who can't attend the information sessions can email or phone to talk to a member of the team to understand more.

Additional resources

Different languages

Doctors of the World have created COVID-19 information in multiple languages.

- Videos: <https://www.doctorsoftheworld.org.uk/key-covid-19-information-for-migrants/>
- Documents: <https://www.doctorsoftheworld.org.uk/coronavirus-information/>

Easy read

For some residents with learning disabilities 'easy read' documents can be helpful.

- <https://www.mencap.org.uk/advice-and-support/coronavirus-covid-19>
- <https://www.achievetogether.co.uk/easy-read/covid-19-easy-reads/>

Contacts

Organisation	Website	Email / Phone Number
NHS 111	www.111.nhs.uk	111 (free, 24/7)

NHS Testing	www.nhs.uk/ask-for-a-coronavirus-test	119 (free, 7am-11pm)
Asymptomatic Testing		asymptomatictesting@newham.gov.uk
Newham Public Health		publichealthenquiries@newham.gov.uk
Public Health England		lcrc@phe.gov.uk

[NHS 111](#)

Provides medical information and advice including:

- Self-care advice
- Details of a local service that can help
- Connecting the caller to a nurse, dentist, pharmacist or GP
- Arranging a face-to-face appointment
- Information on how to get the necessary medicine
- Arranging for an ambulance

[NHS Testing](#)

The website and phone number enable people to book testing.

If results do not arrive within 72 hours the phone line can provide results.

[Public Health](#)

If a resident is concerned about a possible outbreak (e.g. multiple cases linked to a place of worship) they should contact the LBN Public Health team at publichealthenquiries@newham.gov.uk or Public Health England at lcrc@phe.gov.uk who will then look into the situation and advise the setting and/or public if necessary.

If someone is unsure of the precautions they need to implement to be COVID-19 safe, they should visit the Government website: <https://www.gov.uk/coronavirus>.

If someone is unsure of how to implement the guidance in their setting e.g. a school or business, after they have read the Government guidance they can contact publichealthenquiries@newham.gov.uk for advice.