

Coronavirus (COVID:19) in Cumbria

Information for Community Leaders

March 2021

(Version 6 – Roadmap out of Lockdown)



About Us

This pack has been produced by the organisations involved in the Cumbria Community Resilience Group, and other key partner organisations.

Cumbria Community Resilience Group was established as part of the Cumbria Local Resilience Forum (LRF) coordination structures for the response to Coronavirus.

If you've got any feedback on the pack, for example, ideas of information you'd like to see included in future versions, please contact Carolyn Otley, Chair of Cumbria Community Resilience Group:

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Introduction

This pack is designed to help community leaders to support people in their communities. It aims to give you information on the key messages and where people can access support, with a little more detail and background information than it is possible to include in short press releases and other public information.

Community leaders may be informal (someone who's set up a local support group) or formal (local councillors); the pack might also be useful to other people, including the staff of local voluntary sector organisations.

We have seen a huge community response to support people affected by Coronavirus and the lockdown restrictions in Cumbria. There have been over 300 new community groups established, and existing voluntary and community organisations, and Parish Councils, have played equally important roles.

Some community leaders will have played a very hands-on role during the response to Coronavirus (for example, helping with food and prescription deliveries), some will have taken on a coordination role in their community and others will have given more remote support (such as phone calls to those who are lonely) because their own medical conditions or age mean that they have had to be particularly careful about staying apart from people they do not live with. All these different kinds of roles have been important in helping to support people in communities across Cumbria.

It's now been a year since Coronavirus restrictions were introduced, and we are beginning to see signs that the vaccination programme is helping to reduce infection rates and severe symptoms. The government's "roadmap" announced last month sets out a step-by-step approach that should enable things to begin to return to normal. We know that people are keen to see things reopen, but we will need to be patient for a little longer.

Unfortunately, it will take longer still for many of the wider impacts of the pandemic to reduce. We're seeing far more complex problems as some people struggle to cope with a reduction in their income, often building up significant debts, and many people are finding it hard to maintain their mental wellbeing as they face a winter of restrictions. This pack also contains information on where people can find support around these issues and more.

We'd like to thank you for everything you've done so far to support people in communities across Cumbria, and for all the support we know you'll continue to give them over the coming months.



Councillor Deborah Earl
Cabinet Member for
Public Health and Community Services
Cumbria County Council



Carolyn Otley
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Staying Safe

Basic Principles (updated)

Whilst the rules have changed a number of times, there are a few basic principles that underpin them, and understanding these can help people to make sense of the rules.

Coronavirus spreads most easily when people are in close contact with each other, particularly indoors. It is mainly spread in small water droplets in the air, generated by coughing and talking.

Most people have now adapted how they behave, but it is worth a reminder that for the time being, it is still important to:

- Stay a safe distance (2m) from people you don't live with (as the droplets don't travel a long way before falling to the ground)
- Cover your face, in indoor spaces where it is not possible to stay apart from others (it is now compulsory to wear a face covering in many indoor spaces like shops, cafes and restaurants)

Wash your hands frequently and avoid touching your face (as your hands can easily pick up the virus from surfaces, particularly frequently used surfaces that droplets might have landed on)

These basic rules can be remembered as "Hands, Face, Space"



We can also help limit the spread of Coronavirus by limiting the number of different people outside our household that we have close contact with.

You should continue to follow these precautions even if you have received your coronavirus vaccination, although restrictions will begin to be gradually relaxed as more people have been vaccinated. The Roadmap announced by national government in February lays out the steps that will start to get things back towards normal, and is described in detail later in this pack.

Restrictions have now been in place for nearly a year, and it has been a very difficult year for many people as a result. You can find a series of videos from NHS staff thanking people for following these guidelines, and explaining why we all need to keep going a little longer, here:

https://www.youtube.com/playlist?list=PL_u1DMECousxdZuJzRONefE0Kw_HPEau9

If you develop Coronavirus Symptoms (updated)

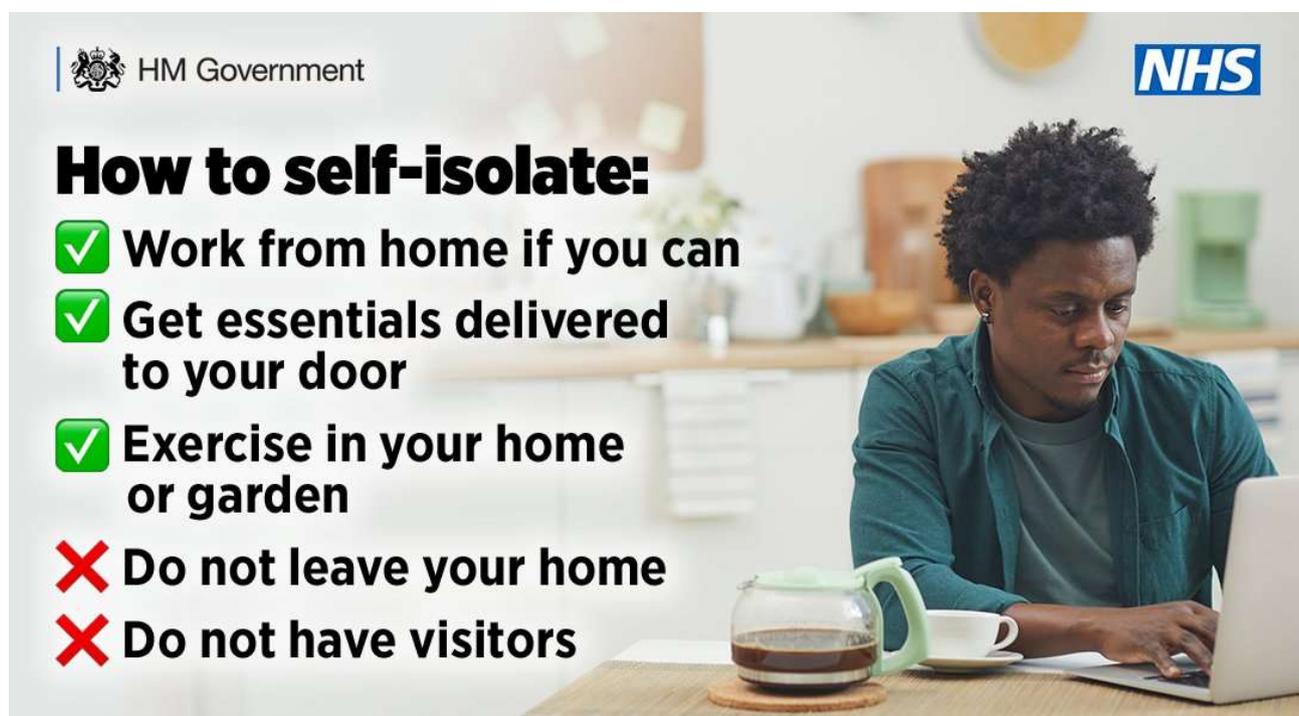
One of the most important ways to stop the spread of Coronavirus is to self-isolate (stay at home) for 10 days and get a PCR test if you experience any of the main symptoms: a continuous cough, a high temperature, or a loss or change in taste or smell.

Many people only experience mild symptoms, particularly if they are normally fit and healthy, so it's important to self-isolate and get tested even if you are only experiencing one mild symptom.

Other people in your household should also self-isolate (now also for 10 days), but they do not need to book a test unless they develop symptoms themselves.

You can find the full guidance on self-isolation here:

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



HM Government

NHS

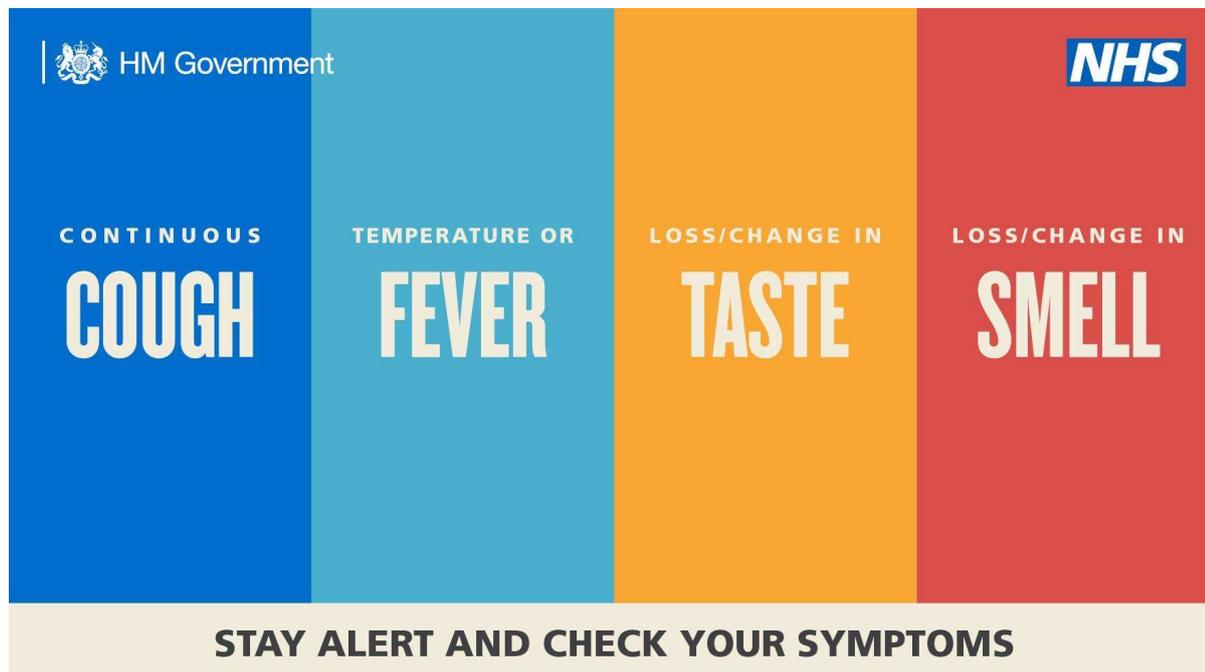
How to self-isolate:

- ✓ Work from home if you can
- ✓ Get essentials delivered to your door
- ✓ Exercise in your home or garden
- ✗ Do not leave your home
- ✗ Do not have visitors

You can find a more detailed explanation of the symptoms (for example, when is a cough considered to be “continuous”?) on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

There are many common symptoms such as a stuffy nose or a headache that may be associated with Coronavirus infection (as well as many other infections such as a cold or flu), but if you have these without any of the four main symptoms in the graphic below then you do not need to self-isolate or get a test unless you are asked to do so by the local contact tracing teams.



You can book a Coronavirus test on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

If people are unable to access the internet, they can book a test by calling **119**

You can find out the location of test centres across Cumbria (some fixed sites, some mobile testing units) on the North Cumbria NHS website, but tests still need to be booked via the NHS website or 119.

<https://northcumbriaccg.nhs.uk/covidtesting>

People on low incomes who need to self-isolate may be able to get a £500 grant from their District Council to cover the loss in their income if they are unable to work from home. You can find more information on your local District Council website (links on page 21).

Types of Coronavirus Test (new section)

There are now a number of different types of Coronavirus test, which are used in different circumstances.

All of these tests involve taking swabs from a person's nose and throat, but those swabs can then be analysed in different ways.

The **PCR** (polymerase chain reaction) tests described above are used when people are experiencing Coronavirus symptoms. These are the most sensitive test, but the analysis needs to take place in a laboratory. This means it can take several days to get the result (although it is now often received within 24 hours).

A small proportion of the samples that are positive on a PCR test are also sent for **genomic sequencing** – this is an extra step that can detect new variants of Coronavirus and to track their spread. This is important because there is a possibility that some new variants may be more dangerous (for example, spreading more easily or causing more severe disease) than “normal” Coronavirus.

Lateral Flow Tests (LFT) is now being widely used in workplaces and schools across Cumbria. Lateral Flow Tests are slightly less sensitive than PCR tests, but give an “on the spot” result in around 30 minutes.

Lateral Flow Testing is being used in people who have no Coronavirus symptoms, in order to detect those people who are infected without knowing it (“asymptomatic testing”). This plays an important part in helping to limit the spread of Coronavirus.

LFT is being used to reduce the risk of activities that people would be doing anyway – for example, going to school or going to work. However, because it is less sensitive, it does miss a small number of positive cases, and so people shouldn't assume that a negative LFT means that they are free of infection – they should still follow all the normal “Hands, Face, Space” guidance.

City Council Logo

NHS Test and Trace

CORONAVIRUS

“Getting tested is a really easy way to help keep my family and my workmates safe.”

Around 1 in 3 people who have Covid-19 don't have any symptoms and can spread it without knowing.

PRATIK, RETAIL ASSISTANT

REGULAR TESTING FOR SAFER WORKING IS HERE

Lateral Flow Testing (updated)

Many people will already be participating in Lateral Flow Testing through secondary schools and workplaces.

There are also now a number of Community Lateral Flow Testing sites available across Cumbria, which may be useful to those who are unable to work (or volunteer) from home, and would like the reassurance of regular testing to help protect others they are in contact with.

You can find information on the current test sites here:

<https://www.cumbria.gov.uk/coronavirus/communitytestingsites.asp>

Parents who have children at school can order or collect lateral flow tests to use at home. You can find the latest information on local collection points here:

<https://www.gov.uk/guidance/rapid-lateral-flow-testing-for-households-and-bubbles-of-school-pupils-and-staff>

People who test positive on Lateral Flow Tests will be required to self-isolate.

(Under some circumstances, people who test positive on LFT may need to get this confirmed by a PCR test)

Surge Testing for new variants (new section)

If a new Coronavirus “variant of concern” is detected in Cumbria, we may need to undertake extra testing in order to understand and limit its spread. This has already happened in other parts of the country (such as Sefton) and you have probably seen surge testing in the news.

Surge testing would be likely to involve PCR testing (followed by genomic sequencing) of a large number of people in a local area, using mobile testing units – but the details of how the testing is organised would only be finalised once more details are known.



Vaccination (updated)

The Coronavirus vaccination programme got underway in Cumbria on 8 December when West Cumberland Hospital in Whitehaven became one of the first hospitals in the UK to deliver the vaccine and was followed by a phased rollout through GPs and some larger centres. Over 150,000 people (more than a third of the adult population) have now received their first vaccination, which is a huge achievement.

Vaccination is prioritised according to the Joint Committee on Vaccination and Immunisation (JCVI) cohorts, which are designed to minimise the number of deaths by vaccinating those at most risk of serious complications first. You can find more information about the JCVI cohorts and how they have made their decisions here:

<https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020/joint-committee-on-vaccination-and-immunisation-advice-on-priority-groups-for-covid-19-vaccination-30-december-2020>

People are urged not to contact their GP practice to ask when they will be vaccinated; people will be contacted when it is their turn.

We know many people are keen to find out when they'll be vaccinated, by calling the practice is adding pressure and causing delays for those seeking medical support. Primary care teams are still seeing their patients as usual while delivering the vaccine and they appreciate people's patience and support. People may be invited for their vaccination by their GP practice or by a letter inviting them to book through the national website. We know this is causing some confusion, and that appointments offered through the national website may involve travelling significant distances to Kendal, or to sites in Lancashire or the North East.

Some people may choose to travel to get vaccinated sooner, but people can also choose to wait and be offered a local appointment by their GP practice. This is unlikely to cause a delay of more than a few weeks.

Local options are also being added to the national system – for example, sites in Kendal and Ulverston have been open for a number of weeks, and pharmacy-run sites in Carlisle and Workington have recently been added – but if all the appointments at these local sites have been booked, they will temporarily stop showing on the system. Work is underway to open a large vaccination centre in north Cumbria which should be operational by the end of March.

The first vaccine to be approved (the Pfizer vaccine) needs very careful handling, and must be used with a short timeframe, meaning that at the start of the programme, GP practices had to work together to deliver vaccinations from a main hub for each Primary Care Network area. Now that the Oxford/Astra Zeneca vaccine has become more available, GPs are becoming able to be more flexible and offer small sessions in local practices, meaning that more options are becoming available all the time.

Despite being developed quickly, both vaccines have been through the normal clinical trial and regulatory approval processes to ensure they are safe.

There is a range of resources explaining the Coronavirus vaccine available, including information for people whose first language isn't English, information in British Sign Language (BSL), and Easy Read formats:

<https://northcumbriaccg.nhs.uk/covidvaccine/covid-19-vaccination-leaflets>

<https://northcumbriaccg.nhs.uk/covidvaccine/covid-vaccine-leaflets-alternative-languages-and-accessible-formats>

Volunteering to support vaccination

We know that many people are keen to volunteer to support the vaccination effort, and there has been massive support from local community groups and others so far.

Many of the GP-led sites have used local volunteers to help with car parking and to direct people around the site. Their support has been invaluable. If existing community groups are interested in helping in this way over the next few months, we suggest that they get in touch with their local GP practice to offer their support.

There are likely to be further opportunities to help as new vaccination sites open, and we'll advertise these as we hear about them. However, please be reassured that in general, we're getting more offers of help than are actually needed. This is a great position to be in, but it does mean that some people who offer may not be needed, and this might cause some disappointment.

If you would like to register your interest in helping with vaccination support roles and be informed of any new roles please register at: <https://supportcumbria.org.uk/>

However, please note you will only be contacted if new vaccination volunteers are needed.

There are always lots of organisations in Cumbria which need volunteers, so why not think about the other ways in which you could help?

You can find out more about volunteering in Cumbria, and the wide range of volunteer roles available, here: <https://cumbriacvs.org.uk/volunteering/>

NHS COVID-19 App

Don't forget that if you have a compatible smartphone, you can download the NHS COVID-19 App, which allows you to:

- **Trace:** find out when you've been near other app users who have tested positive for coronavirus.
- **Alert:** lets you know the level of coronavirus risk in your postcode district.
- **Check-in:** get alerted if you've visited a venue where you may have come into contact with coronavirus, using a simple QR code scanner. No more form filling.
- **Symptoms:** check if you have coronavirus symptoms and see if you need to order a test.
- **Test:** helps you order a test if you need to.
- **Isolate:** keep track of your self-isolation countdown and access relevant advice.

The app is available in a number of languages; you can find out more here:

<https://www.nhs.uk/apps-library/nhs-covid-19/>

We know some people deleted the app during recent lockdowns, as they were not visiting busy places; now is a good time to start using it again as lockdown begins to ease.

Roadmap out of lockdown (new section)

In February, government published a “roadmap” (COVID-19 Response 2021) explaining the steps that would be taken to lift the lockdown restrictions.

The intention is that each step will be implemented at the same time across the whole of England; there will not be differences between regions if this can be avoided.

The first step comes into force on the 8 March, with the most obvious change being that children will return to school.

There will be some further relaxations (also part of the first step) on 29th March (the start of the school Easter Holidays), when 6 people (or larger groups from only 2 households) will be able to meet outdoors.

The timing of further steps to relax restrictions will be dependent on the impacts of these first changes. These impacts will be assessed after 4 weeks, against the following criteria:

- The vaccine deployment programme continues successfully.
- Evidence shows vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated.
- Infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS.
- The assessment of the risks is not fundamentally changed by new Variants of Concern.

There will be a further week between any changes being announced and them coming into effect (for example, to give shops time to prepare for reopening), meaning that there will be a minimum of 5 weeks between each of the steps.

It is worth being aware that infection rates themselves are no longer part of the decision around the relaxation of restrictions. This is because as more people are vaccinated, it is less likely that rises in infection rates will lead to people becoming seriously ill and needing hospital treatment.

It is intended that the roadmap will be a one-way process, with a possibility that the gap between stages might be extended, but a hope that if restrictions are eased in a cautious manner, there will be no need to return to tighter restrictions again. However, this is still a possibility, for example, if a new variant emerges that the vaccines are able to provide less protection against.

The graphics on the next two pages provide a summary of the main changes that will take place at each stage of the roadmap, and the earliest date at which each step could occur.

You can find the full roadmap here:

<https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021>

You can check the current guidance and restrictions in place on gov.uk:

<https://www.gov.uk/coronavirus>

(Follow the “find out what the rules are” link in the black box at the top of the page)

STEP 1
8 March

29 March

 **EDUCATION**

8 MARCH

- Schools and colleges open for all students
- Practical Higher Education courses

 **SOCIAL CONTACT**

8 MARCH

- Exercise and recreation outdoors with household or one other person
- Household only indoors

29 MARCH

- Rule of 6 or two households outdoors
- Household only indoors

 **BUSINESS & ACTIVITIES**

8 MARCH

- Wraparound care, including sport, for all children

29 MARCH

- Organised outdoor sport (children and adults)
- Outdoor sport and leisure facilities
- All outdoor children's activities
- Outdoor parent & child group (max 15 people, excluding under 5s)

 **TRAVEL**

8 MARCH

- Stay at home
- No holidays

29 MARCH

- Minimise travel
- No holidays

 **EVENTS**

- Funerals (30)
- Weddings and wakes (6)

STEP 2
No earlier than 12 April

At least 5 weeks after Step 1

 **EDUCATION**

- As previous step

 **SOCIAL CONTACT**

- Rule of 6 or two households outdoors
- Household only indoors

 **BUSINESS & ACTIVITIES**

- All retail
- Personal care
- Libraries & community centres
- Most outdoor attractions
- Indoor leisure inc. gyms (individual use only)
- Self-contained accommodation
- All children's activities
- Outdoor hospitality
- Indoor parent & child groups (max 15 people, excluding under 5s)

 **TRAVEL**

- Domestic overnight stays (household only)
- No international holidays

 **EVENTS**

- Funerals (30)
- Weddings, wakes, receptions (15)
- Event pilots

STEP 3

No earlier than 17 May

At least 5 weeks after Step 2

EDUCATION

- As previous step

SOCIAL CONTACT

- Maximum 30 people outdoors
- Rule of 6 or two households indoors (subject to review)

BUSINESS & ACTIVITIES

- Indoor hospitality
- Indoor entertainment and attractions
- Organised indoor sport (adult)
- Remaining accommodation
- Remaining outdoor entertainment (including performances)

TRAVEL

- Domestic overnight stays
- International travel (subject to review)

EVENTS

- Most significant life events (30)
- Indoor events: 1,000 or 50% (plus pilots)
- Outdoor seated events: 10,000 or 25% (plus pilots)
- Outdoor other events: 4,000 or 50% (plus pilots)

STEP 4

No earlier than 21 June

At least 5 weeks after Step 3

All subject to review

EDUCATION

- As previous step

SOCIAL CONTACT

- No legal limit

BUSINESS & ACTIVITIES

- Remaining businesses, including nightclubs

TRAVEL

- Domestic overnight stays
- International travel

EVENTS

- No legal limit on life events
- Larger events

Support Bubbles

Some groups of people are able to form a “support bubble” with another household:

<https://www.gov.uk/guidance/making-a-support-bubble-with-another-household>

You can currently form a support bubble if:

- you live by yourself – even if carers visit you to provide support
- you are the only adult in your household who does not need continuous care as a result of a disability
- your household includes a child who is under the age of one
- your household includes a child with a disability who requires continuous care and is under the age of 5
- you are a child aged 16 or over living alone or with other children and without any adults
- you are a single adult living with one or more children who are under the age of 18

The webpage above also includes information on other types of “bubble”, for example, childcare bubble

Clinically Extremely Vulnerable people (updated)

In March 2020, government advised those who were believed to be the most clinically vulnerable to Coronavirus to “shield” during the first national lockdown.

Shielding advice and support is currently in place across England until 31st March 2021.

The current advice for Clinically Extremely Vulnerable people is here:

<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>

People in the Clinically Extremely Vulnerable group should get a text message, email or letter advising them of the extra precautions they should take, and of the support available.

Many people who were shielding will now have arrangements in place for online shopping or for support from friends, neighbours and community groups. However, if people are unable to find local support, they can contact the Cumbria Coronavirus Support Line: **0800 783 1966**

A number of new groups of people were advised to shield during February 2021. This was a result of research (the Q-Covid study) that looked at the characteristics of people who had become seriously ill as a result of Coronavirus during the first wave.

The study identified a number of conditions that make it more likely that some one will become seriously ill as a result of Coronavirus infection (for example, diabetes, Downs syndrome, and having a high BMI), although an individual may need to have a number of the identified risk factors before they are advised to shield. The research also showed that some conditions, such as asthma, do not appear to increase the risk of becoming seriously ill from Coronavirus as much as had originally been assumed.

Adding these new groups of people to the shielding group means that they have been prioritised for vaccination.

As previously, advice to “shield” is simply advice, and individuals are free to make their own assessment of the risks and the activities they are comfortable with, so long as they act within the restrictions in place for the whole population.

Information on Coronavirus cases in Cumbria

You can find weekly reports from Cumbria's Health Protection Board on the Cumbria County Council website; these contain information on the number of cases in each District of Cumbria, along with data on the vaccination programme:

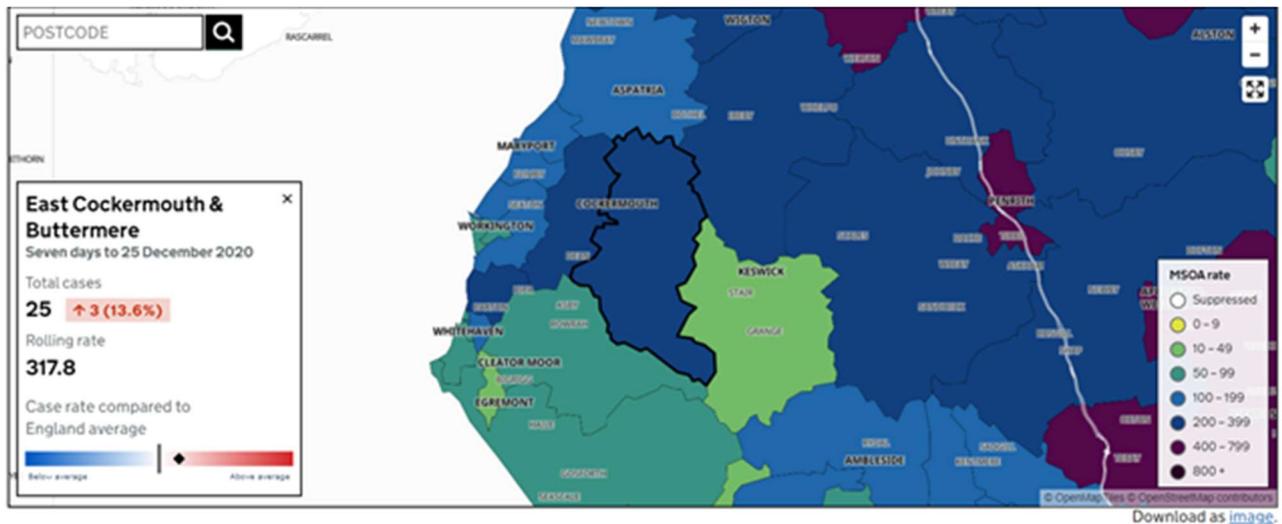
<https://www.cumbria.gov.uk/stophespread>

You can also find useful information on the government website:

<https://coronavirus.data.gov.uk/>

The interactive map that is linked to from the webpage above gives recent data on local infection rates – if you zoom in, you can localised information like the screenshot below:

<https://coronavirus.data.gov.uk/details/interactive-map>



Keeping up to date with the latest information

The information on Coronavirus, particularly information on the local alert levels, inevitably changes frequently. It's best to check the gov.uk website for the latest national information:

<https://www.gov.uk/coronavirus>

Good neighbours (updated)

Even though we're beginning to see lockdown restrictions ease, it's likely that some people will still need a bit of extra help. Some people might need practical help with shopping (for example, if they have to self-isolate because they've developed Coronavirus symptoms), some might welcome a weekly chat on the phone, and others might need advice on where to get help with anxiety or debt problems. And some people who've spent most of the last year at home might be nervous about going out and about again, perhaps because they're not sure what's changed (for example, wearing masks and one way systems in shops) or because they worry they might have become less steady on their feet.

Most people want to help their neighbours, but they often need a bit of encouragement and some practical ideas to get them started. There are some ideas in the picture below; and it might be a good time to recheck everyone's connected in, particularly if any new people have moved in over the last few months.

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

Think of others, consider your actions & be kind
People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.

Connect and reach out to your neighbours
As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.

Make the most of local online groups
Keep up to date, share information and be a positive part of your local community conversations.

Support vulnerable or isolated people
Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.

Share accurate information and advice
Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.

eden project COMMUNITIES
COMMUNITY FUND
NEIGHBOURHOOD WATCH
Campaign to End Loneliness CONNECTIONS IN OLDER AGE
Nextdoor

It's also still useful to encourage people to prepare in case they're asked to self-isolate, perhaps by having a few days food in the house, or by making sure they've got the phone number of a friend or neighbour who would be able to help them with shopping.

As we start to be able to socialise more once again, it's likely that many people will want to talk about their experiences of lockdown. Listening to people's stories doesn't require any special skills, and the information in this pack should help you give people information about the specialist support available if you think they might need a bit more help.

Community Support

You probably already know what local support groups were set up in our local area during the first lockdown; we know there were more than 300 across Cumbria, and between them they've helped with things including prescription deliveries, shopping, hot meals, craft packs, and phone calls to people who needed a friendly chat.

Many of these groups are still very active, and are a great place to direct people who need a bit of extra help with simple tasks like shopping.

The Cumbria County Council Area Teams are in contact with all the groups they know about, and are offering them support (for example, where they are worried that they may not have enough volunteers now that many people are back at work).

If you're aware of groups who aren't connected to the CCC Area Teams, need some support setting up a new group, or need to find out more about the groups in your area then you can contact the relevant Area Team – their email address are on the next page.

Information and guidance for Community Groups

The government has published information on safe volunteering during Coronavirus; this includes section for both larger organisations working with volunteers and informal mutual aid groups:

<https://www.gov.uk/guidance/enabling-safe-and-effective-volunteering-during-coronavirus-covid-19>

If you need more help or advice, you can contact the County Council Area teams on the email addresses above, or get in touch with the following organisations:

ACTion with Communities in Cumbria (support on neighbourliness and with community projects)

<https://www.cumbriaaction.org.uk/> info@cumbriaaction.org.uk / 01768 425666

Cumbria CVS (support for voluntary and community groups, and advice around volunteering and funding)

<https://cumbriacvs.org.uk/> info@cumbriacvs.org.uk / 01768 800350

Cumbria Community Foundation have supported local groups with grant funding; whilst their Covid-19 response fund has now closed, groups can still apply to their normal grant programmes:

<https://www.cumbriafoundation.org/>

There is a specific fund available to support community groups that are helping with transport to the local vaccination hubs in North Cumbria; more information here:

<https://www.cumbriafoundation.org/fund/nhs-patient-transport-fund/>

You might also find the information about the projects they have already funded interesting, and gives you some more ideas about activities you could try locally:

<https://www.cumbriafoundation.org/covid-19-funded-projects/>

Some voluntary and community organisations might be eligible to apply for **business support grants**; you can find out more here:

<https://www.thecumbrialep.co.uk/news-detail/2020/new-grants-available-to-support-businesses-affected-by-covid-19/>

Support from your local Councils

Cumbria County Council: Coronavirus Support Line

Cumbria County Council are running the Cumbria Coronavirus Support Line: **0800 783 1966**

This was originally set up to support people in shielding group, but became much broader. It is now also supporting the Test and Trace service, people asked to self-isolate, people with financial problems and people who want to find mental health support.

The support line is currently operating Monday – Friday.

There's also information on the Cumbria County Council webpage on many of these topics if people prefer to browse online rather than make a phone call: <https://cumbria.gov.uk/>



Struggling?

Don't wait for problems to get worse, there are organisations that can help.

Find support now at cumbria.gov.uk

Cumbria County Council NHS Cumbria CVS THE COUNCIL FOR ECONOMIC AND BUSINESS FURNESS CARLISLE CITY COUNCIL www.carlisle.gov.uk Eden District Council Copeland Borough Council Proud of our past. Energised for our future. Allerdale Borough Council SOUTH LAKELAND DISTRICT COUNCIL

Cumbria County Council also leads on public health issues across Cumbria, including the management of local Coronavirus outbreaks.

You can find out more about the full range of Cumbria County Council services here: <https://www.cumbria.gov.uk/>

The Cumbria County Council Area Teams have been connecting and supporting local community groups and voluntary sector organisations involved in the response to Coronavirus, including supporting the Local Community Resilience Groups (along with colleagues from District Councils and other organisations).

If you need to contact the Area Teams, you can use the emails below:

Alledale.AreaSupport@cumbria.gov.uk

Barrow.AreaSupport@cumbria.gov.uk

Carlisle.AreaSupport@cumbria.gov.uk

Copeland.AreaSupport@cumbria.gov.uk

Eden.AreaSupport@cumbria.gov.uk

SouthLakeland.AreaSupport@cumbria.gov.uk

District Councils

There are six District Councils within Cumbria, each of which can help with a range of issues related to Coronavirus, including:

- Help with housing problems and homelessness
- Grants for businesses affect by Coronavirus
- Grants for those who are asked to self-isolate (some Districts may also have other hardship funds)

Some Districts may also be able to help community groups to find local funding opportunities.



You can find out more about the support available on each District Council's webpage.

Allerdale: <https://www.allerdale.gov.uk/>

Barrow: <https://barrowbc.gov.uk/>

Carlisle: <https://www.carlisle.gov.uk/>

Copeland: <https://www.copeland.gov.uk/>

Eden: <https://www.eden.gov.uk/>

South Lakeland: <https://www.southlakeland.gov.uk/>

District Councils are working with the Cumbria County Council Public Health team to deliver the local contact tracing service.

Supporting people with financial worries

The economic downturn associated with coronavirus means that many people who've always worked are now having to claim benefits, because they've lost their job or had their hours reduced. Unfortunately, we anticipate more people will be affected over the next few months, particularly as the Furlough scheme comes to an end, and extra costs such as winter heating bills begin to build up.

It is better to get advice on money problems sooner rather than later, and getting advice from a reliable source can help people to borrow money safely – for example, from a local Credit Union rather than from Loan Sharks and other high interest rate lenders.

Good sources of support

People who are struggling to buy food or essentials because of financial difficulties can contact the **Ways to Welfare** community support team (<https://www.cumbria.gov.uk/welfare/support.asp>) via the Cumbria Support Line: **0800 783 1966**

Citizens Advice (<http://citizensadvicecumbria.org.uk/>) can also provide advice around applying for benefits (and around accessing the additional support available to those on benefits, such as free school meals and support with utility costs/bills), debts, and housing and employment problems. They can also help even if people are simply worried about reduced hours or redundancy as the furlough scheme comes to an end. The local phone numbers are:

Allerdale: 01900 604735
Barrow: 0808 2787 817
Carlisle & Eden: 03300 563037
Copeland: Whitehaven 01946 693321 or Millom 01229 772395.
South Lakes: 03444 111444 (for debt & ongoing enquiries) or 01539 446464 (for new enquiries)

Cumbria Law Centre may be able to provide advice about employment, housing, debt and benefits. You can call 01228 515129 or email reception@cumbria-law.org.uk You can find out more here www.cumbrialawcentre.org.uk/

People can also get in touch with the **National Debtline** – online, with webchat and email support options (<https://www.nationaldebtline.org/>) or by phoning 0808 808 4000. Advisors available Monday to Friday 9am - 8pm, and they have a specific webpage for Coronavirus information: <https://www.nationaldebtline.org/Pages/coronavirus-and-your-money.aspx>

Claiming benefits

People might be able to claim benefits or get more money on their current benefits if their work has been affected by coronavirus.

This might be because they:

- are earning less than usual - including if they're self-employed
- have lost their job, been made redundant or stopped being self-employed
- are self-isolating or shielding

Working out what you can claim can be complicated, because different benefits have different rules. Some benefits are dependent upon having made National Insurance contributions, whilst others are related to your income and/or savings.

People can check what they might be eligible for using online tools by visiting <https://www.gov.uk/benefits-calculators> or if they prefer to talk to someone, they can contact their local Citizens Advice (details above).

If someone hasn't claimed means-tested benefits before, they can find out more about Universal Credit (and make their claim) online <https://www.understandinguniversalcredit.gov.uk/>

They can also contact the Citizens Advice "Help to Claim" service on 0800 144 8 444

Housing problems

People who are having difficulties paying for housing, should contact their landlord, housing association or mortgage company, or get advice from Citizens Advice.

If people are struggling to pay their Council Tax, are at risk of eviction or are homeless, they should contact their local district council:

- Allerdale Borough Council 0303 123 1702
- Barrow Borough Council 01229 876543
- Carlisle City Council 01228 817200
- Copeland Borough Council 01946 598300
- Eden District Council 01768 817817
- South Lakeland District Council 0845 050 4434

District Councils have Council Tax reduction schemes in place for those on low incomes and benefits; contact your District Council for more information.

Further information is available on the District Council webpages – links on page 21.

Encouraging people to get support with financial worries

We're finding that many people who have always worked are reluctant to claim benefits. Sometimes this is because they simply don't know how, but it is often because they feel they should be able to provide for their family without help.

It might be helpful to reassure people that the economic downturn caused by Coronavirus means that this is a common position for people to be in, and it's not their fault or something they should be ashamed of; there are now around twice the number of people on benefits in Cumbria as there were a year ago.

Benefits are designed to help in exactly this kind of situation – as a short-term fix to support people whilst they find another job. Claiming benefits can help prevent people building up large debts, and so make it easier for them to “get back on their feet” when they find a new job.

It's also worth letting people know that there's lots of extra financial help available once you are claiming benefits; this can include access to grant schemes, help with heating and utility bills, access to cheaper broadband packages, and free school meals. Citizens Advice will be able to help people work out what's available to them.

For people who already have significant debts, knowing that it can be possible to have these written off with a Debt Relief Order can encourage them to seek advice (again, Citizens Advice is a good source of further information):

<https://www.gov.uk/options-for-paying-off-your-debts/debt-relief-orders>

We're also aware that it's not only people who are claiming benefits who may be struggling; for example, some people in low incomes have also found that having children at home whilst schools are closed has meant they've spent more on heating and internet access, and have been spending more on food because they've been unable to travel to shop at the supermarkets they'd normally use. There is also support available to those in financial difficulties who may not be eligible for benefits.

Many older people will be eligible to claim Pension Credits that will increase their income (and Citizens Advice or Age UK will be able to help with this)

<https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/pension-credit/>

Credit Unions

Credit Unions help people to save money and can also provide loans at low interest rates. Anyone who lives or works in the area a Credit Union serves can use them. They are an alternative to payday lenders and 'loan sharks' and can help you avoid getting into problem debt – we know that people across Cumbria are already beginning to receive leaflets and phone calls from lenders offering loans at extremely high interest rates.

There are 4 Credit Unions in Cumbria

Affinity Credit Union covers the whole of Cumbria and has (part time) offices in Cleator Moor, Workington, Penrith and Kendal. <https://www.affinitycu.co.uk/>

Carlisle and District Credit Union also covers the whole of Cumbria: www.carlislecu.com

Barrow & District Credit Union operates south west Cumbria: www.barrowdistrictcu.co.uk

Whitehaven, Egremont and District Credit Union operates in West Cumbria: www.wedcu.co.uk

Food projects

When people are struggling financially, buying food is often the most immediate problem that they face, and there are many food projects across Cumbria that can help.

In a crisis, people can access emergency food parcels from a Foodbank; they usually need to have been referred by another organisation, such as Citizens Advice or their Housing Association.

You can find a list of Foodbanks in Cumbria on the Cumbria County Council website; many new Foodbanks have opened over the last 6 months, so it's worth checking what's available in your area:

<https://www.cumbria.gov.uk/welfare/foodbank.asp>

The Cumbria County Council's Ways to Welfare Team can help people to get a referral to a Foodbank, and in some circumstances may also be able to provide direct financial help. They can be contacted on 01228 221100, with full details on: <https://www.cumbria.gov.uk/welfare/support.asp>

There are also many other food projects (including food pantries and FareShare) in Cumbria that don't require a formal referral. Many of these redistribute surplus food, for example, from the supermarket supply chain, either as packs of food, or made into cooked meals. Some operate as cooperatives, bulk buying food for their members to achieve a better price.

You can search for food projects in the search function at the top of the Cumbria County Council foodbanks webpage (this gives information on all types of food project):

<https://www.cumbria.gov.uk/welfare/foodbank.asp>

If you need more information on projects in your area, you can contact your local County Council Area Team on the generic team email addresses in the earlier "Community Support" section of this pack.

Warm Homes (new section)

Cumbria Action for Sustainability (CAfS) can help people to make their homes warmer and more energy efficient.

The support available from the "Cold to Cozy" programme includes energy audits (currently via a telephone consultation) and free energy saving kits for people on low incomes.

For more information, ring 01768 216500 or visit:

<https://cafs.org.uk/cold-to-cosy-homes-cumbria/>

Supporting people who are stressed and anxious

It's very common for people to be feeling stressed and anxious at the moment – sometimes because of financial difficulties, sometimes because of the challenges caused by the lockdown restrictions, and sometimes just because it's been a very odd year. Once again, people often need a little reassurance that this is not unusual to feel like this at the moment and it's OK to ask for help; it's a very common reaction to a very unusual situation.

Many people may only need to talk about their worries with a family member, friend or someone they trust, and there is information on how to start these conversations in a later section.

However, a few people will need professional help, from voluntary sector organisations or the NHS, and there are links to some good sources of this support in the next section.

Good sources of support

Togetherall is a service offering free online support to anyone aged 16 and over 24/7 you just need a Cumbrian postcode to register. It provides online peer-peer support, access to an anonymous community and lots of information, as well as courses and resources covering a range of mental health and wellbeing topics <https://togetherall.com/>

Kooth is an online service for young people aged 11-18 <https://www.kooth.com/>

Mindline Cumbria (<http://www.mindlinecumbria.org/>) offers support and guidance about mental health over the phone, via text or email. They will listen to your concerns and help to empower you to feel more in control of your mental health or support someone else.



There is more useful information from **Every Life Matters**: <https://www.every-life-matters.org.uk/>

Including a Wellbeing and Mental Health in Covid-19 booklet which is full of tips and links

<https://www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf>

If people need to talk to someone urgently the **Samaritans** are available 24/7 on **116 123** (<https://www.samaritans.org/>)



Encouraging people to talk about their worries

We often worry about asking people how they're feeling because we're not really sure how to start the conversation, or if we'll be help them if they are experiencing mental health problems.

But in reality, people are often just waiting for someone to start the conversation; to ask how they are, and to be willing to listen to an honest answer. Although sometimes you might need to "ask twice", as we're so used to automatically saying "I'm fine"!

There are some websites that give good basic advice on how to start conversations about mental health, and to support other people with mental health concerns, including:

<https://www.time-to-change.org.uk/coronavirus>

<https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/>

Listening carefully is often good enough - be non-judgemental, take their feelings seriously, and give them time to talk – and try not to let your own thoughts and worries take over.

It's OK to have silences, and you don't need to be able to fix all of people's problems.

You might be able to open up conversations about how people are feeling and their mental wellbeing with questions like these:

- Things are making us all so anxious at the moment, I'm just wondering how you are feeling?
- Everyone has been thinking about practical things over the last few weeks but it's important not to forget about our emotions and mental well-being – would it be helpful for us to chat about that for a while?
- I hope you don't mind me asking but I just wanted to check how you are feeling at the moment and wondered if you wanted to share any worries?
- We have talked about x but it is also important to share feelings of stress or any worries with others – are you managing to do that or is there anything else you would like to talk about at the moment?
- Some people find it hard to talk about their feelings but if there is anything else you would like to talk about before we finish chatting, I am happy to listen.

If you want to learn more about how to help people cope with the emotional impacts of Coronavirus, you could do the online Public Health England Psychological First Aid Training Courses (there is a general course, and one aimed particularly at people likely to be supporting children and young people). The courses doesn't require any background knowledge; they take about 3 hours, but you can do them at your own pace:

<https://www.futurelearn.com/courses/psychological-first-aid-covid-19>

<https://www.futurelearn.com/courses/psychological-first-aid-for-children-and-young-people>

Every Life Matters offer a free online Suicide Awareness training course that lasts 60 minutes:

<https://www.every-life-matters.org.uk/training/>

You might also find the FACE framework useful; this encourages people to identify and focus on what they can control, and then to build on those things:

http://www.commpsy.com/wp-content/uploads/FACE_COVID-1.pdf

Specialist Support (new section)

It's impossible to list all the specialist support available, but this section contains information on some of the topics we've been asked about most frequently.

Support for people who've been bereaved (new section)

The death of a loved one can be amongst the most difficult moments any of us will face in our lives. The restrictions that the Coronavirus pandemic has placed on us mean that those difficulties have been multiplied. People may not have been able to have seen their loved one before they died, and have been unable to take part in many of the usual rituals that help us to grieve.

Because people have been unable to meet with those who would normally provide support, they may be more likely to need to support from a specialist organisation.

People can get support by ringing the Cruse helpline on **0800 808 1677**.

Full details of support and resources available for those bereaved are available here:

<https://www.cumbria.gov.uk/publichealth/bereavement.asp>

Support for older people (new section)

Age UK offer advice and support to older people; links to the local branches are:

Age UK Barrow: <https://www.ageuk.org.uk/barrow/>

Age UK Carlisle and Eden: <https://www.ageuk.org.uk/carlisleandeden/>

Age UK South Lakeland: <https://www.ageuk.org.uk/southlakeland/>

Age UK West Cumbria: <https://www.ageuk.org.uk/westcumbria/>

Support for unpaid Carers (new section)

Lockdown has been particularly difficult for many people who care for family members and friends as many of the normal support and respite services have not been available.

People who provide unpaid care can get support from their local Carers organisation. There are 5 Carers organisations in Cumbria; you can get information on your local organisation by ringing Carers Support Cumbria on **08443 843230** or visiting their website:

<https://www.carerssupportcumbria.co.uk/>

Disability Support (new section)

There are a number of specialist organisations Cumbria that can provide support and advice to people with disabilities.

These include:

Allerdale Disability Association: <http://www.allerdaledisability.com/>

Barrow and District Disability Association: <https://www.facebook.com/TheBDDA/>

Carlisle and Eden Disability Association: <https://carlisledisability.org/>

Copeland Disability Forum: <https://www.copeland.gov.uk/section/copeland-disability-forum>

Cancer support (new section)

Cancer is difficult to deal with at any time, but the pandemic has caused new worries including worries about contracting coronavirus and delays to treatment. There are many organisations and projects that can offer support, including:

CancerCare (in South Cumbria):

<https://www.cancercare.org.uk/>

Living with and beyond cancer (in North Cumbria):

<https://cumbriacvs.org.uk/about-us/living-with-and-beyond-cancer/>

Looking after your pets (new section)

Many people have found their pets to be a huge source of companionship during lockdown, and this has helped with their mental wellbeing.

But we know that many people have been concerned about their pets during the pandemic – including being worried about how they'll afford to feed their pets or pay vet bills, who would look after their pets if they contracted coronavirus, and who might be able to help walk their dog if they had to self-isolate.

Oak Tree Animals' Charity can provide advice and help people to find support with these issues; ring 01228 560082 or visit their website:

<http://www.oaktreanimals.org.uk>



Worried about someone?

Mental Health

If you're concerned about someone's mental health, and worried that they might harm themselves, then the Samaritans website has good advice:

<https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/>

Domestic Abuse

Spending more time at home with the family isn't a good thing if you're in an abusive relationship. For some people, it's a time when stress levels rise, abusive behaviour can escalate, and it's much harder to find an opportunity to reach out and get help. There are many kinds of domestic abuse; it might involve physical violence, controlling behaviour, financial control, and/or isolating people from friends and family.

The levels of domestic abuse have risen during the Coronavirus pandemic, but it is often a hidden problem. There are many organisations that can help, but if people are in danger, they should call 999.

There's more information, including links to organisation that can help, on the Cumbria Police website:

<https://www.cumbria.police.uk/Advice-Centre/Personal-Safety/Domestic-Abuse.aspx>

Worried about a child or young person?

If you have concerns about a child being neglected or abused, please report them and help keep children safe.

People can report concerns in the following ways:

- Call the Cumbria Safeguarding Hub on 0333 240 1727
- Call the NSPCC on 0808 800 5000
- If a child is at immediate risk of harm call 999.
- Children can contact [childline.org.uk](https://www.childline.org.uk) if they do not feel safe on 0800 1111

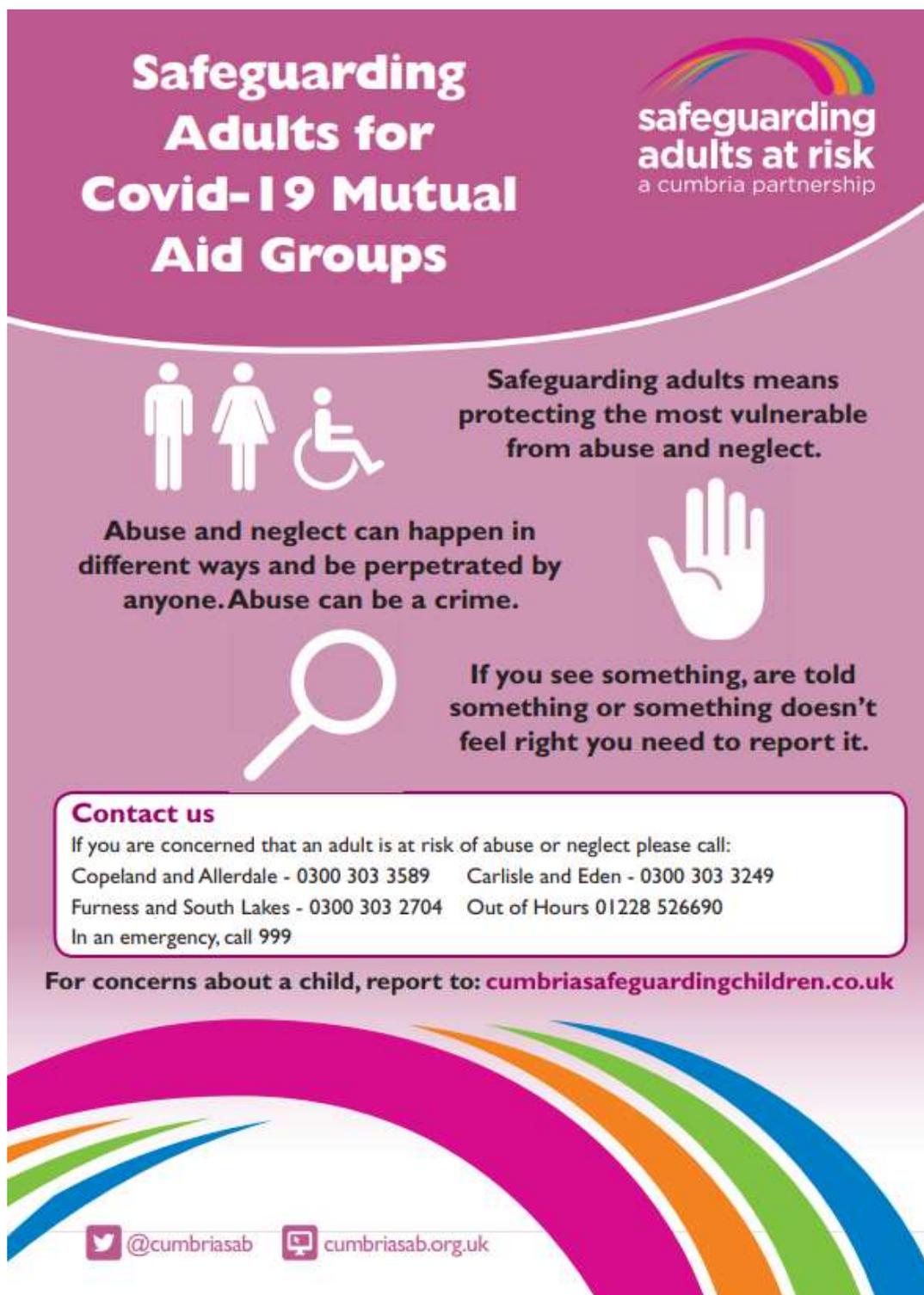
Find out more at <https://www.cumbriasafeguardingchildren.co.uk/LSCB/covid19.asp>.



Keeping adults safe in Cumbria

This is a worrying time for everyone but particularly for the older and more vulnerable members of our communities. If you are concerned that an adult is at risk of abuse or neglect, please see the contact options below and report your concerns.

Find out more at <http://www.cumbriasab.org.uk/AdultSafeguarding/covid-19.asp>.



Safeguarding Adults for Covid-19 Mutual Aid Groups

safeguarding adults at risk
a cumbria partnership

 **Safeguarding adults means protecting the most vulnerable from abuse and neglect.**

Abuse and neglect can happen in different ways and be perpetrated by anyone. Abuse can be a crime.

 **If you see something, are told something or something doesn't feel right you need to report it.**

 **If you see something, are told something or something doesn't feel right you need to report 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

 @cumbriasab  cumbriasab.org.uk

NHS Services

Restarting Elective Operations and Outpatient Appointments

The hospitals are working hard to ensure outpatient appointments can get back to running as normal, as well as focussing on re-starting elective/planned surgery at all hospitals.

The hospitals continued to treat urgent cases throughout the recent very challenging wave of coronavirus, and some elective operations are also now underway. It will take some time to get back up to speed and a lot of work is going on around the increasing number of people waiting for operations.

Choose the right NHS service

Whilst the NHS is still so busy, it's more important than ever to choose the most appropriate NHS service. The graphic below gives some guidance on the most appropriate service to use under different circumstances.

Choose Wisely...
Help to keep pressure off A&E
by choosing the right service level
for what you need.
#HelpUsHelpYou

NHS

- Common ailments, such as stomach upsets & headaches can't be treated with antibiotics & are best dealt with at home with rest and a well-stocked medicine cabinet.
- Your local pharmacist is a trained healthcare professional & can give you advice on common illnesses without the need to go to your GP.
- Call 111 or visit: 111.nhs.uk when you need medical advice fast but it is not an emergency.
- If you have a persistent illness that won't go away, make an appointment with your GP.
- A & E is for serious and life-threatening injuries and conditions only.

However, if you are worried you may have a sign or symptom of cancer please contact your GP practice. Your NHS is here to see you, safely.

For example, if you've had a cough for three weeks or more and it isn't COVID-19, it could be a sign of cancer. It's probably nothing serious, but if it is cancer, finding it early makes it more treatable.

If people need urgent support with your mental or physical health, then they can contact NHS111 online at <https://111.nhs.uk/> who will direct them to appropriate services.

Keeping up to date

It's hard to keep up with the latest information, because it changes so rapidly.

Throughout this pack we've tried to give you links to some of the most useful websites where you can check for updated information.

If you're thinking of sharing information on social media, it's worth thinking about if it comes from a trustworthy source. The **SHARE** guidelines can help you decide if it's reliable information:

- **Source:** Make sure the story is written by a source that you trust, with a reputation for accuracy. If it's an unfamiliar source, try checking the website's "About Us" section for more information.
- **Headline:** Always read beyond the headline. If it sounds too good to be true, it might very well be! Be wary if something doesn't seem to add up.
- **Analyse:** Make sure you check the facts; just because you've seen a story several times doesn't mean it's true. If you're not sure, look at fact-checking websites and other reliable sources to double check.
- **Retouched:** Check if images look like they might have been retouched or altered. False news stories often contain altered photographs or reedited video clips. Or sometimes images may be authentic, but taken out of context.
- **Errors:** Many false news stories use "lookalike" web addresses – look out for misspellings! Poor grammar and bad layout are other signs that a website might not be genuine.

You can find out more about the SHARE checklist and disinformation here: <https://sharechecklist.gov.uk/>

Coronavirus Resources

You can find the Public Health England resources on the Coronavirus vaccine here if you want to share them locally and on social media; this is where many of the images in this pack have come from:

<https://coronavirusresources.phe.gov.uk/covid-19-vaccine/>

National Information Sources

The latest information on COVID restrictions and guidance is available on the government website:

<https://www.gov.uk/coronavirus>

The latest health information is available on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Cumbrian Information Sources

Information is available from a range of local organisations. The list below gives some suggested websites, and most of these organisations will have Facebook pages and Twitter accounts, which can be a good way to keep up to date with the latest information.

Cumbria County Council: <https://www.cumbria.gov.uk/>

District Councils:

Allerdale Borough Council: <https://www.allerdale.gov.uk/>

Barrow Borough Council: <https://barrowbc.gov.uk/>

Carlisle City Council: <https://www.carlisle.gov.uk/>

Copeland Borough Council: <https://www.copeland.gov.uk/>

Eden District Council: <https://www.eden.gov.uk/>

South Lakeland District Council: <https://www.southlakeland.gov.uk/>

North Cumbria NHS:

North Cumbria CCG: <https://northcumbriaccg.nhs.uk/>

North Cumbria Integrated Care: <https://www.ncic.nhs.uk/>

South Cumbria NHS:

Morecambe Bay CCG: <https://www.morecambebayccg.nhs.uk/>

University Hospitals of Morecambe Bay: <https://www.uhmb.nhs.uk/>

Cumbria Police: <https://www.cumbria.police.uk/>

Cumbria CVS (support for voluntary and community organisations): <https://cumbriacvs.org.uk/>

ACTion with Communities in Cumbria (support for communities and community groups):
<https://www.cumbriaaction.org.uk/>



What comes next?

Many communities have already started to think about what they want life to look like after Coronavirus.

We've heard about good things that people want to build on – discovering local walks and cycle rides, using local food shops, working from home and avoiding a long commute every day, and a more flexible and collaborative relationship between communities and public sector organisations.

And we're aware of lots of negative impacts that mean we will need to find new ways to support people – job losses, loneliness, delays in treatment for physical health conditions, and an increase in mental health conditions.

Many of these issues are already being addressed on a day-to-day basis, and Cumbria's Strategic Recovery Coordination Group has been developing a long-term recovery strategy.

This strategy will be based on Cumbria's existing Public Health Strategy, and based around 5 themes: People, Participation, Prosperity, Place and Planet.

You can see the draft strategy and comment on it here: <https://cumbriarecovery.org/>

Please do let us know if you think it's the right approach, and if it includes all the things that are important to you as we begin to recover from the pandemic, and have the opportunity to reimagine a new Cumbria.



There are also a couple of surveys running to capture people's experiences of Coronavirus – both of these will help inform the recovery strategy, so please consider completing one or both of them so that we know how you've been affected by the pandemic.

The Healthwatch Cumbria survey can be found here:

<https://healthwatchcumbria.co.uk/coronavirus/coronavirus-share-your-experience-with-our-survey/>

The University of Cumbria survey can be found here:

<https://cumbria.onlinesurveys.ac.uk/covid19-impact-survey>