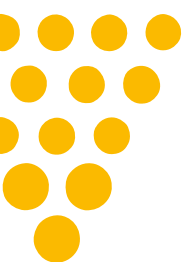




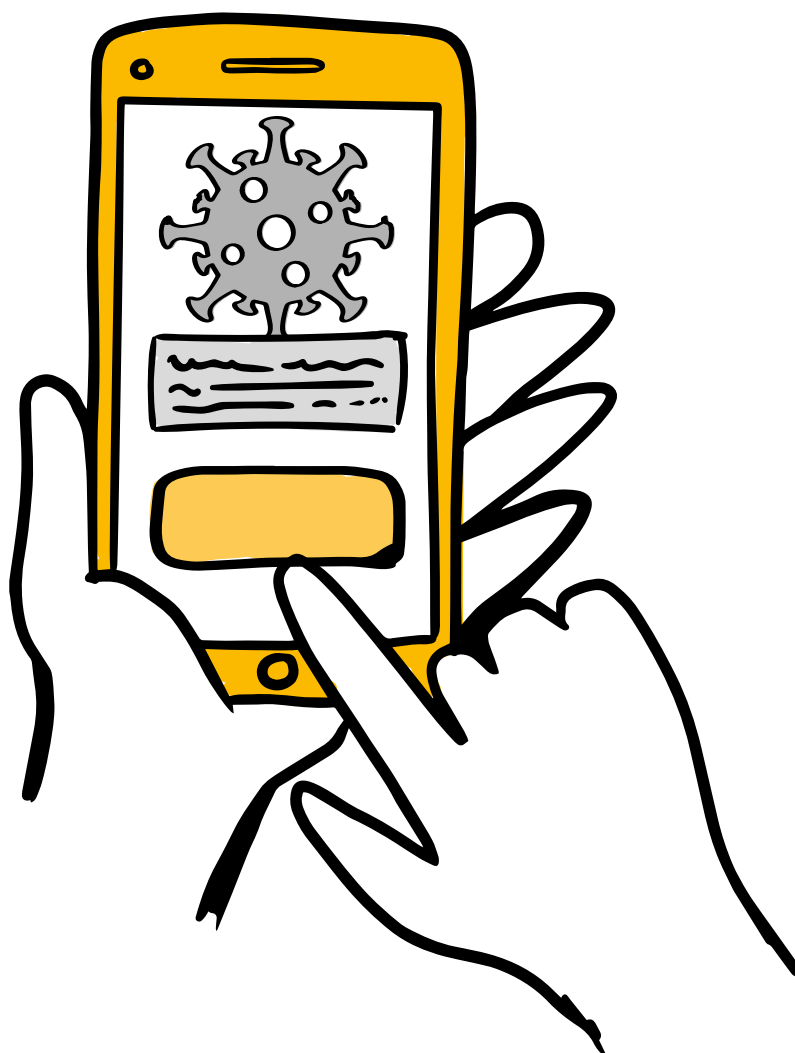
**CORNWALL  
COUNCIL**  
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# COVID-19

# Community Toolkit

Information and advice for residents



**Updated**  
09/04/2020



[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)

This pack is to support you and your community during the ongoing COVID-19 situation. Within it you'll find a list of key contacts, resources and information in one place, to help you and others in your community to support each other as much as possible during this time. We know that many established community groups already have great resources, and we hope this toolkit helps more people to offer community support.

## Contents

- Public Health advice
- Useful web links
- Useful contact numbers
- Social media advice
- What can you do as a community?
- What can you do to stay safe while volunteering?
- How can I stay safe when accepting help from others?
- Public Health England materials

# Public Health advice

It is important to keep yourself and others safe during the coronavirus outbreak by following health advice and the government's rules. You can find all the information you need in one place on the Cornwall Council website. It includes a section on "your health" where you can find links to all the latest NHS health advice to avoid catching or spreading COVID-19.

**[www.cornwall.gov.uk/coronavirus](https://www.cornwall.gov.uk/coronavirus)**

## Stay at home and save lives



- Only go outside for food, health reasons, or work (but only if you cannot work from home)
- Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.
- If you go out, stay 2 metres away from other people at all times
- Wash your hands as soon as you get home.
- If you have existing medical conditions putting you at higher risk from COVID-19, you should stay at home at all times, and avoid all face to face contact (except with essential carers and healthcare workers) for at least 12 weeks. This 'shielding' will help to protect you from serious illness.

### Can I go outside to provide care or help to vulnerable people?

**Yes.** If you are volunteering help to people in your local area, please register with Volunteer Cornwall by completing the form via this link: **<https://www.volunteercornwall.org.uk/volunteering/coronavirus-volunteering-form>**

They will provide you with a letter which Devon and Cornwall Police have agreed is sufficient to identify volunteers who need to go outside to provide care to vulnerable people in their community.

If you are providing care or help to a vulnerable person, please do so safely and ensure you remain 2 metres away from other people at all times. You can find more tips on how to stay safe while volunteering on **page 8**.

# Useful links

The following links provide useful, factual and regularly updated information on COVID-19, please feel free to share these with your communities.

- Cornwall Council's COVID-19 information page – **[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)**
- The latest information from the NHS can be found under 'your health' **[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)**
- **NHS 111** – information can be found on the NHS Cornwall 111 pages, **[www.111cornwall.nhs.uk](http://www.111cornwall.nhs.uk)**
- The NHS Every Mind Matters website has some simple useful tips and advice to support good mental health– [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)
- Public Health Campaign Resource Centre (you'll need to register) for the latest posters, videos and social media graphics pack **<https://campaignresources.phe.gov.uk/resources/campaigns>**



# Useful contact numbers

- Cornwall Council – **0300 1234 100**
  - NHS 111 – only call **111** if you cannot get help online
- 

## Social media

Social media is a valuable tool at a time like this, but it can also contain misinformation and rumour, which isn't helpful. The following accounts will be regularly posting out the latest factual advice and information related to COVID-19:

- Cornwall Council – **Twitter@CornwallCouncil**  
**www.facebook.com/forCornwall**
- Devon and Cornwall Police – **Twitter@DCPolice**  
**www.facebook.com/DevonAndCornwallPolice**
- Cornwall Fire and Rescue Service –  
**Twitter@CornwallFRS**  
**www.facebook.com/CornwallFRS**  
**www.safercornwall.co.uk**
- Public Health England – **Twitter@PHE\_UK**  
**www.facebook.com/PublicHealthEngland**
- Department of Health and Social Care –  
**Twitter@DHSCgovuk**  
**www.facebook.com/DHSCgovuk**
- NHS England – **Twitter@NHSEngland**  
The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'  
**www.facebook.com/NHSwebsite**

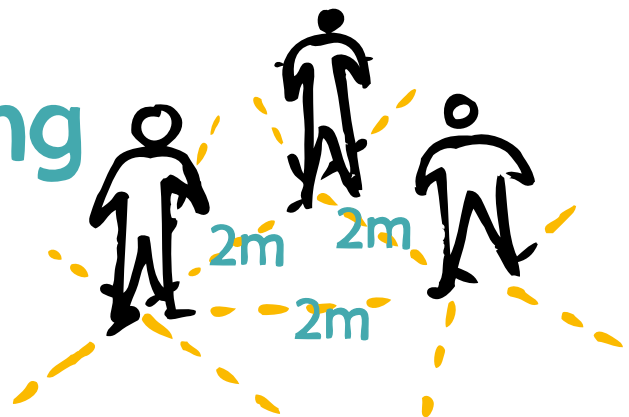


# What can you do as a community?

Your communities are strong and resilient and there are simple things you can do to help them continue to thrive:

- Let's Talk Cornwall <https://letstalk.cornwall.gov.uk> is a new online one-stop-shop full of all the information people need to support each other and stay safe during the coronavirus crisis. It provides a safe and trusted place for you to get information, ask questions and share your experiences.
- You can see the support already on offer in your community with details of community groups and food businesses offering home delivery. Drop a pin on the online map to let people know about the help available in your community, that you or your own group are providing locally.
- Make sure you or your own group within your community sign up with Volunteer Cornwall - send them your contact details via this link <https://www.volunteercornwall.org.uk/volunteering/coronavirus-volunteering-form>  
This allows Volunteer Cornwall to both support your group with helpful information for your volunteers and also task your group to support people in your area who may not be aware of your existence and are contacting other agencies requesting help. Volunteer Cornwall will send you regular updates and help you resolve any issues that may arise with your volunteers.
- If you know someone who is self-isolating and needs help with shopping, collecting medicines or other practical help and support, and you are unable to support them, they can contact Volunteer Cornwall directly to request a volunteer by ringing **01872 266988** or emailing [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk)  
They can collect medication and food and will follow up to ensure that the individual's needs were met.

**Social distancing**  
**Stay 2m apart**



# Stay home Protect the NHS Save lives

No unnecessary journeys or social contact



- Public Health England has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door so please ensure that when you are providing support this advice is followed.
- Many Cornish food shops and businesses are offering home delivery. You can use the online map to see what is available in your area at Let's Talk Cornwall  
**<https://letstalk.cornwall.gov.uk>**  
Please share any details you know of food businesses offering home delivery by dropping a pin on the online map.
- Please be respectful of anyone you know who has been diagnosed with COVID-19 as it's likely to be an anxious time for them. Due to patient confidentiality their details will not be publicly confirmed, so please do what you can to respect and protect their privacy, and do not speculate with the local media or on social media.
- Please be mindful with your comments and actions, so as not to cause undue concern or anxiety within your community. If you hear misinformation that may cause issues, respectfully challenge if you're able to.

## Only leave home for:

Essential  
shopping



Medical  
needs



Exercise,  
once a day

# What can you do to stay safe while volunteering?

## How can I stay safe while volunteering?

- You can provide help and support safely in the community if:
  - You are well and have no symptoms like a cough or high temperature and nobody in your household does.
  - You are under 70.
  - You are not pregnant.
  - You do not have any long-term health conditions that make you vulnerable to coronavirus.
- Always make sure you follow the health advice (see **page 3**)
- See the latest advice under ‘volunteering’ **[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)** including the government’s advice on How to help safely and Cornwall Link’s helpful steps to stay safe while interacting and supporting others in need in the community.

## Here are some things to consider before you start volunteering.

- Ensure that you understand the nature and demands of the role that you plan to carry out, particularly in relation to emotional burden and to safeguarding risks.
- Look after your mental health and wellbeing during the coronavirus outbreak – see ‘your health’ **[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)**
- Make sure you are familiar with Cornwall’s processes for responding to, recording and reporting a safeguarding concern and ensure you know how to report a safeguarding concern affecting a child or an adult. Guidance can be found on recognising and reporting abuse:
  - See Cornwall Council Safeguarding Adults **[www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/information-for-the-public](http://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/information-for-the-public)**
  - See Our Safeguarding Children Partnership for Cornwall and Isles of Scilly **<https://ciossafeguarding.org.uk/scp>**
- Be mindful that your actions, however well intended could be misinterpreted. It is important to be careful not to place yourself in vulnerable situations, for example, never give your personal contact details to a child or young person. Be open and transparent when carrying out any activity.
- Think about who can support you in your volunteering role, your friends and family or think about buddying up, peer support or volunteer meetings. Ensure you know who you can turn to if you are worried about something.



## Do I need protective equipment to volunteer?

- Personal Protective Equipment (PPE) is only necessary if you are seeing/supporting someone who has symptoms of COVID-19 and you are providing personal care which requires physical contact. All people with symptoms should be in isolation.
- Please remember, social distancing and hand washing are the main tools in the battle against COVID-19.

## What should I do if I'm worried about someone's health?

Encourage anyone you are in touch with or supporting to use the NHS **111** online Coronavirus service. They should only call **111** if they can't get online, their symptoms worsen or they have been instructed to. Call **999** if you believe someone's life is at risk.

## I would like to volunteer to help those in my street who are unable to leave their homes by delivering shopping or walking their dogs.

### Do I need a DBS Check?

- The Government has produced a fact sheet designed to address specific concerns that people involved in supporting their community may have at this time. This includes important information about when you need DBS checks and whether anyone is barred from volunteering.

See 'volunteering' [www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)

## I would like to set up a group of volunteers, what do I need to consider?

A group of people who come together to volunteer (for a reason other than to make a profit) is an unincorporated association. You don't need to register an unincorporated association, and it doesn't cost anything to set one up. Individual members are personally responsible for any debts and contractual obligations.

Voluntary Groups need to consider:

- What do you want to achieve?
- What kinds of activities will you want to provide to achieve this?
- How do you know there is a need for what you want to do?
- Who needs it?
- How many people need it?
- Will your group meet these needs in full/ in part?
- What will be the benefits from running your activities?
- What processes do you have not to put yourself or other members at any risk?

The resources on Cornwall Link are a starting point to help volunteers and leaders when setting up a community group. It is not a set of rules to follow but is intended to stimulate thought. Each group will need to create their own ways of working to suit their area and their community.

You can find this under 'volunteering' [www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)



## If I believe someone in my community is at risk of harm or abuse, what should I do?

Please call Cornwall Council on **0300 1234 131** (you can call this number out of normal office hours too).

If you are volunteering as part of a group or volunteer organisation, you can also speak to the person organising your volunteering to record your concerns.

## How do I know if someone is at risk of harm or abuse?

Some adults might be more at risk of neglect and abuse than others. There could be different reasons for this, for example:

- they are elderly or frail, they have learning disabilities,
- they have mental health problems
- they have physical disabilities
- they have sight or hearing loss,
- they are not able to stop someone else from hurting them or taking advantage of them,
- they are very ill,
- they have dementia and might be confused or forgetful
- they depend on someone else to look after them.

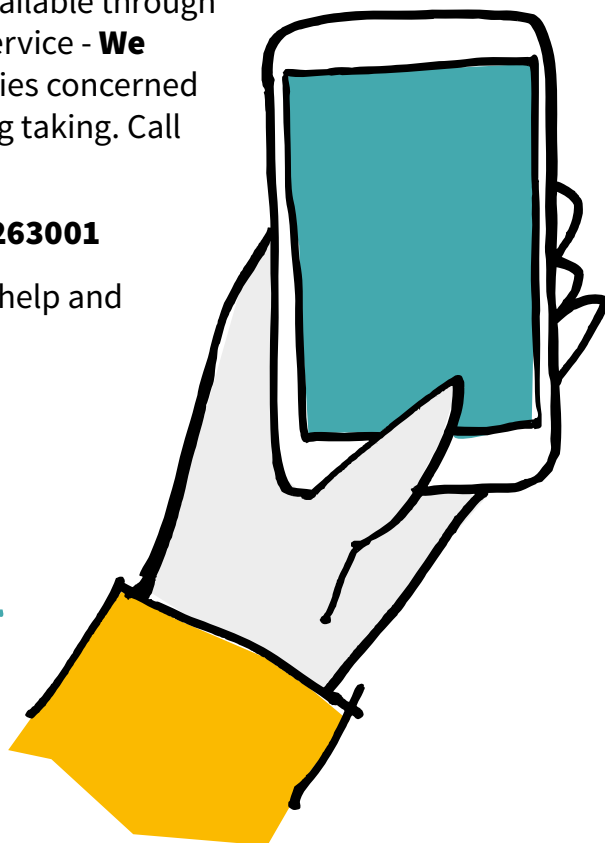
Say No to Abuse guidance is available which provides contact numbers and further information on types of abuse to be aware of and what happens when you contact Cornwall Council's Adult Social Services team **[www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/information-for-the-public/](http://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/information-for-the-public/)**

Concerns about alcohol or other drugs – help is available through the Cornwall and Isles of Scilly alcohol and drug service - **We Are With You** - providing help for adults and families concerned about their own or someone else's drinking or drug taking. Call **0333 200 0325**.

For the young peoples' service **YZUP**- Call **01872 263001**

Information can be found under 'Health – general help and advice' **[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)**

**If you believe a person is at immediate risk of harm or, please call the Police 999. You can also contact the police for non-emergency calls via 101**



## **I think someone in my community is experiencing domestic abuse, what should I do?**

Please contact **Safer Futures** on **0300 777 4777**, or email them at **saferfutures@firstlight.org.uk**

If you believe a person is at immediate risk of harm or, please call the Police **999**. You can also contact the police for non-emergency calls via **101**, for example if you or anyone you know is being harassed but do not feel at immediate risk of harm.

Safer Futures is Cornwall and the Isles of Scilly's domestic abuse and sexual violence service and provides help to children, young people, women and men impacted by domestic abuse and sexual violence. Signs of domestic abuse can include physical abuse, emotional abuse, psychological abuse, financial abuse, coercive controlling behaviour, harassment and stalking. There are a range of other services available that **Safer Futures** can help to access.

## **What should I do if I'm worried a child is at risk?**

If you think a child might be at risk of neglect or harm, then please call the Multi-Agency Referral Unit (MARU) on **0300 1231 116** or email **multiagencyreferralunit@cornwall.gov.uk**

For urgent referrals after 17:15 or at the weekend call the Out of Hours Service on **01208 251 300**

Whilst you may be worried about involving services, they do more than check up on children and young people's welfare. If a family is struggling, they can organise early help and support for them, before any problems become harder to solve.

**[www.cornwall.gov.uk/health-and-social-care/childrens-services/child-protection-and-safeguarding](http://www.cornwall.gov.uk/health-and-social-care/childrens-services/child-protection-and-safeguarding)**

## **What information do I need to give if I'm worried a child is at risk?**

The more detail you provide the better Children's Services will be able to help. If you have noticed that something is wrong, other people might have too. A teacher, health visitor or other person that knows the family might have already alerted us, and your knowledge might fill in some missing information that can help. It applies to all children and young people irrespective of whether they are living at home with their families and carers or away from home. You can also discuss your concerns with the person organising your volunteering.

You can watch a short video See Something Say Something with information about safeguarding and vulnerability in Cornwall and the importance of reporting it.

**[www.cornwall.gov.uk/health-and-social-care/childrens-services/cornwall-and-isles-of-scilly-safeguarding-children-partnership](http://www.cornwall.gov.uk/health-and-social-care/childrens-services/cornwall-and-isles-of-scilly-safeguarding-children-partnership)**

## I think someone in my community is vulnerable to doorstep crime/scams, what should I do?

Some people will take advantage of this unusual situation our society is facing by offering and selling bogus items and services. For example, coronavirus testing kits.

Find out what to look out for and tips on how to protect yourself and others with the latest information and advice at:

**[www.cornwall.gov.uk/business/trading-standards/scams/coronavirus-scams](http://www.cornwall.gov.uk/business/trading-standards/scams/coronavirus-scams)**

Avoid the Coronavirus Conmen, never deal with anyone who turns up at your home unannounced and beware of the conmen who might call and offer to do the shopping if you provide the money up front. Some are reported to have pretended to be from reputable organisations and charities. If you are in any doubt, **stop** and check with **Citizens Advice Consumer Service** on **0808 223 1133**

To report a scam call **Action Fraud 0300 123 2040**; if you are in immediate danger, call the Police on **999**.

If you are concerned about crime, anti-social behaviour and any issues impacting community safety - **Safer Cornwall** is helping communities to be and feel safe. A wide range of services and support is available throughout Cornwall – see the quick reference guide **[www.safercornwall.co.uk](http://www.safercornwall.co.uk)**

Stay home  
Protect the NHS  
Save lives

No unnecessary journeys or social contact

**[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)**



# How can I stay safe when accepting help from others?

- If you are receiving voluntary help do not share financial details like credit/debit card numbers or personal information.
- If someone you don't know calls at your home, always ask for ID and always ensure you are comfortable sharing details like your phone number or address. Only provide information on a need to know basis and if you have seen ID. Do not feel pressured into providing information. If you have doubts about those who are approaching you, and are concerned, it is advised that you don't engage, and report serious suspicious behaviour to the police.
- Remember that genuine volunteers have been advised **not** to enter your home.

Advice can be found under 'volunteering' [www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus) including the government guide on How to Help Safely

If you have any questions on the toolkit or you cannot find the information online please email [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk)



# Coronavirus

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



**Palm to palm**



**The backs of hands**



**In between the fingers**



**The back of the fingers**



**The thumbs**



**The tips of the fingers**

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

**CORONAVIRUS**

**PROTECT  
YOURSELF  
& OTHERS**