

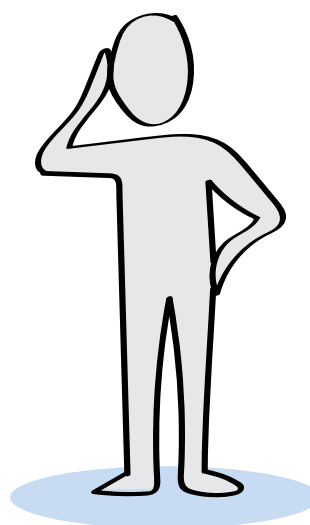
# Information pack to support communities

Many people across Cornwall, including those who are most vulnerable, may need help accessing services and support over the coming months.

Cornwall Council has a range of help on offer directly, as well as some support from our partners. We wanted to bring as much of it together as possible to support our local communities.

There is a range of help and support available for both residents and businesses. This guide has been produced to assist you in helping residents access the right support, as well as some suggestions to support businesses in your community. We do also have a dedicated business support pack available including support for employees in alternative languages [www.healthycornwall.org.uk/organisations/healthy-workplace/](http://www.healthycornwall.org.uk/organisations/healthy-workplace/) and use the resources tab.

We also wanted to provide you with some communications to help you respond to queries from the public and the media should journalists contact you.



# Support for the people you work with

## Council Tax Support

Cornwall Council can provide help to residents who are struggling to pay their council tax. Whatever their age and circumstances, residents who need help should claim Council Tax Support. Claims can be made via the [Council Tax Support webpage](#).

## Extra financial support

There are three discretionary funds to support residents in need of extra financial help. They are:

- [Discretionary Housing Payments](#) are available for residents who rent their home, are in receipt of Housing Benefit or Universal Credit and need extra help to pay their rent.
- [Exceptional Relief](#) is available for working age residents in receipt of Council Tax Support and who need further financial help to pay their Council tax.
- The [Crisis and Care Award scheme](#) can provide extra help in emergency or disaster situations.
- Residents who are receiving certain benefits, are unable to work from home and are told to self-isolate by NHS Test and Trace, can now apply for a £500 government Test and Trace Support Payment. Apply online [www.cornwall.gov.uk/testandtracesupport](http://www.cornwall.gov.uk/testandtracesupport). Anyone who can't apply online should call us on **0300 1234 121** (option 5).
- Further details about these schemes are available on the council's [Benefits webpage](#).

Please advise anyone who is struggling financially to get in touch so we can see what help can be provided.



## Support with food

If you are supporting anyone who is having difficulties accessing food or shopping please go to [www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/information-about-coronavirus-covid-19/your-health-symptoms-and-staying-safe/getting-help-with-food/what-if-im-struggling-to-pay-for-food/](http://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/information-about-coronavirus-covid-19/your-health-symptoms-and-staying-safe/getting-help-with-food/what-if-im-struggling-to-pay-for-food/)

Foodbanks - The Transformation Cornwall website has a list of all services in Cornwall which is updated weekly [www.transformation-cornwall.org.uk/resources/update-on-cornish-foodbanks](http://www.transformation-cornwall.org.uk/resources/update-on-cornish-foodbanks)

## Evictions

People who rent their homes have been given greater protection against eviction until next year. Landlords will be required to provide tenants with 6 months' notice until at least the end of March 2021.

Anyone struggling to pay their rent is advised to seek help as soon as possible.

If residents living in a Cornwall Housing managed home find that they are struggling to pay the rent, they should call the rent management team on **0300 1234 161**.

If residents living in privately rented accommodation are worried about being evicted, they can get in touch with Cornwall Housing's Prevention and Engagement Team at [www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk) or by calling **0300 1234 161**.

## Help for the vulnerable

[Volunteer Cornwall](#) is delivering shopping and prescriptions to residents and is also providing befriending support.

It is running a Walking Buddies programme to support vulnerable residents by providing socially distanced company to help build confidence and allow for social interaction.

To request help people can email [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk) or call **01872 266 988**.

## Community facilities

We know that community centres, village halls, and other multi-use community facilities support a wide range of local activity and provide a lifeline for many residents.

However, their communal nature also makes them places that are vulnerable to the spread of coronavirus (COVID-19).

The government has issued guidelines on how multi-use community facilities should be managed at this time. A COVID-19 risk assessment should be completed before any facilities are re-opened and measures should be in place to ensure all users of community facilities follow the guidelines on social distancing.

ACRE have provided guidance on village halls which can be accessed online [www.acre.org.uk/rural-issues/providing-advice-and-guidance-to-help-groups.php](http://www.acre.org.uk/rural-issues/providing-advice-and-guidance-to-help-groups.php)

Further details on how facilities can be opened safely are available on the [gov.uk website](http://gov.uk).

## Financial support for local businesses in your community

Loans, tax relief and cash grants are available for businesses, whether they are open or closed, that have been affected by the pandemic.

Support is available to employers and the self-employed, including sole traders and limited company directors.

Businesses can find out what support is available to them via the [gov.uk website](http://gov.uk).

### Job Support Scheme

The Job Support Scheme, which will replace the furlough scheme, is being introduced on November 1 and is due to run for six months.

It aims to protect jobs in businesses that are facing lower demand over the winter months due to Covid-19 and will apply to staff who can work at least a third of their usual hours.

For every hour not worked by the employee, both the Government and employer will pay a third each of the usual hourly wage for that employee.

The scheme will ensure employees who are working reduced hours will earn a minimum of 77% of their normal wages.

Employers will be able to make a claim online through Gov.uk from December 2020.

### Support for people facing redundancy

Help and support is available for people who at threat of losing their jobs through redundancy.

Cornwall Council is working with the Department for Work and Pensions, and the Cornwall and Isles of Scilly Local Enterprise Partnership (CIOS LEP) to provide support for both employees and employers.

The People Hub provides free confidential advice and support on issues ranging from employment and redundancy to benefits and financial matters. The team can be contacted Monday to Friday 10am to 5pm by telephone on **0333 0150699** or businesses can visit the [People Hub pages of the website](#) for more information.

The Cornwall and Isles of Scilly Growth and Skills Hub is a signposting service helping businesses to develop and grow by finding them the right support and training opportunities. The team has also helped local companies navigate the support put in place by the Government in response to coronavirus.

Growth & Skills Hub can be contacted Monday to Friday 9am to 5pm on **01209 708660** or visit the [website](#) to request a call back or use their webchat function.

Further information on the redundancy support can also be found on the [CIOS LEP website](#).

## Current guidance

### If there are further restrictions what will Cornwall Council do?

We have a set of rules and procedures called a Local Outbreak Management Plan. This is a set of procedures, rules and thresholds to help us use our powers if we think we need to close a location or restrict the times that places are open.

To check the alert level in Cornwall use the GOV. UK website postcode checker [www.gov.uk/find-coronavirus-local-restrictions](http://www.gov.uk/find-coronavirus-local-restrictions)

### Testing in Cornwall

Anyone with [symptoms](#) can get a coronavirus test, whatever their age.

There are normally four mobile testing units that work across Cornwall. People must book a test and not just turn up, or else they may be turned away.

The [gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test) website or 119 service hold details of where the testing units are going to be, but these only appear a few hours before the morning and afternoon session of testing begins.

Service locations sometimes vary but are often available in the following areas:

- Camborne
- Falmouth
- St. Austell
- Bude
- Launceston

There are also permanent testing facilities available at Plymouth and Exeter. Tests can be booked at [gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test).

Please continue to share the latest guidance with residents to help prevent the spread of the virus.

- Keep 2m apart from anyone not part of your own household or your support bubble, or 1m plus if you are wearing a face covering.
- Don't gather in groups of more than 6, unless they are in your support bubble, inside or outside.
- Wash your hands often for at least 20 seconds with soap or use hand sanitiser regularly.
- Wear a face covering in enclosed public places including shops, restaurants, taxis, public transport and places of worship.

For the most up to date support and information and government updates see [www.cornwall.gov.uk/coronavirus](https://www.cornwall.gov.uk/coronavirus)

## Dealing with the media

As leaders in your communities you may receive questions from residents and the media about cases in your area. Please understand that for reasons of confidentiality our public health team will not disclose details of individual confirmed cases – and nor should we.

If you are asked about any local cases you have been informed of confidentially, we would recommend using a response similar to the one below:

- We know there is a desire from the public to receive exact case numbers as soon as they are confirmed. We cannot promise this. It's not appropriate to share details of individual cases.
- It's important to remember that case numbers are not a perfect reflection of the spread of the virus. There will always be cases that we cannot be aware of, either because symptomatic people have not come forward, or because they remain asymptomatic. This is why it is vital that you follow government guidance at all times, regardless of the number of cases.
- It's really important for all of us in our community to keep on doing the basics well: wash your hands regularly, keep to social distancing guidelines, not socialising in groups of more than 6 people, and wear a face mask when in enclosed public spaces.

**If you would like this information in another format or language please contact:**

Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY  
e: [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk) t: 0300 1234 100