


# EMBRACING THE NEW NORMAL



Your essential  
reference guide  
to staying safe  
and well during  
the COVID-19  
pandemic

**WINTER 2020-21**

**Uttlesford Community Response Hub**

(Monday to Friday, 9am - 4pm)

**T:** 0333 340 8218

**E:** [communityresponse@uttlesford.gov.uk](mailto:communityresponse@uttlesford.gov.uk)



# UTTLESFORD COMMUNITY RESPONSE HUB

This booklet has been produced by Uttlesford Community Response Hub to provide you with information on local services offering support during the COVID-19 pandemic.

This year has really shown the power of community support. You may now feel better connected to your neighbours than you ever did before. Sometimes though, you may still feel like you need a little extra support, whether that might be to collect some shopping or a prescription, for example. If that is the case, please contact the Hub. We can match you up with a volunteer who can help you. We can also tell you about the services that are available to support you and give advice on COVID-19 and the latest government updates.

If you have been informally involved in helping your community during this time, and would like to be kept informed of local information that may be useful to you and your community, please get in touch.

**Uttlesford Community Response Hub**  
(Monday to Friday, 9am - 4pm)

**Call: 0333 340 8218**

**Email: [communityresponse@uttlesford.gov.uk](mailto:communityresponse@uttlesford.gov.uk)**

The information in this booklet is correct at the time of printing (October 2020). For the most up-to-date information on coronavirus, please visit:

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

or [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

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# HEALTHY BODY

## GET YOUR FLU VACCINE

The flu vaccination is important because:

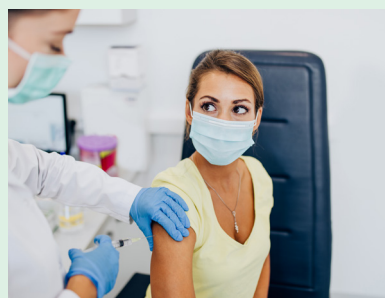
- if you are at higher risk from coronavirus, you are also more at risk of problems from flu
- if you get flu and coronavirus at the same time, you may be more seriously ill
- it will help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus

The flu vaccine is given to people who:

- are 65 and over (born on or before 31 March 1956)
- have certain health conditions
- are pregnant
- are in a long-stay residential care

- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is at high risk from coronavirus (on the NHS shielded patient list)
- frontline health or social care workers

If you are aged between 50 and 64 and you are not in a clinical risk group, you may be offered the vaccine later in the winter season when more stock becomes available. In the meantime, please be patient. This will allow GPs to focus on vaccinating those most vulnerable first.



## EAT WELL

Eating healthily can often be more challenging when spending more time at home. There may be more temptations around, for example. By eating a range of fruits and vegetables you can help boost your immunity.

Try to stock up on healthy snacks like fruits, nuts, olives, dips and veg to dip into them! Planning meals throughout the day can be helpful too.



## VITAMIN D

The body creates vitamin D from direct sunlight on the skin. However, between October and early March we don't get enough vitamin D and whilst you can get some from certain foods, the NHS recommends that we all consider taking 10 micrograms of vitamin D a day to keep bones and muscles healthy throughout the winter months.

You can buy vitamin D supplements from most supermarkets, pharmacies and health food stores.



## KEEP ACTIVE

Staying active is really important to keep physically and mentally well. It doesn't have to be in a gym.

Walking is one of the easiest ways to get more activity into your day. Research shows that people who fit moderate activity, such as walking, into their daily life burn more energy than those who make weekly visits to the gym.

### STAY ACTIVE AT HOME

The Active Essex website has lots of ideas and tips on how to stay active whilst at home. There is also a free library of online exercises on the Keep Essex Active YouTube channel.

**Active Essex**  
**Visit:** [www.activeessex.org/keep-essex-active](http://www.activeessex.org/keep-essex-active)  
**YouTube channel:** [www.activeessex.org/keep-essex-active-youtube](http://www.activeessex.org/keep-essex-active-youtube)

### STRENGTH AND BALANCE CLASSES

A free strength and balance service has recently started for adults living in or registered to a GP practise in Uttlesford.

Held at venues throughout the district, the 12-week seated exercise programme can help build strength, improve mobility and keep people moving.

The groups are small (up to 5 people) and all venues have measures in place to ensure you are able to remain socially distanced. You can also attend a live virtual class from your own home if you prefer.

**Strength & Balance classes Uttlesford**  
**Call:** 01799 510585 / 07855 014776  
**Email:** [Lfish@uttlesford.gov.uk](mailto:Lfish@uttlesford.gov.uk)

## WEIGHT MANAGEMENT HELP

My Weight Matters is a free weight management programme for adults living in Essex. It focuses on eating a healthy balanced diet, managing your portions and helping you to be more active in your daily life. It's not a 'diet' or quick fix solution but instead supports you to lose weight in a safe, controlled way and to change unhealthy habits for healthier ones.

**My Weight Matters**  
**Call:** 0800 022 4524

**Email:** [acecic.weightmanagement-adults@nhs.net](mailto:acecic.weightmanagement-adults@nhs.net)

**Visit:** [www.acemyweightmatters.org](http://www.acemyweightmatters.org)



## SEEK FURTHER HEALTH HELP

If you are concerned about your health, for any reason, please don't hesitate to:

- Visit the NHS 111 online service at [111.nhs.uk](http://111.nhs.uk)
- Call the NHS 111 number
- Phone your GP practice
- In emergencies dial 999 or go to A&E



# HEALTHY MIND

## MIND IN WEST ESSEX

We all need to look after our mental health to help us live our best life during challenging times. Mind in West Essex has a range of services and self-help tools, including counselling, digital social groups, anxiety groups, volunteering, befriending for lonely parents, mental health coaches, wellbeing assistants, training and information.

### Mind in West Essex

**Call:** 01371 876641

**Email:** admin@mindinwestessex.org.uk

### You can also make contact via:

mindinwestessex.org.uk/contact-us/

**Visit:** www.mindinwestessex.org.uk

## OPENDOOR COUNSELLING SERVICE

If you are aged between 13 and 26 and are feeling sad, lonely, worried or confused and want someone to talk to who won't judge you, Opendoor is here for you. They offer a free, confidential service for young people living in Uttlesford and the surrounding area.

### Opendoor Counselling Service

**Call:** 07803 178794

**Visit:** www.open-door.info



## BEFRIENDING

Whether you are feeling lonely, isolated, stopped doing things you once loved or generally lack in confidence, Essex Befriends is here to help.

It offers befriending services to people over 18 and who are carers, older people, those experiencing mental ill health or who have a learning disability. They are currently making most of their contacts by phone, video call, e-mail or texts. Where appropriate and safe, Befrienders can also meet the person they are Befriending in outside spaces.

If volunteering as a Befriender is of interest to you please apply via the Essex Befriends website.

### Essex Befriends

**Call:** 0300 770 1263

**Email:** essexbefriends@affc.org.uk

**Visit:** www.essexbefriends.org.uk



## THE SILVER LINE

The Silver Line is the only confidential, free helpline for older people across the UK, open every day and night of the year.

You may call for a chat, to say Good Night or Good Morning to someone, or to tell someone how your day was. You may also call for information, seek advice about something, or share a concern or worry.

### The Silver Line

**Call:** 0800 470 8090

**Email:** info@thesilverline.org.uk

**Visit:** www.thesilverline.org.uk



## BEREAVEMENT SUPPORT

Most people experience grief when they lose someone important to them. It affects everyone differently. There's no right or wrong way to feel. You may be finding it particularly difficult at the moment because of the changes in place to try to stop the spread of coronavirus.

Changes have been made to several services, including end of life and palliative care, as well as funeral arrangements.

Cruse Bereavement Care offer a telephone helpline and webchat. Support sessions are being held over the phone, email or internet.

**Cruse Bereavement Care** (Monday to Friday, 9.30am - 1.30pm)

**Call:** 01223 633536

**Email:** cambridge@cruse.org.uk

**Visit:** www.cruse.org.uk



## SAMARITANS

Samaritans provides support to anyone in emotional distress, struggling to cope, or at risk of suicide. Whatever you're going through, a Samaritan will face it with you.

### Samaritans

**Call** (any time, day or night, from any phone for free):

116 123

**Email** (response time 24 hours): jo@samaritans.org

### Write to:

Chris  
Freepost RSRB-KKBY-CYJK  
PO Box 9090  
Stirling  
FK8 2SA

**Visit:** www.samaritans.org



# STAY WARM

## SUPPORT SERVICES

The Council for Voluntary Service Uttlesford (CVSU) has a small team on hand to help you to feel warm and safe in your home over winter.

As part of their handyman service, they undertake tasks such as installing draft excluders, radiator reflectors, key safes for secure carer access, handrails and making sure steps at entrances are level and safe. They can also help you feel more connected via the use of digital equipment by fitting/ installing things like video doorbells and computer tablets to enable you to make calls, buy shopping and order repeat prescriptions.

CVSU offers Winter Warmth packs, consisting of blankets, gloves, hot water bottles, thermal mugs and thick socks.

**Council for Voluntary Service Uttlesford (CVSU)**  
**Call:** 01371 878400  
**Email:** info@cvsu.org.uk  
**Visit:** www.cvsu.org.uk

## HELP WITH HEATING COSTS

Uttlesford Home Repairs Assistance offers a wide range of grants, interest-free loans and practical assistance to help homeowners on low incomes to carry out essential repairs and improve energy efficiency. The assistance is available to owner-occupiers in the district who are aged 18 or over and are in receipt of (or entitled to) an income-related benefit. Uttlesford Home Repairs Assistance is not available to tenants or non-resident landlords.

**Uttlesford Home Repairs Assistance** (Uttlesford District Council Environmental Health Team)  
**Call:** 01799 510482  
**Email:** environmentalhealth@uttlesford.gov.uk

Warm Homes Essex is a new service set up by Citizens Advice to provide practical advice and support to anyone who is finding it hard to heat their home.

Experienced, professional advisers can help in several different ways:

- Making sure you are receiving all the benefits you are entitled to
- Helping you with fuel debt if you have already fallen into arrears (in some cases Citizens Advice can apply to trusts and foundations to help pay these off, giving you a fresh start)
- Energy saving around the home
- Switching suppliers – working out which energy tariff is the best one for you
- Helping you to join an oil club
- Access to grants for energy saving improvements – Citizens Advice can help you find the best scheme and help you apply
- Access to emergency fuel payments

**Uttlesford Citizens Advice** (Warm Homes Essex)  
**Call:** 01799 618858  
**Email:** warmhomes@uttlesfordca.org.uk  
**Visit:** www.uttlesfordcab.org.uk

## ESSEX ENERGY SWITCH

Essex Energy Switch is run by Uttlesford District Council and iChoosr, an independent specialist provider in collective energy switching. Auctions are held in February, May and October with energy companies offering their best possible tariffs. It is free to register and there is no obligation to switch.

For information and to make a registration please contact iChoosr.

**Essex Energy Switch (iChoosr)**

**Call:** 0800 048 8285

**Visit:** www.uttlesford.gov.uk/essex-energy-switch

## KEEP YOUR HOME WARM

Follow these tips to keep you and your family warm and well at home:

- Make sure your boiler has been serviced. This will ensure it is working properly, is safe and running efficiently as possible
- Don't block up air vents, as fires and heaters need ventilation. Good ventilation also helps to prevent condensation
- Make sure radiators are not obstructed by furniture or curtains
- Keep your main living room heated at approx. 21°C (70F) and the rest of your home at least 18°C (65F)
- Purchase a carbon monoxide detector if you use gas or oil appliances and test your smoke alarms every week. To arrange a free home fire safety visit call: 0300 303 0088 or visit: [www.essex-fire.gov.uk/Home\\_Fire\\_Safety/](http://www.essex-fire.gov.uk/Home_Fire_Safety/)





# MONEY MATTERS

## FOOD COSTS

Uttlesford Foodbank provides emergency food and care parcels to individuals and families during times of crisis. All public referrals can be made through Uttlesford Citizens Advice. Professional referrals to Foodbank can be made via Uttlesford Frontline.

**Uttlesford Food Bank** via Uttlesford Citizens Advice  
**Call:** 01799 618840  
**Visit:** [www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)



## JOB LOSS/ REDUNDANCY

You might be told you are at risk of redundancy if your employer has one or more jobs they can't afford or no longer need. Facing redundancy can be stressful and confusing.

If you are worried about money, concerned that you have been discriminated against or that your redundancy is unfair, or need help to claim benefits such as Universal Credit, contact Uttlesford Citizens Advice.



### Uttlesford Citizens Advice

**Call:** 01799 618840  
**Email:** [help@uttlesfordca.org.uk](mailto:help@uttlesfordca.org.uk)  
**Visit:** [www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)

Further information about redundancy and your rights can also be found on the following websites:

[www.gov.uk](http://www.gov.uk) provides information on redundancy rights and help to find work.

**Money Saving Expert:**  
[www.moneysavingexpert.com/family/redundancy-help/](http://www.moneysavingexpert.com/family/redundancy-help/)

**ACAS:** [www.acas.org.uk/your-rights-during-redundancy](http://www.acas.org.uk/your-rights-during-redundancy)

### LOOKING FOR WORK?

The Transition Project provides a free service to help anyone looking for work.

They offer weekly clinics, with remote but personal support by phone, email, Zoom and Skype.

### The Transition Project

**Call:** 01799 500543  
**Email:** [swtransitionproject@gmail.com](mailto:swtransitionproject@gmail.com)  
**Visit:** [www.transitionproject.co.uk](http://www.transitionproject.co.uk)

## HOUSING SUPPORT

Uttlesford District Council's Housing Options team provides the council's homelessness service and manages the housing register.

Housing Options officers want to help and are experienced in assisting in various situations including if you have lost your accommodation, are worried about losing your home, or need to move.

**Housing Options** (Monday to Thursday, 8.30am to 5pm, Friday, 8.30am to 4.30pm)

**Call:** 01799 510510 and ask for the duty Housing Options officer (if you call out of office hours, you will be directed to an out of hours service).

**Email:** [housingoptions@uttlesford.gov.uk](mailto:housingoptions@uttlesford.gov.uk)

**Uttlesford Citizens Advice** is also a useful service to find out about your housing rights and getting help.

**Call:** 01799 618840  
**Email:** [web@uttlesfordcab.org.uk](mailto:web@uttlesfordcab.org.uk)



## BE SCAM AWARE

### TAKE FIVE TO STOP FRAUD

Criminals are experts at impersonating people, organisations and the police. They spend hours researching you for their scams, hoping you'll let your guard down for just a moment. Stop and think. It could protect you and your money.

1. **STOP**  
Taking a moment to stop and think before parting with your money or information could keep you safe.
2. **CHALLENGE**  
Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
3. **PROTECT**  
Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.

### Take Five to Stop Fraud

**Visit:** [takefive-stopfraud.org.uk](http://takefive-stopfraud.org.uk)

**Action Fraud** (to report fraud or cyber-crime, Monday – Friday 8am-8pm)

**Call:** 0300 123 2040

If you are deaf or hard of hearing, text phone: 0300 123 2050

**Visit:** [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

### Digital Learners

Digital Learners is a local service which can help if you'd like to learn more about cyber security and how to avoid online scams.

**Call:** 01371 878400

**Visit:** [www.cvsu.org.uk/communities/digital-boomers/](http://www.cvsu.org.uk/communities/digital-boomers/)





# NEED HELP?

## DEMENTIA SUPPORT

If you need help supporting someone living with dementia, the Alzheimer's Society is here for you. You may feel anxious, scared or lonely, but you are not alone – help is available.

Dementia Connect is the Alzheimer's Society's personalised support service. It's free, easy to access, and puts you in touch with the right support, from local help to telephone and online advice.

### Dementia Connect

**Call:** 0333 150 3456

**Visit:** [www.dementiaconnect.alzheimers.org.uk](http://www.dementiaconnect.alzheimers.org.uk)

For further information on local support and information, please visit: [www.dementiafriendlyuttlesford.org.uk](http://www.dementiafriendlyuttlesford.org.uk)

You can also contact the **Saffron Walden Dementia Action Alliance**

**Email:** [info@saffronwaldendaa.org.uk](mailto:info@saffronwaldendaa.org.uk)  
**Call:** 07973 409566

## SUPPORT FOR CARERS

Carers FIRST Essex offers help and support for carers across the county. The Carers Hub remains open during this time and webchat is available at various times in the week.

Action for Family Carers provides information and support to carers who have unpaid caring responsibilities for others.

### Carers FIRST Essex

**Call:** 0300 303 1555

**Email:** [hello@carersfirst.org.uk](mailto:hello@carersfirst.org.uk)

**Visit:** [www.carersfirst.org/essex](http://www.carersfirst.org/essex)

### Action for Family Carers

**Call:** 0300 770 8090

**Email:** [care@affc.org.uk](mailto:care@affc.org.uk)

**Visit:** [www.affc.org.uk](http://www.affc.org.uk)



## VOLUNTEERING – GIVE AN HOUR, MAKE A DAY

Volunteer Uttlesford matches volunteers with people who need prescription collections, shopping and befriending. In addition, they provide a service for anyone who is interested in volunteering and organisations that need volunteers. They also support those with dementia and their carers.

Time Bank is a register of people who are willing to help with a wide range of everyday tasks, including DIY, gardening, dog walking and getting online. Not only that, if you give someone an hour of your time, you will then earn an hour's credit. So feeding your neighbour's cats could earn you an hour's worth of help painting the house!

### Volunteer Uttlesford

**Call:** 01799 510525

**Email:** [volunteer@volunteeruttlesford.org.uk](mailto:volunteer@volunteeruttlesford.org.uk)

**Visit:** [www.volunteeruttlesford.org.uk](http://www.volunteeruttlesford.org.uk)

## GETTING AROUND

### PUBLIC TRANSPORT

Please remember to wear a face covering whilst using public transport to protect yourself and those around you. For up-to-date bus times, please visit: [traveline.info](http://traveline.info)

### UTTLESFORD COMMUNITY TRAVEL

Uttlesford Community Travel provides a service to those who find it difficult to access normal public transport, the over 60's, the disabled and those who are rurally isolated. All minibuses are wheelchair accessible.

### Uttlesford Community Travel

**Call:** 01371 875787

– 01799 519008 – 01245 279052

**Email:** [info@uttlesfordcommunitytravel.org](mailto:info@uttlesfordcommunitytravel.org)

**Visit:** [www.uttlesfordcommunitytravel.org](http://www.uttlesfordcommunitytravel.org)

## STAY SAFE AT HOME

Are you, or someone you know, experiencing domestic abuse?

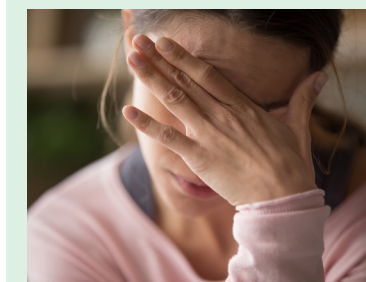
COMPASS is the single point of access helpline to support victims of domestic abuse across Essex, Southend and Thurrock.

### COMPASS 24hr help

**Call:** 0330 333 7444

**Email:** [enquires@essexcompass.org.uk](mailto:enquires@essexcompass.org.uk)

**Visit:** [www.essexcompass.org.uk](http://www.essexcompass.org.uk)



## GETTING ONLINE

Digital Learners is a local service which aims to equip and help anyone aged 18 years+ who would like to be able to use a smartphone, tablet, laptop or other software. It can also help if you'd like to learn more about cyber security and how to avoid online scams.

### Digital Learners

**Call:** 01371 878400

**Visit:** [www.cvsu.org.uk/communities/digital-boomers/](http://www.cvsu.org.uk/communities/digital-boomers/)

For practical support in getting help with applying for benefits, completing forms on-line or overcoming barriers caused by not being able to use the internet, please contact Uttlesford Citizens Advice for help. **Call:** 01799 618840



## FAMILY SUPPORT

Spangles Family Hub is a happy and friendly environment which offers a wide range of services and information for the whole family.

### Spangles Family Hub

**Call:** 0300 247 0122

**Email:** [vcl.essexwest-hftcentraladminhub@nhs.net](mailto:vcl.essexwest-hftcentraladminhub@nhs.net)

**Visit:** [www.essexfamilywellbeing.co.uk/centre/spangles-family-hub](http://www.essexfamilywellbeing.co.uk/centre/spangles-family-hub)



# USEFUL CONTACTS

Action Fraud	Call: 0300 123 2040 Visit: <a href="http://www.actionfraud.police.uk">www.actionfraud.police.uk</a>
Action for Family Carers	Call: 0300 770 8090 Email: <a href="mailto:care@affc.org.uk">care@affc.org.uk</a> Visit: <a href="http://www.affc.org.uk">www.affc.org.uk</a>
Active Essex	Visit: <a href="http://activeessex.org/keep-essex-active">activeessex.org/keep-essex-active</a> YouTube channel: <a href="http://www.activeessex.org/keep-essex-active-youtube">www.activeessex.org/keep-essex-active-youtube</a>
Carers First Essex	Call: 0300 303 1555 Email: <a href="mailto:hello@carersfirst.org.uk">hello@carersfirst.org.uk</a> Visit: <a href="http://www.carersfirst.org/essex">www.carersfirst.org/essex</a>
Council for Voluntary Service Uttlesford	Call: 01371 878400 Email: <a href="mailto:info@cvsu.org.uk">info@cvsu.org.uk</a> Visit: <a href="http://www.cvsu.org.uk">www.cvsu.org.uk</a>
Compass <i>For victims of domestic abuse</i>	Call: 0330 333 7444 Email: <a href="mailto:enquires@essexcompass.org.uk">enquires@essexcompass.org.uk</a> Visit: <a href="http://www.essexcompass.org.uk">www.essexcompass.org.uk</a>
Cruse Bereavement Care Dementia Connect	Call: 01223 633536 Email: <a href="mailto:cambridge@cruse.org.uk">cambridge@cruse.org.uk</a> Visit: <a href="http://www.cruse.org.uk">www.cruse.org.uk</a>
Dementia Connect ( <i>Alzheimer's Society</i> )	Call: 0333 150 3456 Visit: <a href="http://www.dementiaconnect.alzheimers.org.uk">www.dementiaconnect.alzheimers.org.uk</a>
Digital Learners	Call: 01371 878400 Visit: <a href="http://www.cvsu.org.uk/communities/digital-boomers/">www.cvsu.org.uk/communities/digital-boomers/</a>
Essex Coronavirus Action	Facebook: <a href="https://www.facebook.com/essexcoronavirusaction/">www.facebook.com/essexcoronavirusaction/</a>
Essex Befriends	Call: 0300 770 1263 Email: <a href="mailto:essexbefriends@affc.org.uk">essexbefriends@affc.org.uk</a> Visit: <a href="http://www.essexbefriends.org.uk">www.essexbefriends.org.uk</a>
Essex Energy Switch ( <i>iChoosr</i> )	Call: 0800 048 8285 Visit: <a href="http://www.uttlesford.gov.uk/essex-energy-switch">www.uttlesford.gov.uk/essex-energy-switch</a>
Essex Wellbeing Service <i>A one stop shop for wellbeing support in Essex</i>	Call: 0300 303 9988 Email: <a href="mailto:provide.essexwellbeing@nhs.net">provide.essexwellbeing@nhs.net</a> Visit: <a href="http://www.essexwellbeingservice.co.uk">www.essexwellbeingservice.co.uk</a>
Library services in Essex	Call: 0345 603 7628 Email: <a href="mailto:answers.direct@essexcc.gov.uk">answers.direct@essexcc.gov.uk</a> Visit: <a href="http://www.essex.gov.uk/essex-libraries">www.essex.gov.uk/essex-libraries</a>
Next Chapter <i>For victims of domestic abuse</i>	Call: 01206 500585 / 01206 761276 Email: <a href="mailto:info@thenextchapter.org.uk">info@thenextchapter.org.uk</a> Visit: <a href="http://www.thenextchapter.org.uk">www.thenextchapter.org.uk</a>

NHS 111	Call: 111 Visit: <a href="http://www.111.nhs.uk">www.111.nhs.uk</a>
Opendoor Counselling Service	Call: 07803 178794 Visit: <a href="http://www.open-door.info">www.open-door.info</a>
Mind in West Essex	Call: 01371 876641 Email: <a href="mailto:admin@mindinwestessex.org.uk">admin@mindinwestessex.org.uk</a> Visit: <a href="http://www.mindinwestessex.org.uk">www.mindinwestessex.org.uk</a>
My Weight Matters	Call: 0800 022 4524 Email: <a href="mailto:acetic.weightmanagement-adults@nhs.net">acetic.weightmanagement-adults@nhs.net</a> Visit: <a href="http://www.acemyweightmatters.org">www.acemyweightmatters.org</a>
Uttlesford Citizens Advice	Call: 01799 618840 Email: <a href="mailto:web@uttlesfordcab.org.uk">web@uttlesfordcab.org.uk</a> Visit: <a href="http://www.uttlesfordcab.org.uk">www.uttlesfordcab.org.uk</a>
Uttlesford Community Travel	Call: 01371 875787 – 01799 519008 – 01245 279052 Email: <a href="mailto:info@uttlesfordcommunitytravel.org">info@uttlesfordcommunitytravel.org</a> Visit: <a href="http://www.uttlesfordcommunitytravel.org">www.uttlesfordcommunitytravel.org</a>
Uttlesford Community Response Hub	Call: 0333 340 8218 Email: <a href="mailto:communityresponse@uttlesford.gov.uk">communityresponse@uttlesford.gov.uk</a>
Uttlesford District Council	Call: 01799 510510 Email: <a href="mailto:uconnect@uttlesford.gov.uk">uconnect@uttlesford.gov.uk</a> Visit: <a href="http://www.uttlesford.gov.uk">www.uttlesford.gov.uk</a>
Uttlesford District Council <i>Environmental Health Team</i>	Call: 01799 510510 Email: <a href="mailto:environmentalhealth@uttlesford.gov.uk">environmentalhealth@uttlesford.gov.uk</a>
Uttlesford Food Bank <i>(via Uttlesford Citizens Advice)</i>	Call: 01799 618840 Visit: <a href="http://www.uttlesfordcab.org.uk">www.uttlesfordcab.org.uk</a>
Uttlesford Frontline <i>For valuable factsheets and further services</i>	Visit: <a href="http://www.uttlesfordfrontline.org.uk">www.uttlesfordfrontline.org.uk</a>
Uttlesford Home Repairs Assistance <i>(Uttlesford District Council Environmental Health Team)</i>	Call: 01799 510482 Email: <a href="mailto:environmentalhealth@uttlesford.gov.uk">environmentalhealth@uttlesford.gov.uk</a>
Uttlesford Housing Options	Call: 01799 510510 Email: <a href="mailto:housingoptions@uttlesford.gov.uk">housingoptions@uttlesford.gov.uk</a>
Saffron Walden Dementia Action Alliance	Email: <a href="mailto:info@saffronwaldendaa.org.uk">info@saffronwaldendaa.org.uk</a> Call: 07973 409566
Samaritans	Call: 116 123 Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> Visit: <a href="http://www.samaritans.org">www.samaritans.org</a>
Support for Sight <i>Delivering services for blind and partially sighted people of all ages in Essex</i>	Call: 01799 588897 Email: <a href="mailto:info@support4sight.org.uk">info@support4sight.org.uk</a> Visit: <a href="http://www.support4sight.org.uk">www.support4sight.org.uk</a>
The Essex Map <i>Online tool designed to bring communities closer together by helping you find services, groups and activities in your area</i>	Email: <a href="mailto:communications@essexalliance.org.uk">communications@essexalliance.org.uk</a> Visit: <a href="http://www.essexmap.co.uk">www.essexmap.co.uk</a> Facebook: <a href="https://facebook.com/essexmap">facebook.com/essexmap</a>
The Silver Line	Call: 0800 470 8090 Email: <a href="mailto:info@thesilverline.org.uk">info@thesilverline.org.uk</a> Visit: <a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>
The Transition Project <i>Help for those who are looking for work</i>	Call: 01799 500543 Email: <a href="mailto:swtransitionproject@gmail.com">swtransitionproject@gmail.com</a> Visit: <a href="http://www.transitionproject.co.uk">www.transitionproject.co.uk</a>
Volunteer Uttlesford	Call: 01799 510525 Email: <a href="mailto:volunteer@volunteeruttlesford.org.uk">volunteer@volunteeruttlesford.org.uk</a> Visit: <a href="http://www.volunteeruttlesford.org.uk">www.volunteeruttlesford.org.uk</a>



# COVID-19

## AVOID THE SPREAD

Please remember to continue to wash your hands, cover your face and keep a 2-metre distance from others to control the spread of coronavirus and reduce infection rates.

## MAIN SYMPTOMS OF CORONAVIRUS (COVID-19)

- A high temperature (37.8C or above)
- A new, continuous cough
- A loss or change to your sense of smell or taste

Most people with coronavirus have at least 1 of these symptoms.

If you have any coronavirus symptoms:

1. Get a test as soon as possible by visiting [www.gov.uk/get-coronavirus-test](http://www.gov.uk/get-coronavirus-test) or calling 119
2. Stay at home until you get your test result – only leave your home to have a test.

Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.

Please note, you will never be asked to pay for a coronavirus test.

## YOUR COVID RECOVERY SERVICE

As you find yourself recovering from COVID-19 you may still be coming to terms with the impact the virus has had on both your body and mind. These changes should get better over time, some may take longer than others, but there are things you can do to help.

Your COVID Recovery helps you to understand what has happened and what you might expect as part of your recovery.

For further information, visit: [www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk)

## NHS COVID-19 APP

The NHS COVID-19 app is the fastest way to see if you are at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and community.

The app has a number of tools to protect you, including contact tracing, local area alerts and venue check-in.

To find out more, visit: [www.covid19.nhs.uk](http://www.covid19.nhs.uk)

### QR codes for the Covid-19 app

Hospitality, close contact services and leisure venues are required by law to display official NHS QR code posters to make it easier for people to check-in at different premises, using the NHS Covid-19 app. This is in addition to the requirement to collect customer, visitor and staff contact detail logs.

For more information, visit: [www.gov.uk](http://www.gov.uk)

**If you find the information within this booklet difficult to read and would like to receive it in larger print, please call Uttlesford Community Response Hub on 0333 340 8218, or email: [communityresponse@uttlesford.gov.uk](mailto:communityresponse@uttlesford.gov.uk)**