

# MALDON DISTRICT COVID-19 COMMUNITY PACK



MALDON DISTRICT  
COUNCIL



## Introduction

This pack has been produced to support Parish and Town Councils in the District, Community Organisations and residents during the ongoing COVID-19 situation.

## Contents

Within this pack you will find the following:

- Useful links
- Aims and objectives
- Key contacts
- Community response and CCG Update
- How to livewell during COVID-19
- Food donations
- Supermarket info
- Support for families
- Mental Health support
- Domestic Abuse and Safeguarding
- Financial and Business support
- Fraud and scams
- Social media support groups
- Volunteering or referring people
- COVID-19 News

## Useful links

- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>
- <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>
- <https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy>

## Aim

To increase community resilience and capacity throughout COVID-19. Also to enable local residents and communities to support vulnerable residents.

## Objectives

- Identify, record and share resources and key contacts in the community
- Identify and document possible mitigation measures in relation to: shopping, medication, social isolation, bin collections, deliveries, medical appointments
- Identify and document vulnerable residents in the community

## Key contacts

### Community coordination:

- [Ben Page](#) - Strategic Theme Lead (Maldon District Council)
- [Sarah Troop Laskar](#) – Chief Exec (Maldon CVS)
- [Maldon District Council communications team](#) (for press enquiries)

**Maldon District Community Coronavirus response:** [01621 851 997](tel:01621851997)

**Essex Welfare Service:** [0300 303 9988](tel:03003039988)  
/ [www.essexwelfareservice.org](http://www.essexwelfareservice.org)

**Essex Lifestyle Service (NHS):** [0300 303 9988](tel:03003039988)



**MALDON COMMUNITY  
CORONAVIRUS RESPONSE**

**01621 851 997**

**8am - 8pm, 7 days a week**

**[www.maldoncvcs.org.uk/corona](http://www.maldoncvcs.org.uk/corona)**

## COVID-19 Community Response

**Maldon and District CVS** are a partner in the community response to the Corona virus and all funds received will go towards supporting vulnerable people affected by the outbreak.

If you are a resident, organisation or local business and would like to donate to the Maldon District COVID-19 community response please use the following details.

- **Maldon and District CVS**
- **Sort code: 60-83-01**
- **Account number: 20162384**
- **Please put Corona in the reference line**

A donation could support with the purchase of food supplies, personal protective equipment for volunteers or personal hygiene items needed by vulnerable residents.

Any support that you are able to give is greatly appreciated and will make a huge difference.

Registered charity number: **1086460**.



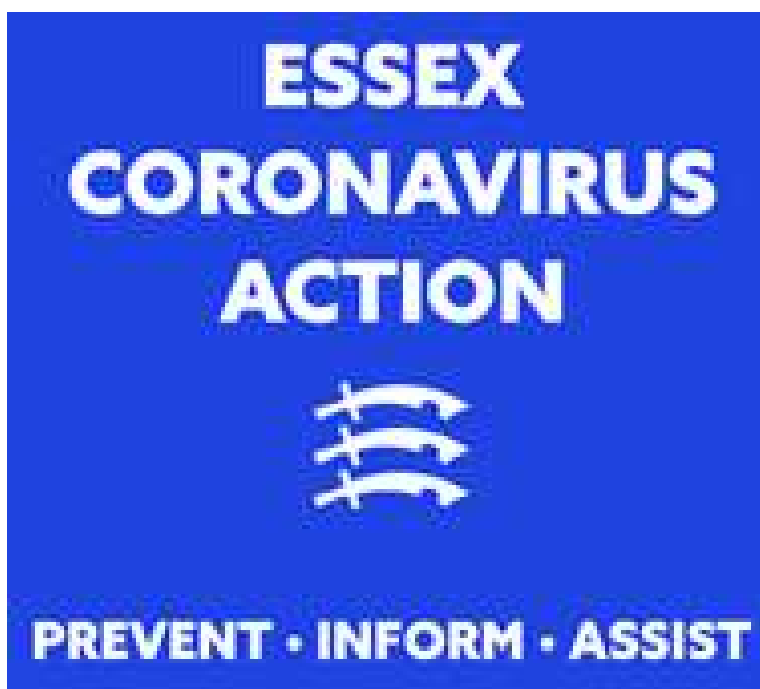
## COVID-19 Community Response

**Essex County Council** has set up a new service to help vulnerable people in our community who are staying at home and are in need of support during this time.

The **Essex Welfare Service** is for people who are unable to access the support they need at this time from either family or friends, or from their local district area support groups.

The Essex Welfare Service **is not an alternative to existing services** which may be overwhelmed with extra demand resulting from the effects of the Government's stay at home advice.

Please call **0300 303 9988** or visit [www.essexwelfaresevice.org](http://www.essexwelfaresevice.org) for more information.



We are aware that residents are being contacted by various support services. We have highlighted below some of the phone numbers you should expect to receive a call from. These are legitimate services and are there to provide support to you.

If you suspect you have been a victim of fraud, or have been contacted by a fraudulent phone number, check out our section in this booklet on fraud and scams for advice and guidance.

## YOU CAN EXPECT CALLS FROM

### 1 0333 305 0466 - NATIONAL SHIELDING HELPLINE

**What is it?** While you are at home 'shielding' a government support service may contact you by letter, email or telephone. This team is contacting you to understand your food and wellbeing support needs and will always identify themselves with their name and as a representative of the National Shielding Helpline.

### 2 PHONE NUMBER ENDING 1116, 5737, 6268, 2675, 2795 OR 4497 - LOCAL MALDON DISTRICT COMMUNITY SUPPORT CHECK

**What is it?** Colleagues from Maldon and District Community Voluntary Service will be calling extremely vulnerable individuals to understand if they require any additional support.

### 3 NHS/ MID ESSEX CLINICAL COMMISSIONING GROUP

**What is it?** You may receive a phone call from your local practice, the CCG or any provider that you are registered with to ensure that they have the most up to date clinical information in order to provide any necessary support.

### 4 ESSEX WELFARE SERVICE

**What is it?** If you have recently been discharged from hospital you may receive a phone call from Essex Welfare Service within 3 working days of your discharge. This call is to ask how you are and see if you have everything you need.

## Mid Essex CCG

Mid Essex residents (Maldon District, Braintree District and Chelmsford) who need to see a medical professional (GP or Nurse) should call **their GP directly** or by calling **01245 398 055 (phone line open Saturday and Sunday)** to access a GP extended hours appointment.

Appointments are available at the following times:

- **Monday to Friday - 6.30pm to 8pm**
- **Saturday and Sunday - 8am to 8pm**
- **Bank holiday Monday (25 May) - 10am to 4pm**

Consultations will usually take place via telephone or video call.

If a face-to-face appointment is required, it will be at **North Chelmsford Health Centre, Sainsbury's, 2 White Hart Lane, Springfield, Chelmsford, CM2 5EF.**

For more information and updates from Mid Essex CCG, please visit their website at [www.midessexccg.nhs.uk](http://www.midessexccg.nhs.uk).





## Maldon District free community book drop

We are working with the Salvation Army and local volunteers to supply residents who are shielding with a drop of books/games to help make their time at home a little easier.

We are pleased to begin accepting requests and referrals to the book drop. If you or someone you know is unable to access an e-book or would normally read a physical book from a library, please fill out our online form at <https://bit.ly/3c2yADi> to request the free book drop.

Please note that there is a limited supply of book bundles that will be distributed and this is only intended for Maldon District residents. We will look to meet the demand where possible.

We will soon be distributing books through our local volunteers. These books have been allocated to local residents and care homes too. While most of the books have been allocated, please use the link above and we will try to meet the need where we can.



## How to livewell during COVID-19

**Active Essex** and the **University of Essex** want to know how life has changed for Essex residents during COVID-19.

That way, we all know how best to help each other. Please take a few minutes to complete their survey to tell them how the current situation makes you feel about your work, health, money and other people.

Times are changing and this is a new experience for many of us, so it is really important for us to know how you are.

You can find the survey at <https://bit.ly/StateofLife>.

Follow and support the campaign by searching **#ListeningToEssex** on social media.



**How are you? Honestly, we want to know**

## How to livewell during COVID-19

**Stay Active at Home** - You may feel that your mood and feelings change at this time which may result in feeling down, anxious, alone and irritable.

It is important to avoid doing things that can make you feel worse; such as not exercising or eating convenient, junk food. Why not try some of these simple activities to help keep mentally and physically healthy.

**Sitting exercises:** <https://bit.ly/39H3P4U>

**Strength exercises:** <https://bit.ly/2wNW7ZD>

**Flexibility exercises:** <https://bit.ly/2X7GerM>

**Balance exercises:** <https://bit.ly/2UFjUUL>

**Try a YouTube workout** like ['PE with Joe'](#) from The Body Coach - Joe Wicks.

**Go for a walk or do some gardening**

Want to find out more information about looking after yourself at home and how to livewell? Visit **Active Essex** online at <https://www.activeessex.org/keep-active-at-home/>.

Active Essex have launched their **Keep Essex Active live workout videos**, these can be found at <http://bit.ly/KeepEssexActiveLive>



# 10 ways to #StayInWorkOut



Walking



Gardening



Seated exercise



Circuits



Standing up activity breaks



Running, jogging, sprinting



Online exercise class  
(app, social media, youtube)



Body weight strength exercises



Throwing and catching



Stretching (pilates, yoga, body balance)

**UK government recommendation is 150 minutes of moderate intensity exercise or 75 minutes vigorous intensity per week**

**3x 60s with 60s rest**

For more ideas about health and wellbeing projects in the Maldon District, please visit [www.essexmap.co.uk](http://www.essexmap.co.uk) or contact [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net)

For examples of the above visit: <http://bit.ly/KeepActiveAtHome> and [www.placesleisure.org/blogs/home-workouts](http://www.placesleisure.org/blogs/home-workouts)

 @MaldonDistrictCouncil @livewell  
@ActiveEssex @PlacesLeisure @SportEngland  
 #livewell #StayInWorkOut #KeepActiveAtHome  
For more information, please visit [www.maldon.gov.uk/coronavirus](http://www.maldon.gov.uk/coronavirus)



## How to livewell during COVID-19

**Weight Management - ACE Weight Management** are taking referrals for their award winning 12-week weight loss programme, which is now being delivered via telephone clinics.

If you want to join a weight loss programme that is supportive, digestible and evidence based, register online for free today at <http://ow.ly/cZLU50zs7Mm> or call **0800 022 4524**.

**Mental Health - MIND** have produced a series of excellent [online resources](#).

Plan for staying at home or indoors, take care of your mental health and well being. Here are some ideas which may help.

- Connect with people,
- Decide on your routine
- Keep active
- Get regular sunlight, fresh air and nature as you can
- Plan for working or studying at home
- Find ways to spend your time
- Find ways to relax and be creative
- Keep your mind stimulated
- Take care with news and information if you're feeling anxious, claustrophobic or trapped



# How to livewell during COVID-19

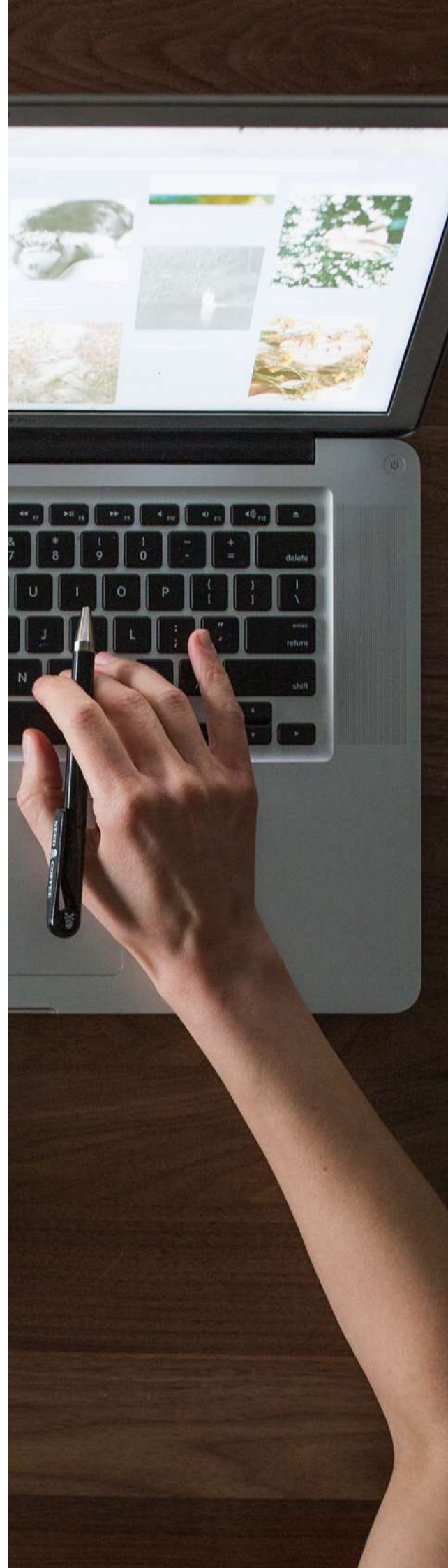
[Connect Well Essex](#) is a website that will help you to find local help and support, feel more involved in your community or make changes to improve your health and well being.

**Provide** are working on a newsletter to support organisations that have signed up to Working Well. This includes links to support documents, activities for self-isolating staff, HR support information for small businesses and other useful information.

Contact [lmowforth@nhs.net](mailto:lmowforth@nhs.net) for more info.

## What can you do at home?

- Eat a healthy, nutritious and balanced diet
- Don't forget your 5 a day and to follow the eatwell guide as best that you can
- Stay hydrated and drink 2-3 litres of water a day
- Avoid smoking, alcohol and drugs
- Spend time doing things you enjoy. This may include reading, cooking, other indoor hobbies, listening to music, or watching a film or TV
- Stay connected with your friends, family and work colleagues by getting in touch over the phone, by post or online. This is important in looking after your mental well being and you may find it helpful to talk to them about how you are feeling
- Keep your windows open to let in fresh air get some natural sunlight if you can, or get outside in the garden



## How to livewell during COVID-19

'Quit for Covid' - The Essex Smoking Cessation Service is open. You can receive up to 12 weeks free Nicotine Replacement Therapy plus support by phone or online.

Find out more about the service by calling **0300 303 9988** or by visiting <http://ow.ly/fUJe50zw1mw>.

The **Essex lifestyle Service** provides services for a happier, healthier you. Their vision is that people in Essex will live healthy lives and are supported in making healthy lifestyle choices. The service includes stop smoking and general lifestyle support.

They aim to:

- Deliver free personalised support tailored to your needs
- Promote independence
- Deliver excellent customer experience
- Deliver an easy accessible service with a range of contact options
- Work in partnership with other organisations to enhance the service we provide
- Link with other community needs and assets

**Provide**

Essex  
Lifestyle  
Service





# HEALTHY EATING TIPS IN COVID-19

## 11 top tips to #EatWellAtHome

- MAKE A PLAN - BUY WHAT'S NEEDED
- USE FRESH PRODUCTS - NO WASTE
- HOME COOKED MEALS & SNACKS
- FOLLOW EAT WELL GUIDE - 5 A DAY
- BE AWARE OF PORTION SIZES
- SAFE FOOD HANDLING
- LIMIT SALT, SUGAR, FAT INTAKE
- CONSUME ENOUGH FIBRE
- STAY HYDRATED
- AVOID ALCOHOL
- ENJOY FAMILY MEALS



## How to livewell during COVID-19

**Eat Well at Home** - Poor nutrition, be it not enough or poor quality food, can compromise immune function and increase infection risk.

COVID-19 has been caused by severe acute respiratory syndrome (SARS). This makes any efforts to prevent respiratory infection risks, reduce inflammation and strengthen overall immunity critical.

Vitamins and minerals are vital for strengthening the immune system. Several vitamins and minerals are essential; particularly **vitamin A, C, D, E, B2** (riboflavin), **B6** (pyridoxine), **B12** (cobalamin) and **B9** (folic acid) along with minerals like **Iron, Selenium, Zinc, Magnesium and Copper**.

The UK Government recommended intakes for these can be found online at <https://bit.ly/2UD4PBG>.

Eating a balanced diet will help reduce any vitamin and mineral deficiencies, particularly by eating 5 portions of fruit and vegetables a day (fresh, tinned or frozen). Visit <https://bit.ly/2wG4rKL> for more info.

Some people are at greater risk of vitamin and mineral deficiency. Including pregnant women, young children, teens (particularly females), older people, overweight people and those with critical illnesses. It is therefore more important than ever to eat well at this time.



# #EatWellAtHome

Best Food Buys during COVID-19



**Long-lasting fresh fruit and vegetables**



**Frozen fruits and vegetables**



**Dried and canned pulses**



**Wholegrains and starchy roots**



**Eggs**



**Dried fruit, nuts and seeds**



**Canned vegetables**



**Canned fish**



**Long-life milk**



## Stay Home, Grow Your Own

We have partnered with **Abberton Rural training** to launch '**Stay At Home, Grow Your Own**' where we encourage residents to grow their own fruit and veg to improve their physical and mental wellbeing.

**250** Free Grow Your Own packs have been allocated to Maldon District key workers, those with financial difficulty, and/or a physical or mental health condition.

The first **100** packs have been delivered by **Tom's Farm Shop** and include compost, seeds, gardening tools and instructions for how to grow your own fruit and veg. The next **150** packs will be delivered by **Maldon CVS volunteers** in the coming weeks.

Join our online community by posting your photographs and comments in our Facebook group ['Stay at Home Grow Your Own Abberton Rural Training Maldon District Council](#)'.



MALDON COMMUNITY CORONAVIRUS RESPONSE

**01621 851997**

8am - 8pm, 7 days a week

# FOOD OPTIONS

DURING COVID-19  
MALDON DISTRICT



## IF YOU ARE HUNGRY AND...

### CAN'T ACCESS FOOD DUE TO COVID-19 AND...

**HAVE** received a letter from the NHS stating that you are extremely vulnerable.

Register for government food parcel on [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

You will receive a weekly emergency food parcel from the government.

**HAVE NOT** received a letter from the NHS stating that you are extremely vulnerable.

Call the **Maldon District Community coronavirus** helpline on **01621 851997** or visit [www.maldoncv.org.uk/corona/corona-request-help](http://www.maldoncv.org.uk/corona/corona-request-help)

You will receive a choice of either:

1. 7 day emergency food parcel including non perishable food and fresh produce if available
2. Hot Meal(s)
3. Microwave meal(s)

The helpline can also provide nappies, baby milk and pet food if needed.

### CAN'T PURCHASE FOOD DUE TO OTHER DIFFICULTIES E.G FINANCIAL

Call **Maldon Citizens Advice Bureau** on **01621 875774** or email [bureau@maldoncab.cabnet.org.uk](mailto:bureau@maldoncab.cabnet.org.uk) for a voucher to attend a food bank, which are still open with social distancing measures in place.

The food bank will provide a food parcel for a minimum of 4 days with non perishable food and fresh produce if available.

**MALDON FOOD PANTRY** is open each Wednesday from 9:30-1pm at Elim Church, 17 Wantz Road, CM9 5DB or, they can deliver across the district. Please contact [rob\\_sefton@hotmail.com](mailto:rob_sefton@hotmail.com) to arrange delivery of a food parcel.

**DENGIE FOOD PANTRY** is open each Wednesday from 10-12pm at United Reformed Church, North Street, Southminster, CM07DF.

### TO DONATE FOOD

#### Fresh or Non Perishable

**MALDON FOOD PANTRY**,  
Elim Church, 17 Wantz Road, CM9 5DB  
Wednesday from 9:30-1pm

#### **DENGIE FOOD PANTRY**,

United Reformed Church,  
North Street,  
Southminster, CM07DF  
Monday 9:30-11am  
Tuesday 12-1pm  
Thursday, Friday, Saturday  
9:30-10:30am



If you want to support the Maldon District food response by helping to provide food to those in need, as an individual or business, please email [emily.fallon@maldon.gov.uk](mailto:emily.fallon@maldon.gov.uk)

#### Government food parcel

To donate your government food parcel, please call the Maldon District community coronavirus helpline on 01621 851997.

### OTHER OPTIONS

The Essex Map: [www.essexmap.co.uk](http://www.essexmap.co.uk) includes local businesses that have adapted their services to include food delivery in the Maldon District.

Plus, delivery services are still running and can be accessed via websites and apps e.g Just Eat [www.just-eat.co.uk](http://www.just-eat.co.uk)



Don't forget to **Eat Well At Home** during this time. Check out our healthy eating tips and advice to cook and eat well on a budget at: [www.maldon.gov.uk/coronavirus/wellbeing](http://www.maldon.gov.uk/coronavirus/wellbeing)

## Food donations

The [Dengie Food Pantry](#) are in need of the following items:

- UHT Milk (Blue and Green)
- Tea, coffee and sugar
- Cereals and biscuits
- Tinned goods (Rice pudding, custard, fruit & veg (i.e peas/carrots/beans (Not kidney), potatoes), meat products (not hot dogs))
- Jarred food (Jam, pasta sauce, Ketchup and brown sauce)

The pantry (URC Church, Southminster) is open **Mon 9:30-11am, Tues 12-1pm** and **Thurs/Fri/Sat 9:30-10:30am** for donations. A voucher is required from Peabody, Citizens Advice or your doctors surgery. For more information call **01621 776 821**.

The [Salvation Army Church](#) in Maldon is the nominated location for food donations. If you would like to donate, call **01621 851 997** to arrange drop off or collection of donations.

If you need an emergency food parcel, **01621 851 997** from **8am or 8pm**. **The Maldon Food Bank** (Elim Church Maldon) is open **Wednesday 9:30am - 1pm**. Vouchers are not required at this time.

The Food Standards Agency have provided [food safety information](#) for individuals or groups wishing to prepare meals at home for their communities.





## Supermarket information

Many supermarkets have changed their opening times specifically for vulnerable residents and key workers.

Please see current supermarket opening times in Maldon District below:

- **Aldi** - Sunday 9:30-10am reserved for NHS/Emergency workers along with priority at checkout from 10am
- **Asda** - NHS ID card holders can shop before 9am
- **Co-op** - Mon-Sat 8-9am / Sunday 10-11am reserved for vulnerable customers and NHS staff
- **Iceland** - First hour for elderly and disabled customers and their carers
- **Lidl** - Normal hours
- **M&S** - First hour on weekdays is reserved for NHS/Emergency workers, elderly and more vulnerable customers. Mon and Thurs opening hours for elderly customers
- **Morrisons** - Mon-Sat 7-8am reserved for NHS ID card holders. 10% discount available to NHS ID holders until July 12.
- **Tesco** - Mon, Wed, Fri 9-10am for elderly and vulnerable shoppers. Sunday 9am for NHS staff

## Supermarket information

**Tesco priority slots for vulnerable customers** - Tesco have reserved thousands of home delivery slots for their most vulnerable customers, who the Government have identified as [needing extra help](#).

Tesco are contacting these customers to let them know that they are prioritising home delivery slots for them.

In addition, they are expanding their home delivery and Click+Collect capacity.

The priority delivery slots will have an 8-hour delivery window from 10am-6pm or 2pm-10pm.

The Tesco logo consists of the word "TESCO" in a bold, red, sans-serif font. Below the text are four blue diagonal stripes, each slanted downwards from left to right.

# Action for Happiness May Calendar

Action for Happiness have launched a Meaningful May calendar to encourage people to keep calm, stay wise and be kind with a recommended activity each day of May.

Action for Happiness is a movement of people committed to building a happier and more caring society. They want to see a fundamentally different way of life - where people care less about what they can get just for themselves and more about the happiness of others.

They bring together like-minded people from all walks of life and help them take practical action, drawing on the latest scientific research.

Action for Happiness provide ideas and resources to enable people to take action at home, at work or in their community. Many of their members form local groups to take action together.

To view and download a calendar, visit <https://bit.ly/2WFWCOM>.

For more info and resources from Action for Happiness, visit their website at <https://bit.ly/2zeulAO>.







# ACTION CALENDAR: MEANINGFUL MAY 2020



MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

"Start Where You Are. Use What You Have."

Do What You Can" ~ Arthur Ashe



**4** Focus on what you can do rather than what you can't do

**5** Send friends a photo of a time you all enjoyed together

**6** Take a step towards one of your life goals, however small

**7** Let someone you love know how much they mean to you

**8** Set yourself a kindness mission. Give your time to help others

**9** Look out for positive news and reasons to be cheerful today

**10** Tell someone about why your favourite music means a lot to you

**11** What are your most important values? Use them today

**12** Be grateful for the little things, even in difficult times

**13** Today do something to care for the natural world

**14** Show your gratitude to people who are helping to make things better

**15** Find out about the values and traditions of another culture

**16** Look around you and notice five things you find meaningful

**17** Take a positive action to help in your local community

**18** Hand-write a note to someone you love and send them a photo of it

**19** Find a way to craft what you are doing to give it more meaning

**20** Reflect on what makes you feel really valued and appreciated

**21** Share photos of 3 things you find meaningful or memorable

**22** Ask a loved one or colleague what matters most to them and why

**23** Share an inspiring quote with others to give them a boost

**24** Do something special today and revisit it in your memory tonight

**25** Give your time to help a project or charity you care about

**26** Recall three things you've done that you are really proud of

**27** Today link your decisions and choices to your purpose in life

**28** Tell someone about an event in your life that was really meaningful

**29** Think about how your actions make a difference for others

**30** Find three good reasons to be hopeful about the future

**31** Look up at the sky. Remember we are all part of something bigger

## ACTION FOR HAPPINESS



[www.actionforhappiness.org](http://www.actionforhappiness.org)

31 actions to look after ourselves and each other as we face this global crisis together

Keep Calm · Stay Wise · Be Kind

## Families during COVID-19

**Child attendance to A&E** - There has been a marked reduction in children attending A&E, a sign that some parents may be delaying seeking medical help for their children.

It is important that parents know what to do if their child becomes unwell. A [contact sheet](#) has been approved by NHS England to help parents understand who to contact and when to seek help or advice.

Local medical professionals have also created a [helpful video](#) explaining to parents about the services available and when to seek help for their child.

These are just some of the resources available from the [Essex Safeguarding Children Board](#) website. As well as general information about the pandemic, there are specific [resources for families](#) including emotional wellbeing and home-schooling links and a [summary of changes to children and families support services in Essex](#).

**CVS Coffee mornings** - Maldon and District CVS are hosting weekly virtual coffee mornings.

These are open to the public each **Friday from 24th April 10-10:30am**. Specific sessions are being held for parents each **Wednesday, 10:30-11:10am**. For more info visit: <https://www.maldoncv.org.uk/virtual-coffee/>.



## Families during COVID-19

**Home-Start Essex** will be continuing to support families and volunteers through this difficult time. They have a telephone support service for families and will continue to receive referrals.

They are providing ideas and support for families activities at home and will link with other organisations to support this initiative. They are exploring ways to bring families together online to reduce the impacts of Social Distancing and Isolation and offer group support.

Their coordinators in Maldon will be supporting the initiatives taking place in the District alongside the needs they are providing for existing families and volunteers. Many volunteers have already approached local support groups in their communities to offer support as well.

**The Parenting Together Support Programme** can help you if you feel that stress and conflict is affecting your family.

The programme offers parents support to suit their circumstances to address conflict within their relationship, as well as strengthening their parenting skills to bring up their children.

Find our more info and apply for support at [www.parentingtogethersupportprogramme.org.uk](http://www.parentingtogethersupportprogramme.org.uk).

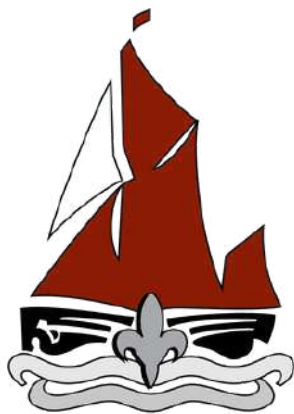


## Families during COVID-19

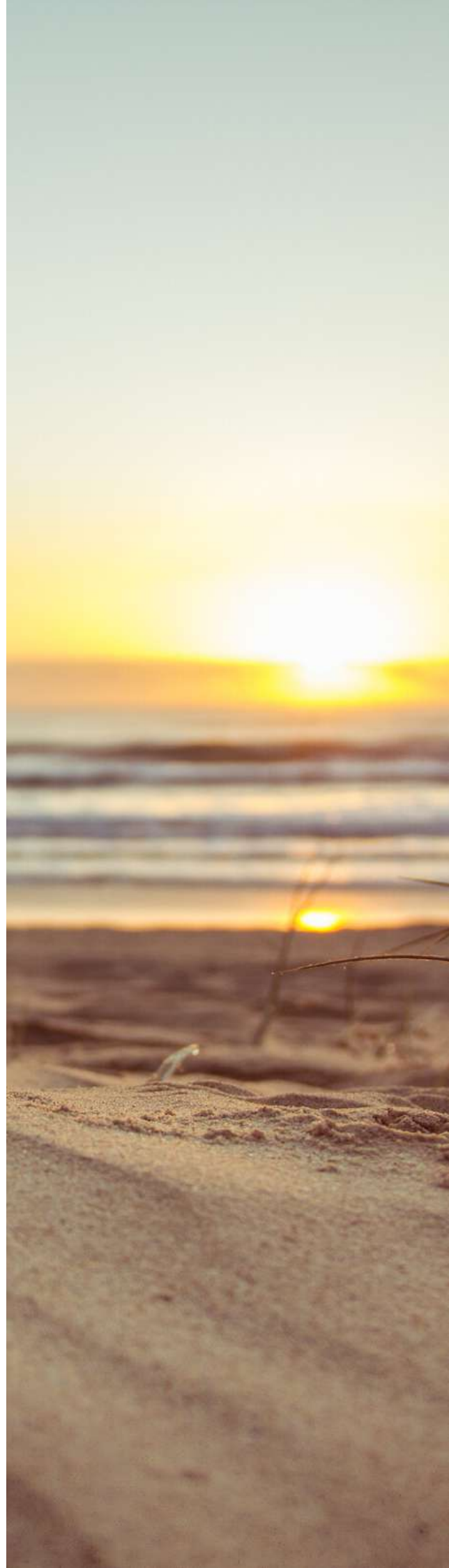
**Holiday Support - Maldon District Council, Active Essex, Essex Children and Family Wellbeing Service, and Essex County Council** want to support families throughout the school holidays, to prevent holiday hunger and encourage healthy behaviours such as eating well and keeping physically active.

We understand that the school holidays are a difficult time for families and as a result, many families may go hungry at this time due to the effects of COVID-19 on financial situations, ability to access food, and/or difficulties with free school meals vouchers.

Please take a few minutes to complete our short online survey available at [www.maldon.gov.uk/holidaysupportsurvey](http://www.maldon.gov.uk/holidaysupportsurvey), to tell us what support would benefit you and your family during the school holidays this year.



MALDON DISTRICT  
COUNCIL





## Families during COVID-19

**Virgin Care** and **Barnardo's** provide a range of child and family services throughout Essex.

Due to the COVID-19 outbreak and to protect staff and the public, face-to-face contact will only continue where safe to do so. We are working hard to ensure we continue to provide you with a safe and high-quality service over telephone or CHAT Health in the first instance. Staff are still available to help you and we are still providing services.

The **Essex Child and Family Wellbeing Service** have created a resource hub to provide information and support for families, children and young people. The resources can be found at <https://bit.ly/3acVA0Z>.

Call us on **0300 247 0014**, visit our website ([www.essexfamilywellbeing.co.uk](http://www.essexfamilywellbeing.co.uk)) or contact us on [Facebook](#). You will be then directed to the most appropriate help source.

## Support for unpaid carers

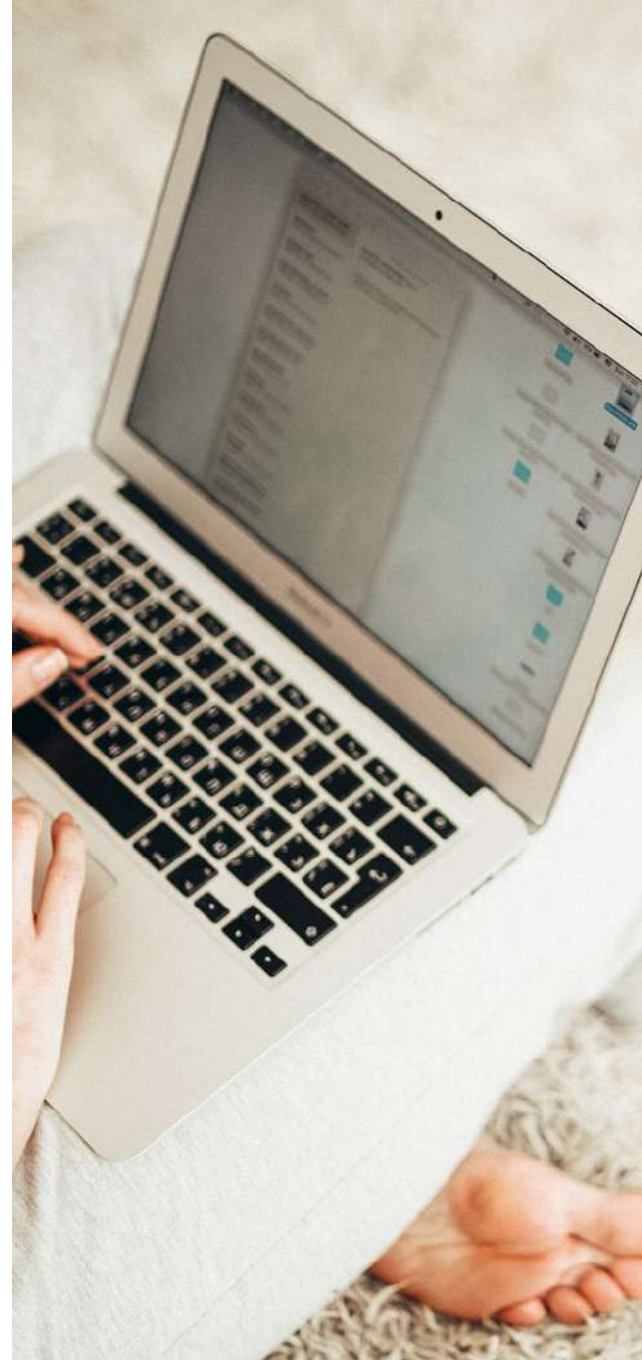
The Government have released guidance for anyone who cares, unpaid, for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, mental health condition or addiction, cannot cope without their support.

Please visit [www.gov.uk](http://www.gov.uk) to find out how to access this support.

*It's ok to not be ok.*



# MENTAL HEALTH SUPPORT DURING COVID-19



## Campaign to end loneliness

For more detailed guidance and info, visit <https://www.campaigntoendloneliness.org/blog/coronavirus-and-social-isolation/>

## 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



Connect  
and reach  
out to your  
neighbours



Make the most  
of local online  
groups



Support  
vulnerable  
or isolated  
people



Share  
accurate  
information  
and advice





## Mental Health Awareness Week

**Mental Health Awareness Week** - Organised by the Mental Health Foundation and running from 18-24 May, the theme this year is kindness.

The Mental Health Foundation have launched a new challenge throughout May called 'Take Action, Get Active' to get you moving and feeling good, whilst raising money for Mental Health.

The challenge is all about being kind to yourself, by taking 30 minutes out of every day in May to do something physical. You can be as creative as you like with this challenge – as long as you are moving!

We have shared plenty of inspiration ideas on our website at <http://ow.ly/KiWb50zsP5O>. Why not check out the Active Essex website for live #KeepingActiveAtHome workouts at <http://bit.ly/KeepActiveAtHome> and follow the Sport England #StayInWorkOut campaign.

## Looking after our Mental Health

Find out what things you can do for yourself and others on: [www.actionforhappiness.org](http://www.actionforhappiness.org). This includes 10 keys to happier living.

- **Giving** – Do things for others
- **Relating** – connect with people
- **Exercising** – take care of your body
- **Awareness** – live life mindfully
- **Trying out** – keep learning new things
- **Direction** – have goals to look forward to
- **Resilience** – find ways to bounce back
- **Emotions** – look for what's good
- **Acceptance** – be comfortable with yourself
- **Meaning** – be part of something bigger

Livewell Essex have put together [7 simple steps](#) to look after your mental health while at home.

Additional information is available on the [government website](#) about looking after your mental health.

**Mental Health First Aid (MHFA)** have launched a [My Whole Self toolkit](#), the digital centre piece of its new campaign for workplace culture change. The toolkit helps everyone to support their mental health while working from home.

Links for Deaf people including [British Sign Language videos and access to NHS 111 via a British Sign Language interpreter](#) and [information about Coronavirus in British Sign Language](#) can be found online.





## Looking after our Mental Health

**Public Health England** have produced their [Every Mind Matters Campaign](#). Take their [online quiz](#) to receive a free plan, expert advice and practical tips.



**Mid and North East Essex MIND** are offering telephone counselling within their fee paying service. This is a confidential service which can be accessed by anyone over the age of 18 years. Whether you are currently looking for a counsellor or have found yourself in need due to the COVID-19 outbreak, you can speak to us on **01206 764 600** or visit their [website](#) for more information.

Online mental health support can be accessed by anyone living in Mid Essex experiencing symptoms of stress, anxiety or depression and anyone living with a chronic illness. Each user will be allocated modules tailored to their needs which they can complete in their own time with the help of our Silver cloud supporters. More information is [available online](#).

**NHS Staff** can access free mental health support apps during the COVID-19 outbreak. For more information and to see the apps available please visit <https://bit.ly/34GcQum>.

## Looking after our Mental Health

From Wednesday 18 March, MIND will only be offering telephone appointments in line with government advice on social distancing.

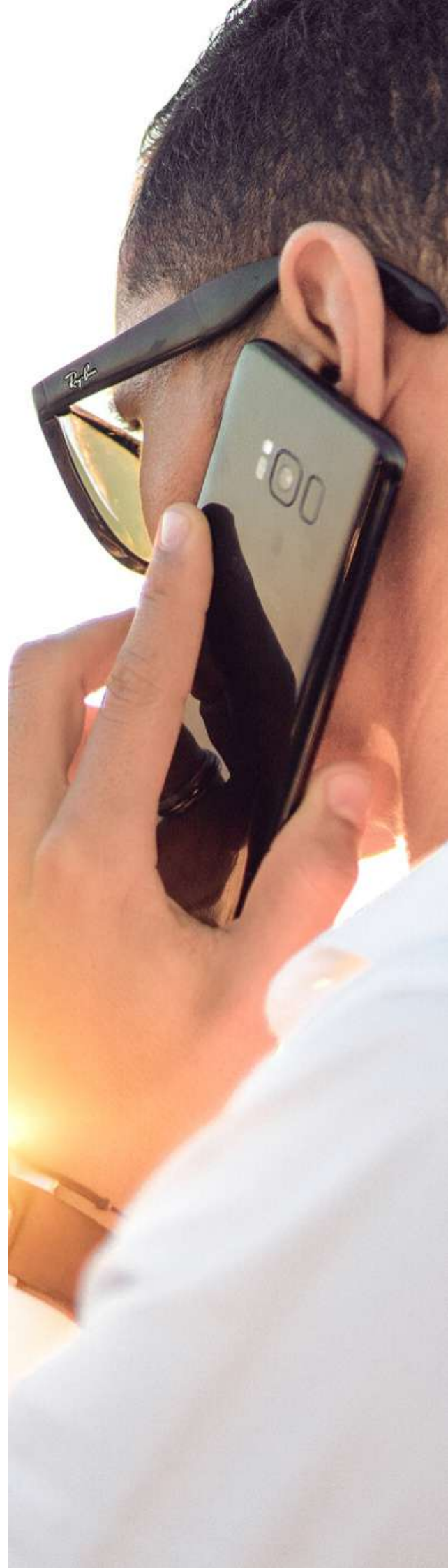
If you are a current service user, you will be contacted by us in due course to make arrangements. Our Welcome Cafe's, activity groups or the Friendship group will not run until further notice.

**Virgin Care and Barnado's Chat health service** enables all 11-19 year olds to text their school nurse on **07520 615731** to discuss their mental health and receive confidential advice and support.

**Live Well Link Well** is a free and confidential social prescribing service that provides practical or emotional support of a non-medical nature. They can help you to access support with a range of areas of health and well being, including maintaining mental well being, supporting independent, looking after someone, getting out and about, and social isolation.

If you live in mid Essex and are over 18, you can contact the service without having to go through your GP. Call **0300 303 9988** (Monday to Friday from 8am to 7pm) or email [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net).

If you are a health and social care professional who wants to refer someone, please use the contact details above.



## Looking after our Mental Health

**Futures in Mind** is a social inclusion and recovery service for people who have been affected by substance/alcohol abuse and/or mental health illness.

Their services cover all of Essex with the exception of the unitary authorities in Southend and Thurrock.

All face to face contact has been stopped including all groups and activities. They are continuing to complete assessments by phone and aim to have weekly contact with all those who use the service.

Their website is being updated regularly and includes an online directory. This can be found at [www.futuresinmind.org.uk](http://www.futuresinmind.org.uk).

Future in Mind is also keeping an up to date list of useful contact numbers and websites for mental health and drug reduction support.

**Maldon District Community Tree** is a network of partner organisations who provide support for people that are experiencing mental ill-health and/or related problems. Find out more info online at <https://bit.ly/2Wau7Jh>.





**Maldon  
& District**



**During the COVID-19 outbreak we will not be able to see you face to face.**

**Please call, email or visit our website for free, confidential advice.**



**01621 875 774**



**bureau@maldoncab.cabnet.org.uk**



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



## National Mental Health support

**Mental Health Foundation** provides information, guidance and support for anyone with mental health problems or learning disabilities. Visit [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk) for more info.

**No Panic** is a voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). They offer a course to help overcome your phobia or OCD. Call them on **0844 967 4848** (daily, 10am-10pm). Calls cost 5p per minute plus your phone provider's Access Charge or visit [www.nopanic.org.uk](http://www.nopanic.org.uk).

**OCD Action** provides support for people with OCD. Includes information on treatment and online resources. Call them on **0845 390 6232** (Monday to Friday, 9.30am-5pm). Calls cost 5p per minute plus your phone provider's Access Charge or visit [www.ocdaction.org.uk](http://www.ocdaction.org.uk).

**Rethink Mental Illness** offers support and advice for people living with mental illness. Call them on **0300 5000 927** (Monday to Friday, 9.30am to 4pm) or visit [www.rethink.org](http://www.rethink.org).

**Samaritans** provides confidential support for people experiencing feelings of distress or despair. Phone: **116 123** (free 24-hour helpline) or visit [www.samaritans.org.uk](http://www.samaritans.org.uk).

# National Mental Health support

You can call **NHS 111** if you or someone you know needs urgent care, but it's not life threatening.

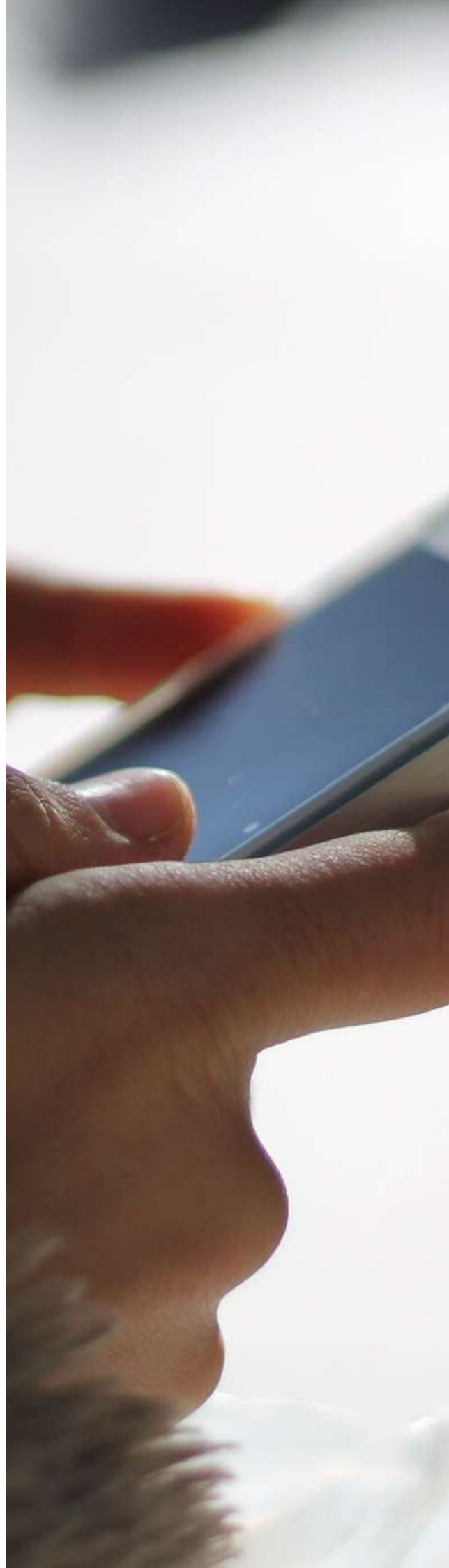
- If you have an existing mental health problem and your symptoms get worse
- If you experience a mental health problem for the first time
- If someone has self-harmed but it does not appear to be life threatening, or they're talking about wanting to self-harm
- If a person shows signs of possible dementia
- If a person is experiencing domestic violence or physical, sexual or emotional abuse

**MIND** telephone lines will remain open Monday to Friday 9am–5pm on **01206 764600**. Alternatively you can send us an email [enquiries@mnessexmind.org](mailto:enquiries@mnessexmind.org).

**Anxiety UK** provides support if you have been diagnosed with an anxiety condition. Call **03444 775 774** (Monday to Friday, 9.30am-5.30pm) or visit [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk).

**Bipolar UK** helps those people living with manic depression and bipolar disorder. Visit [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk) for more info.

**Men's Health Forum** offers 24/7 stress support for men by text, chat and email. Visit [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk) for more info.





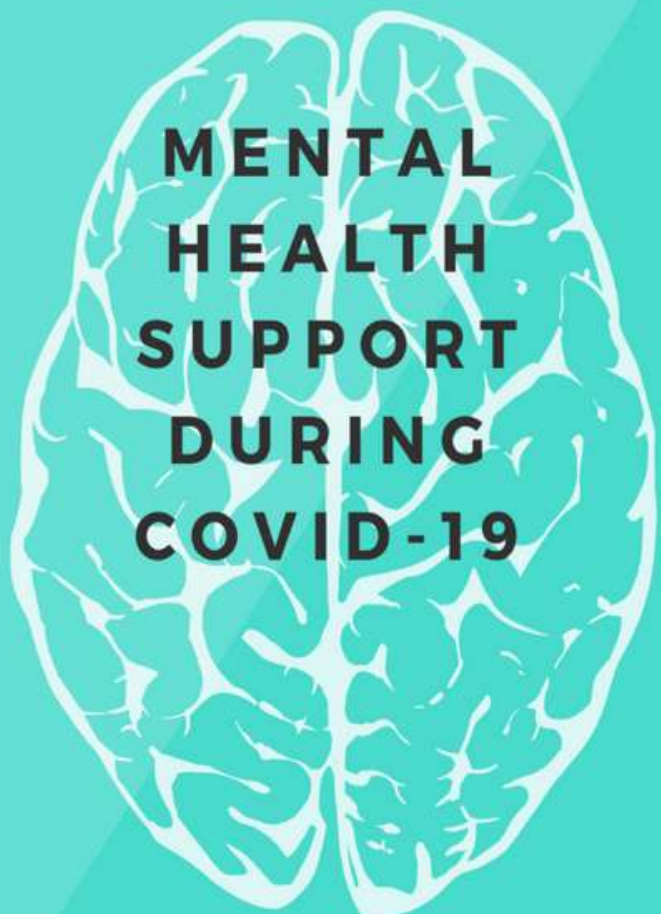
## National Mental Health support

**SANE** offers emotional support, information and guidance for people affected by mental illness, their families and carers. Call SANEline on **0300 304 7000** (daily, 4.30pm to 10.30pm).

**Textcare** provides comfort and care via text message, sent when the person needs it most. Visit [www.sane.org.uk/textcare](http://www.sane.org.uk/textcare) for more info.

**Peer support forum** offers a central support forum anyone affected by mental illness. Visit their website [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum) or [www.sane.org.uk/support](http://www.sane.org.uk/support) for more info.

**SHOUT Crisis** provides 24/7 anonymous text support for when you feel you can't cope. Text "SHOUT" to **85258** for non-judgemental support or visit <https://www.giveusashout.org/> for more info.



## Support for young people

**MIND** telephone lines will remain open Monday – Friday 9am – 5pm on **01206 764 600**. Alternatively you can send us an email at [enquiries@mnessexmind.org](mailto:enquiries@mnessexmind.org).

**CALM** is the Campaign Against Living Miserably, for men aged 15-35. Call **0800 58 58 58** (daily, 5pm to midnight) or visit [www.thecalmzone.net](http://www.thecalmzone.net).

**PAPYRUS** young suicide prevention society. Call **0800 068 4141** (Monday to Friday, 10am to 10pm, 2pm to 10pm on weekends and bank holidays) or visit [www.papyrus-uk.org](http://www.papyrus-uk.org).

**YoungMinds** offers information on child and adolescent mental health, services for parents and professionals. Call **0808 802 5544** (Monday to Friday, 9.30am to 4pm) or visit [www.youngminds.org.uk](http://www.youngminds.org.uk).

**Essex Youth Service** provides Children and Young People Early Intervention Mental Health Services (CYP MHEIS). They are also running [daily online activities](#) for people aged 13-19 years or up to 25 years for those with additional needs. For more information and support, call **0300 300 1600** from 9am-5pm, Monday – Friday.

**KOOTH** offers young people free, safe and online support. To find out more info and support options please visit their website at <https://www.kooth.com/index.html>.





## Domestic Abuse

Self-isolation will have a direct impact on anyone experiencing domestic abuse. If you are experiencing domestic abuse, you can talk to someone.

**Compass** is available 24hrs a day, for callers to speak with a trained member of staff who will complete an assessment and ensure contact is made with the most appropriate support service.

There is an easy to use online form for both the public and professionals wishing to make a referral. You can contact them on 0330 333 7444, [enquiries@essexcompass.org.uk](mailto:enquiries@essexcompass.org.uk) or by visiting <https://www.essexcompass.org.uk/>.

**Next Chapter** provides free and confidential services to support people who are experiencing or have experienced domestic abuse. Their website contains useful information, explains the types of abuse and common warning signs together with practical advice about staying safe and obtaining support.

For all new referrals to Next Chapter, contact Compass on 0330 333 7 444 or visit <https://www.thenextchapter.org.uk/>.



COMPASS

# Domestic Abuse

**Women's Aid** have launched an online message service open **Monday - Friday 10am-12pm**. To talk to someone, please visit <https://chat.womensaid.org.uk/>.

If you think you might be in danger, **call the police immediately on 999**.

There is a system in place for victims of domestic abuse who might be afraid of further danger and escalation of harm if they are overheard when calling **999** in an emergency.

When you call **999**, the operator will ask which emergency service is required. If you are unable to speak, press **55** and the operator will transfer your call to Essex Police as an emergency.

**women's aid**  
until women & children are safe

**SETDAB**

Southend, Essex  
& Thurrock Domestic  
Abuse Board



## Domestic Abuse

Domestic abuse victims will be able to access safe spaces at **Boots pharmacies** across the country from May 8 under measures to improve access to support during the this time. For more info visit <https://bit.ly/2SKsSi2>.

Since April 9, people fleeing domestic abuse anywhere in Britain during the coronavirus lockdown can apply for **free train travel to refuge accommodation**, through a partnership between train companies and **Women's Aid**.

The 'Rail to refuge' scheme aims to remove this barrier by offering free train tickets for anyone, plus their children, to travel to a recognized refuge.

For more info about the scheme, visit <https://bit.ly/3baUfbr>.



## Stay Safe at Home

These are very challenging times for us all, and while the governments advice is to stay home, for some people, home is not a safe place. If you are living with domestic abuse and feel even more isolated and at risk please remember there is help available.

**Stay Safe at Home** is a new initiative to raise awareness of five common risk people may face at the moment.

- Domestic abuse
- Child abuse
- Accidental fires/fire safety
- Fraud
- Bogus callers

Support the campaign on social media by using [#ProtectingandServingEssex](#), [#StaySafeAtHome](#) and [#StayHomeSaveLives](#) More information can be found at <https://bit.ly/2VeEdZe>.



## WATCH OUT FOR SCAM MESSAGES

Don't click on links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details.

**STAY SAFE AT HOME**

[#ProtectingandServingEssex](#)

## Child protection and safeguarding

The **Essex County Council Children & Families Hub** will remain in operation with no changes to threshold decisions.

The Priority Line (for children at risk of immediate danger) remains open alongside the Consultation Line.

Call **0345 603 7627** and ask for the Children & Families Hub. Please also state if you are a member of public or a professional.

**Members of the public** will speak to a Family Adviser who will discuss and identify the right services that will help to meet the family's needs.

**Professionals** will have to state if they call for the Consultation Line (a Social Worker will give advice but not record the call) or the Priority Line (because an immediate response is necessary).

Requests for service should be made online at <https://www.essexeffectivesupport.org.uk/>.

The online Request for Information portal will remain active for the time being but will be reviewed as circumstances change and develop.



Essex County Council

## Financial support and advice

Maldon District Council is committed to supporting businesses in the District through this challenging period and we are working with our partners to provide advice and assistance as required.

We are also taking decisions that will maintain the viability and sustainability of the Council over the coming months, to ensure we continue to deliver vital services.

**Debt and financial advice** - If you have any worries about debt or want to talk to someone about financial advice, please go to <https://bit.ly/3dP3dgg> where you can find links to useful organisations who can provide support.

**Universal Credit** - For information, eligibility or questions about Universal Credit, please visit <https://bit.ly/2WA4zFV> for more info.

As the impact of the COVID-19 intensifies, the need to link business support to community needs in the right place, at the right time and at the right scale has never been more urgent.

**Business in the Community – The Prince’s Responsible Business Network** has launched the National Business Response Network to identify community needs and match them to the right business support. Visit <https://bit.ly/2Z7KuZk> for more info.





## Financial support and advice

**Small business grants** - If you are a small business owner in the Maldon District and have been impacted by coronavirus, you may be eligible for a grant. You won't need to pay this back.

Visit <https://bit.ly/2xPqaAv> to see if you're entitled to a grant.

**Fishing and Seafood support** - A government grant scheme has been launched to help fishing and seafood businesses maintain and increase the domestic supply during this time.

For more info visit <https://bit.ly/2yABDV0>.



Coronavirus

## Small business grants

Over 600,000 small businesses in England have now received grants of £10,000 or £25,000.



## Skills development and learning opportunities

A free online learning platform has been developed by Education Secretary Gavin Williamson to boost workplace skills while people are staying at home.

Free courses are available through a new online platform hosted on the [UK Government Website](#).

**The Skills Toolkit** gives people access to free, high-quality digital and numeracy courses to help build up their skills, progress in work and boost their career prospects.

To see the announcement, visit <http://ow.ly/zEiP50zsSbE>.

The toolkit can be accessed online at <http://ow.ly/6NC350zsSbF>.





## Fraud and scams

There has been an increased rise in scams and fraudsters offering support to older and vulnerable people. These scam have included asking for cash up-front for services like getting your shopping while you are self-isolating.

If you think you have been the victim of a scam, **speak to your bank immediately** and report any fraud to **Action Fraud** on **0300 123 2040**.

There has also been reports of people posing as NHS and emergency workers claiming to sell Coronavirus testing kits and vaccines.

If you think it could be a scam, **do not give them any money or let them into your home**. If you are unsure, ask to see their ID card for proof that they work for the NHS or emergency services.

If you think that it is a scam, call **Essex Police** on **101** or **999** if an emergency.

You can get further information on dealing with scams and fraud by calling the **Consumer Service Telephone number** on **0808 223 1133** or contact **Maldon Citizens Advice** on **01621 857 774**.



# YOUR POLICE FORCE IS HERE FOR YOU!



CATCHING CRIMINALS

VISIBLE POLICING



HELPING PEOPLE

HELPING BUSINESSES



#ProtectingandServingEssex

 **ESSEX  
POLICE**  
Protecting and serving Essex

## CORONAVIRUS FRAUDS ARE INCREASING

**Watch out for scam messages:**  
Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details

**Shopping online:** If you're making a purchase from a company or person you don't know and trust, carry out some research first, and ask a friend or family member for advice before completing the purchase. Where possible, use a credit card to make the payment, as most major credit card providers insure online purchases.

**Protect your devices from the latest threats:**  
Always install the latest software and app updates to protect your devices from the latest threats.

Fraud prevention advice can be found here: [actionfraud.police.uk](https://actionfraud.police.uk)

**ActionFraud**  
Report Fraud & Internet Crime  
[actionfraud.police.uk](https://actionfraud.police.uk)

**STAY AT HOME**

**PROTECT THE NHS**



## Stay Safe

Please keep up to date with government advice to protect the NHS and save lives  
[gov.uk/coronavirus](https://gov.uk/coronavirus)

## Volunteering or referring people

Whilst the whole of the UK is applauding, extremely grateful and proud of the volunteer networks which have been rapidly set up.

It is important that volunteers are protected from COVID-19 and from potentially spreading it further.

There are risks to volunteers who may be exposed or at increased risk of contracting COVID-19.

Volunteers must always protect themselves by doing the following:

- Wear Personal Protective Equipment (PPE) if provided
- Adhere to and promote social distancing guidelines and ensure they do not put themselves at risk

Be mindful of the government advice, please read the [Community volunteers during COVID-19 outbreak](#) safeguarding fact sheet for more information.





Tens of thousands of volunteers across the country are providing critical support to our communities in response to the COVID-19 crisis.

From informal volunteers supporting a neighbour to volunteers part of a charity led service, each volunteer plays a significant role in keeping our communities safe, healthy and connected during these uncertain times.

Please join us in recognising the fantastic selfless support volunteers have provided to the most vulnerable in cities, towns and villages across the UK.

On Thursday 14th of May at 8pm  
as you **#ClapForTheNHS**  
please also **#CheerForTheVolunteers**



## Volunteering or referring people

It is recognised over the coming months that the call upon volunteers will be drastically increased for a variety of support mechanisms.

**Refer yourself or on behalf of someone else for volunteer support** by visiting <https://bit.ly/2UnqItZ>.

If you would like to **donate locally** please refer to corona in the subject and visit <https://bit.ly/3beeju0>.

A big thank you from all partners who are supporting this coordinated response. Whether you can give time, money or resource it is well needed and greatly appreciated.

We will continue to supply more advice and support guidance for volunteers during COVID-19.

If there is any additional information which you feel should be added, please contact [ben.page@maldon.gov.uk](mailto:ben.page@maldon.gov.uk).





United In Kind

2 hrs · 🌐

While we've all realised a new level of appreciation for the NHS since the start of the coronavirus outbreak (and we'll all be joining #ClapForOurCarers again tonight!), a local #Maldon business is way ahead of the curve.

Secret Hamper started their scheme to celebrate and thank the NHS almost two years ago! And now, they're celebrating Captain Tom's amazing walk for charity by delivering gifts on his behalf. They've already delivered 150 hampers to two hospitals, and they're not stopping there.

Nigel Richardson from Secret Hamper said "We now hope with the love being shown for our NHS heroes that we can get more hospitals completed and help others say #ThankYouNHS."

It's local businesses like this that make #Essex #UnitedInKind! Find out more about Secret Hamper and their wonderful acts of #kindness here: <http://ow.ly/v9YF50zFYM7>

Thanks to Maldon and Burnham Standard for the story and photo!



LOCAL MALDON  
BUSINESS DELIVERS 150  
SECRET HAMPERS TO  
TWO LOCAL HOSPITALS



GOOD NEWS IN MALDON  
DISTRICT DURING  
COVID-19



MALDON CVS SPREADS  
JOY TO RESIDENTS WITH  
PAMPER PACK DELIVERY  
ACROSS THE DISTRICT



Produced by Maldon District Council  
Communications Team

