

Herefordshire Now

The residents' magazine from Herefordshire Council | Issue 6 |

Autumn / Winter 2020

Stay safe this winter

Information
about Covid
alert levels

Page 4

A GP
shares his
experience

Page 10

Connect
to your
community

Page 2

Stay Safe   Keep Healthy  Support Local 

SAFE  HEREFORDSHIRE

I'm sure you will agree that 2020 has been one of the most challenging years in living memory.



Herefordshire Council continues to work around the clock to support our residents and businesses.

As I write this, the situation is changing daily, with rising cases across the country. The council website and social media will be updated with the latest government guidance and local information.

We will also continue to work with trusted media sources such as BBC Hereford & Worcester, to keep you informed.

Please remember - hands, face, space:

- Wash your hands
- Wear a face covering in enclosed spaces,
- Make space – stay at least 2m apart from other people.

These are the most effective ways you can protect yourself and others.

Our Talk Community team are available to provide local support

in the community, so if you need to restrict your movements, or are advised to isolate by the NHS or your GP, but you are unable to call upon help from family, friends or the local community, you can contact us on 01432 260027 or email talkcommunityhelpline@herefordshire.gov.uk

I would like to wish you a safe winter, on behalf of everyone at Herefordshire Council.

**Councillor David Hitchiner
Leader, Herefordshire Council**

To view this magazine online visit www.herefordshire.gov.uk/herefordshirenow

Cover picture: Cllr Crockett take supplies to an elderly resident

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Plan ahead for the Winter

During the previous lockdown, Herefordshire's Talk Community COVID-19 response team worked with volunteer organisations across the county to provide additional support for vulnerable residents who were advised to shield and had gaps in their isolation plan.

The Talk Community Helpdesk received over 4,000 phone calls from residents who required support. Over 1,500 volunteers were on hand to provide 2,000 vulnerable people with food and medication collections and helping out with general daily tasks.

We recommend that you prepare a plan now in case you need to self-isolate this winter. Think about the support you will need on a daily basis and those who can help you.

This could include family, friends, neighbours or people you know in



**Talk
Community**

your local community. Your plan might include support with things that you usually take for granted such as shopping, collecting medication, pet care, posting mail, picking up urgent items, someone to check in on you or just someone to have a chat with.

If you need to isolate and there are gaps in your plan which means that you require additional support, please contact the Herefordshire Council Talk Community Helpdesk by calling 01432 260027 or email talkcommunitycovidresponse@herefordshire.gov.uk

The WISH website has lots of information on where you can find local support if you have to isolate or you are struggling financially. For advice on money, debt and budgeting and information about the council's Better Off Service and financial support visit: www.wisherefordshire.org/money

For information on community support, including ordering groceries and meals for home delivery and the location and how to access your local food bank visit: www.wisherefordshire.org/communitysupport

Coronavirus - what you need to know

Coronavirus (COVID-19) is a virus that can infect your lungs and airways. For most people, it causes no or mild symptoms while for others it can be much more serious and require hospital treatment. Coronavirus is very infectious and spreads from person to person in the same way as the common cold or flu, such as through by coughing and sneezing.

How to self-isolate You must not leave your home if you're self-isolating.

- Do not go to work, school or public places – work from home if you can
- Do not go on public transport or use taxis
- Do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
- Do not have visitors in your home, including friends and family – except for people providing essential care
- Do not go out to exercise – exercise at home or in your garden, if you have one

Who is more at risk from coronavirus? We are all at risk, but most people will only suffer from mild to moderate symptoms.

Some people are at risk of becoming seriously unwell. This includes:

- people aged 70 or over, even if you're otherwise fit and well
- people of any age living with long-term health conditions which mean you would normally be offered the flu jab.

To protect yourself, make sure you continue follow the advice set by the COVID alert levels on page 4. There is also additional guidance for the clinically vulnerable linked to local COVID alert levels on the next page.

Talk Community COVID-19 response in figures



4,000

Calls received by the Talk Community Helpdesk



2,000+

Supported (1,300 with food supplies & 900+ with medication collections)



1,500

People registered to volunteer



150

Community groups actively engaged with the response



200+

Community contacts made



200

Herefordshire Council staff redeployed into the Talk Community response team



70+

Link workers redeployed as community liaison officers to provide advice and support

There are three simple actions which will help us to protect each other:

- Wash hands – Keep washing your hands regularly
- Cover face – Wear a face covering in enclosed spaces
- Make space – Stay at least 2 metres apart - or 1 metre with a face covering or other precautions

When to get a test The most common symptoms include:

- a persistent, dry cough - where you have been coughing a lot for more than an hour or have had 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a high temperature, where you feel hot to touch on your chest or back
- a loss or changed sense of taste or smell

If you have any one of these symptoms, you must get a test. Call 119 or arrange a test online at www.gov.uk/coronavirus

You and your household must self-isolate (stay at home) until you have the result of this test. If your symptoms get worse, feel unmanageable or you feel breathless then you should call 111 or visit www.nhs.uk

Stay Safe  Keep Healthy  Support Local 

SAFE  **HEREFORDSHIRE**

COVID alert levels

The government has introduced three new COVID alert levels to simplify local rules. The confirmed levels have been set at medium, high and very high. The alert level for Herefordshire is likely to change over the next few months.

You will find the updated information on the council website or by listening to trusted sources such as BBC Hereford & Worcester. Non-essential retail, schools and universities will remain open in all levels.

Medium alert level

- The default alert level which includes all current national measures, set out by the government.
- 'Rule of Six' (meeting up in groups of more than six people is against the law).
- Pubs & restaurants close at 10pm.
- All businesses and venues can continue to operate, in a COVID-19 Secure manner, other than those that remain closed in law, such as nightclubs.

High alert level

- Aims to reduce household to household virus transmission.
- Most areas subject to local restrictions will automatically move into the "high" alert level.
- No indoor mixing between households or support bubbles.
- 'Rule of Six' applied in outdoor spaces, including private gardens.

Very high alert level

- These areas will see an increase in positive cases and hospital admissions, including amongst older and more at-risk age groups.
- Mixing indoors and in private gardens is forbidden.
- Rule of Six is allowed in open public spaces like parks and beaches.
- Pubs and bars must close, and can only remain open where they operate as if they were a restaurant – which means serving substantial meals, like a main lunchtime or evening meal. They may only serve alcohol as part of such a meal.
- People are advised not to travel in and out of these areas.

'Very high' alert levels apply to areas where transmission rates are causing the greatest concern (based on local data and evidence). In these areas, the government will work with local leaders to set out additional measures, such as closing gyms and leisure centres.



HM Government



Additional guidance for the **clinically extremely vulnerable** linked to local COVID alert levels

MEDIUM

Strictly observe social distancing

Meet others outside, not inside, where possible

Limit unnecessary journeys on public transport

Work from home where possible, but you can still go to work and children should still attend school

HIGH

Reduce the number of people met outside

Avoid travel except for essential journeys

Work from home where possible

Reduce number of shopping trips or go at quieter times of the day

You can still go to work if you cannot work from home

Children should still attend school

VERY HIGH

Work from home

Stay at home as much as possible

Avoid all but essential travel

Significantly reduce shopping trips

If possible use online delivery or ask people in your household, bubble or volunteers to collect food and medicine

You can still go out to exercise and can go to work or school if you cannot do this from home.

VERY HIGH

HIGH

MEDIUM

LOCAL COVID ALERT LEVEL

MEDIUM

Social Contact



Rule of six indoors and outdoors, in all settings.

Weddings and Funerals



Up to 15 guests for weddings and up to 30 guests for funerals. 15 for receptions, wakes and related ceremonies.

Overnight Stays



Overnight stays permitted subject to social contact rules.

Working from home guidance



Work from home where possible.

Shopping and Retail



Open.

Leisure and gyms



Open.

Hospitality



Open with some restrictions including 10pm closing time and table-service only.

Entertainment and tourist attractions



Open, except nightclubs and adult entertainment.

Education



Schools, FE colleges open. Universities must reflect wider restrictions.

Healthcare Services



Open.

Residential Care



Open to external visitors with additional precautions, subject to individual care provider guidance.

Travel and Transport



No travel restrictions within area. Avoid travel into Local COVID Alert Level Very High areas where possible.

Sporting Activity



Organised sport / licensed physical activity allowed in outdoor settings. Indoor organised sport must follow social contact rules (other than youth or disabled sport).

Worship



Open, subject to social contact rules.

Childcare



Registered and wraparound childcare open. Supervised activities permitted in private homes. Children's groups permitted.

Youth Clubs and Activities



Permitted.

There are three simple actions we must all do to keep on protecting each other:



Wash hands
keep washing your hands regularly



Cover face
wear a face covering in enclosed spaces



Make space
stay at least 2 metres apart - or 1 metre with a face covering or other precautions

For more information and detailed guidance visit:
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

151

VERY HIGH

HIGH

MEDIUM

LOCAL COVID ALERT LEVEL

HIGH

Social Contact



1 household / bubble indoors. Rule of six outdoors.

Weddings and Funerals



Up to 15 guests for weddings and up to 30 guests for funerals. 15 for receptions, wakes and related ceremonies.

Overnight Stays



Overnight stays permitted subject to social contact rules.

Working from home guidance



Work from home where possible.

Shopping and Retail



Open.

Leisure and gyms



Open.

Hospitality



Open with some restrictions including 10pm closing time and table-service only.

Entertainment and tourist attractions



Open, except nightclubs and adult entertainment.

Education



Schools, FE colleges open. Universities must reflect wider restrictions.

Healthcare Services



Open.

Residential Care



Closed to external visitors other than in exceptional circumstances.

Travel and Transport



May continue to travel to open venues, but reduce number of journeys where possible. Avoid travel into Local COVID Alert Level Very High areas where possible.

Sporting Activity



Organised sport / licensed physical activity allowed in outdoor settings. Indoor organised sport must follow social contact rules (other than youth or disabled sport).

Worship



Open, subject to social contact rules.

Childcare



Registered and wraparound childcare. Supervised activities permitted in private homes. Children's groups permitted. Childcare bubbles for under 14s.

Youth Clubs and Activities



Permitted.

There are three simple actions we must all do to keep on protecting each other:



Wash hands

keep washing your hands regularly



Cover face

wear a face covering in enclosed spaces



Make space

stay at least 2 metres apart - or 1 metre with a face covering or other precautions

For more information and detailed guidance visit:
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

LOCAL COVID ALERT LEVEL

VERY HIGH

Social Contact



1 household / bubble in most locations, indoors and outdoors. Rule of six applies in some outdoors settings like parks, public gardens and sports courts.

Weddings and Funerals



Up to 15 guests for weddings and up to 30 guests for funerals. 15 for wakes and related ceremonies. Wedding receptions not permitted.

Overnight Stays



Those in area advised against overnight stays in other parts of UK. People outside area advised against overnight stays in area.

Working from home guidance



Work from home where possible.

Shopping and Retail



Open.

Leisure and gyms



Any closures or additional restrictions subject to consultation.

Hospitality



Pubs and bars must close except where they operate as a restaurant, meaning they can only serve alcohol with a substantial meal. Further closures subject to consultation.

Entertainment and tourist attractions



Any closures / additional restrictions subject to consultation. Nightclubs and adult entertainment remain closed.

Education



Schools, FE colleges open. Universities must reflect wider restrictions with option to move to greater online provision.

Healthcare Services



Open.

Residential Care



Closed to external visitors other than in exceptional circumstances.

Travel and Transport



May continue to travel to open venues, but reduce number of journeys where possible. Avoid travel where possible in or out of the affected area with exceptions including work and school.

Sporting Activity



Organised sport / licensed physical activity allowed in outdoor settings. Indoor organised sport must follow social contact rules (other than youth or disabled sport).

Worship



Open, subject to social contact rules.

Childcare



Registered and wraparound childcare. Supervised activities permitted in private homes. Children's groups permitted. Childcare bubbles for under 14s.

Youth Clubs and Activities



Permitted.

There are three simple actions we must all do to keep on protecting each other:



Wash hands

keep washing your hands regularly



Cover face

wear a face covering in enclosed spaces



Make space

stay at least 2 metres apart - or 1 metre with a face covering or other precautions

For more information and detailed guidance visit:
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Financial support during Covid-19

If you haven't claimed benefits before, you might be able to get Universal Credit if: you're on a low income, you're not working, you have a disability or illness, you're caring for someone.

Universal Credit also includes a housing element (previously known as housing benefit). The amount of Universal Credit you could get depends on your situation and how much you earn. This includes money you get from furlough or from the Self-employment Income Support Scheme.

If you are on a low income and told to self-isolate, you may be entitled to the new Test and Trace Support payment of £500. You may also be eligible for Statutory Sick Pay if you are too ill to work, or if you cannot work while you are self-isolating because of coronavirus.

If you are on a low income you may be eligible for Council Tax Reduction. Apply online at www.herefordshire.gov.uk/eclaim If you already receive Council Tax Reduction and your income has reduced, send confirmation of your income reduction to benefits@herefordshire.gov.uk as you may be entitled to more help.

Citizens Advice can give you information on benefits and tax credits if you are working or unemployed, sick or disabled, a parent, a young person, an older person or a veteran. There is also information about Council Tax and housing costs, national insurance, payment of benefits and problems with benefits. www.citizensadvice.org.uk/benefits

Financial help if you must self-isolate by NHS Test and Trace

The government has announced financial support for low-income workers (employed or self-employed) asked to self-isolate by NHS Test and Trace.

A £500 payment will be paid if you are asked to self-isolate, but you are unable to work at home and you will lose your income.

You may be asked to self-isolate by NHS Test and Trace because you have tested positive for Coronavirus, or you have recently been in close contact with someone who has tested positive. You must also receive one of the following benefits:

- Universal Credit
- Working Tax Credit
- Income-based Employment and Support Allowance
- Income-based Jobseekers Allowance
- Income Support
- Housing Benefit
- Pension Credit

Apply for the £500 Test and Trace support payment online at www.herefordshire.gov.uk/isolationpayment

Other financial support

If you are looking for financial support for the first time during the Covid19 pandemic it can be difficult to know which benefits are right for you. Our 'Better Off' has budgeting and debt management advice. There is also a calculator to help you work out what benefits you may be able to claim.

www.herefordshire.betteroff.org.uk

Superfast broadband for the county

Broadband connectivity has never been more important as we move towards doing more of our daily tasks online.

There are many benefits to superfast broadband. All the family can be online at the same time doing homework, streaming TV, video calling friends or doing the weekly shop.

92% of households and businesses in Herefordshire now have access to superfast broadband. Find out if superfast broadband is available at your home or business, or at what stage in the future, by entering your postcode and then choosing your address at www.fastershire.com

Recycling centre winter hours

During the winter, all our waste and recycling centres will close at 4pm on the days they are open, except for Ledbury which remains unchanged.

You must book a slot to use one of our centres. Contact our customer services team on 01432 260051 or book online at www.herefordshire.gov.uk/recycling

Download the NHS COVID-19 app today

You can help to keep yourself and others safe by downloading the NHS COVID-19 app to your mobile phone and encouraging your family and friends to do the same.



The app is free if you live in England or Wales and will display your local COVID alert level.

It has a number of tools to protect you, including contact tracing, local area alerts and venue check-in, so you can use it to scan the official NHS QR codes to quickly and easily register the places you visit.

The app can also alert you if you have been in close contact with someone who has tested positive for coronavirus.

The app uses proven technology from Apple and Google, designed to protect every user's privacy.

You can download the app on Apple App Store or get it on Google Play.

If you need more information about the app or help to download it visit: www.covid19.nhs.uk

Test and Trace

The NHS Test and Trace service aims to test anyone with coronavirus symptoms. The aim of Test and Trace is to stop the virus being passed on from person to person and prevent a bigger outbreak.

If you develop symptoms, get a test by calling 119 or visiting www.gov.uk/coronavirus

If you test positive for coronavirus, you will be contacted by a 'contact tracer' to find out about places you have visited and people you have met.

The contact tracer may be from NHS Test and Trace or the council's Public Health team. NHS Test and Trace will not disclose your identity to anyone, but you may want to prepare others by letting them know you have tested positive. This is completely your choice and you do not need to let anyone else know your results.

If you test positive for coronavirus you must self-isolate for 10 days from the start of your symptoms. Anyone in your household or support bubble will also need to self-isolate for 14 days from the start of your symptoms (or from the day your test was carried out if you didn't have symptoms).

If you test negative for coronavirus you and your household or support bubble will no longer need to self-isolate.

If Test and Trace contacts you because you are a close contact, you must self-isolate for 14 days, even if you do not have symptoms. This is because it can take this long for symptoms to appear. The service will only contact people they think are at risk of having been infected.

It is against the law to not self-isolate when you're required to do so. You could receive a fine of up to £10,000.

How to avoid scams

Unfortunately, we have heard about some scams related to the test and trace service. Below is some information to help you to identify a scam and stay safe.

A contact tracer may call you from 0300 013 5000 or 0300 123 7790. They will not ask you for personal information upfront. You will be given a unique ID number and asked to provide contact tracing information to the following secure website: <https://contact-tracing.phe.gov.uk>

Contact tracers will not:

- Ask you to dial a premium rate number (e.g. those starting with 09 or 087)
- Ask you to make any payments or purchases
- Ask for any details about your bank account
- Ask for any log in details/ passwords/pins or those of your contacts
- Provide medical advice on treatment of potential coronavirus symptoms
- Disclose any of your personal or medical information to contacts
- Ask you to access any website that does not belong to the government or NHS
- Ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- If you get a call about testing positive for coronavirus but you haven't taken a test in the past few days then the call is not genuine.

A GP shares his Covid-19 experience

Dr Simon Lennane is a GP in Ross-on-Wye, and Clinical Director for the South and West Primary Care Network. He shares his experience of Covid-19 from the frontline and explains why it is important to wash your hands and wear a face covering.

www.rosscdt.org.uk/news/

Follow on twitter [@DrSimonLennane](https://twitter.com/DrSimonLennane)



How has COVID-19 changed the way you work?

GP practices needed to make lots of changes very quickly when Covid-19 started, in order to protect our patients and staff. We now manage many more patients by phone or video consultation but are still able to see patients face to face if needed. 'Amber' clinics were set up for patients who had symptoms that might represent coronavirus infection, with surgeries working together to ensure these clinics were fully staffed.

It's been the busiest year of my life! As well as trying to manage the pandemic and keep our surgery running, I also did some research into Covid-19, looking at the disparity in mortality between healthcare workers from different ethnic groups. I don't normally do research, but this is a new disease and we have to understand such an important issue much better.

I am also a member of the Herefordshire Outbreak Control Group, representing General Practice. The group brings together professionals from many different backgrounds to plan Herefordshire's

response to Covid-19. I've been able to add my experience to the detailed preparations across the county, and I've seen how quickly the group has been able to respond to issues. It's been a privilege to work so closely with these colleagues, and reassuring to know that we have robust systems in place locally.

How do you feel about heading into the winter months, as a GP?

I've had family, friends and work colleagues very unwell with Covid, so I know what a nasty illness it can be. Many people are not back to normal months later, with these ongoing symptoms now being called 'long Covid'. I try to be vigilant, regularly wash my hands and always wear a mask around others.

Thankfully we know much more about the illness so we should be better prepared. We now know how to treat it and, importantly, how we can avoid catching it. Regular hand washing prevents transmission and face coverings work well if we all wear them.

It is going to be a long winter, so I'm trying to get outside as much

as possible to boost my vitamin D levels and keep myself fit. Covid-19 transmission is far less common outdoors, so it's much safer in the open air.

What advice would you give Herefordshire residents this winter?

Wear a face covering! This is the single most important thing you can do to reduce the chance of getting Covid-19, so always wear a face covering when near people from other households. It is going to be a difficult winter for the NHS and we will need everyone to pull together to get through this safely.

If you were previously shielding, it's important to reduce your potential exposure wherever possible. If you do see people from other households, wear a face covering and try to meet outside, or keep windows open if indoors.

There was a huge voluntary effort last time supporting shielding people with food and medicines, and it's much better to ask friends and family for help rather than put yourself at risk.

Working with the local media during the pandemic



Throughout the coronavirus pandemic it has been extremely important that information from trusted sources is shared with local communities.

The council and its multi-agency partners are working with the local media to keep residents informed of the current situation as the changes to the government's guidelines come in to force. This close working relationship will continue operate

during the pandemic to ensure that you are provided with up-to-date information to keep you safe.

For the latest information on coronavirus visit: www.gov.uk/coronavirus



For updates follow Herefordshire Council's social media channels on facebook, twitter and Instagram search for @hfdscouncil

Quit for COVID

More than a million people in the UK stopped smoking during the COVID-19 lockdown and are enjoying the benefits of better health and saving money. Smoking severely damages your lungs and weakens your immune system and puts you at greater risk of developing life-threatening respiratory complications from COVID-19.

Quitting smoking is one of the best ways to protect yourself and reduce your need to use the NHS.

Herefordshire's Stop Smoking Service offers free personal support. To start your journey to quit smoking for good call 01432 383567 or email hlt@herefordshire.gov.uk. You can find out more by visiting: www.wisherefordshire.org/smoking

The NHS also offers a wide range of support online www.nhs.uk/live-well/quit-smoking/ and there's also a free Personal Quit Plan available at www.nhs.uk/smokefree

Become a Care Hero



There are many job opportunities in social care if you are looking to start a career, change career or return to the profession.

Working in social care is extremely rewarding and there are plenty of opportunities for training and career progression. There are also lots of part-time and shift work opportunities for those looking for a job to fit around family life.

Abi's career has blossomed in social care. Five years ago she started as a support worker and a year later she was a senior. Now she coordinates the service as an office administrator.

Adam is a support worker and he has seen how care and support can help improve people's lives. Now he would like to develop his skills in psychology, and he says he has lots of opportunity to do this through his work in care.

There are currently vacancies available across Herefordshire within the residential, nursing, community and day service areas working with older people and people with disabilities.

To find out more visit www.careheroes.co.uk



Keep your child and others safe

We've put together some simple steps that you can follow to help keep your child and others safe and well at school.

- Encourage your child to wear a face covering that covers their nose and mouth whilst travelling to and from secondary school or college, unless they are exempt.
- If your child has been vomiting or has an upset stomach keep them off school until they have been

'symptom free' for 48 hours to reduce the chance of the bugs spreading.

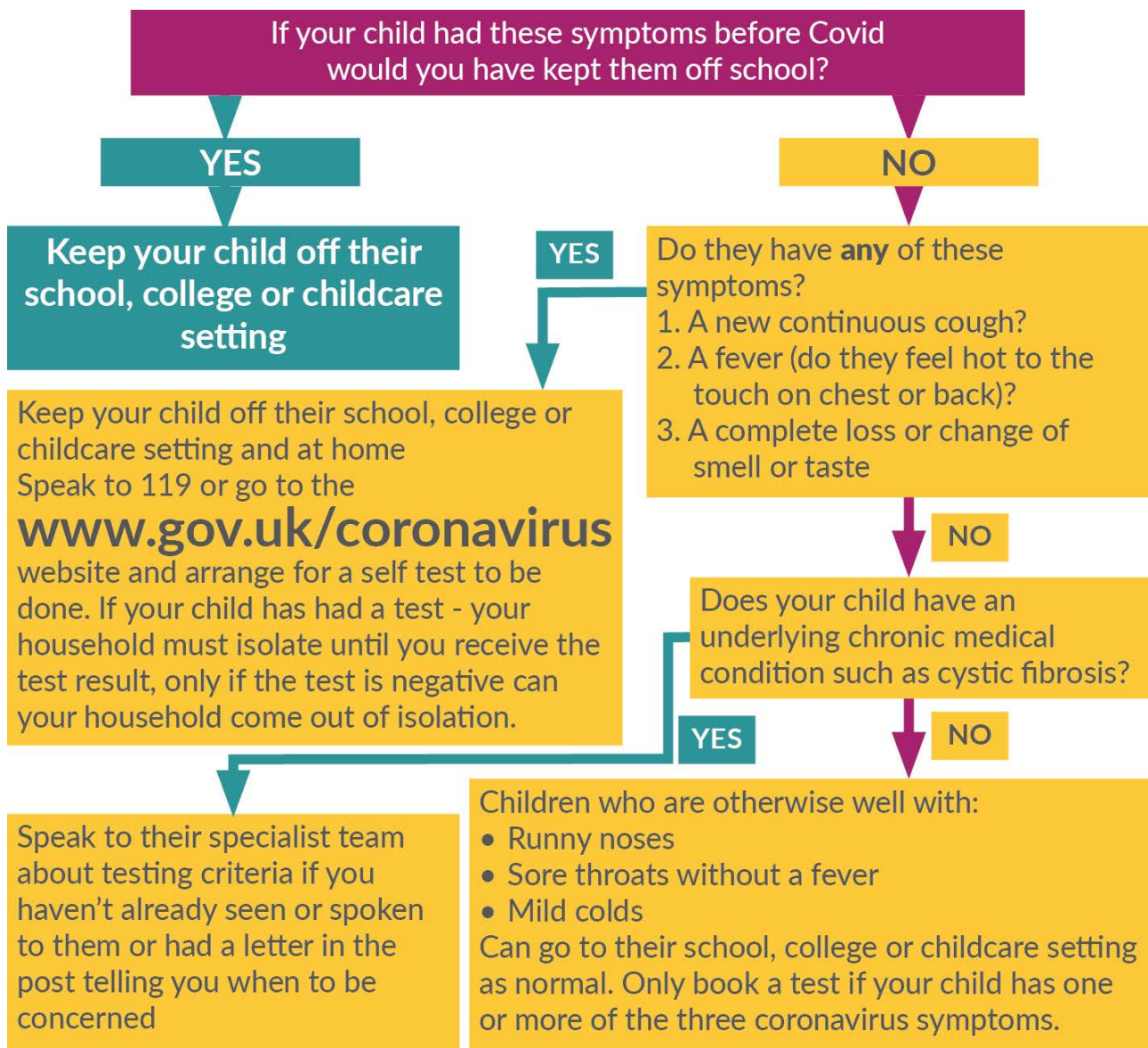
- When dropping off or collecting your child from school, remember to socially distance from people who are not from your own household, wear a face covering where possible and move away from the school gates as soon as you can.
- Some schools may be opening their windows more during the winter to

allow for the flow of fresh air, so the classrooms may be a bit chillier than normal. Your child may need to wear an extra layer of clothing to wear under their normal uniform to keep them warm.

For the latest information on school, college and early years safety visit www.herefordshire.gov.uk/covidsafety



| 12 |



Brothers donate to support elderly residents



Credit Hereford Times and Rob Davies

Two brothers from Hereford donated their spending money from cancelled holidays towards 48 bags of grocery shopping for Age UK. Spencer Savory, 12, and his 18-year-old stepbrother Alex Hinkley, from Hereford, had to cancel their

Easter trips due to the coronavirus pandemic. They both decided to put their holiday spending money towards buying food for people who were unable to shop due to their age or health. Their parents contacted the council and arrangements were

put in place to make sure that the most vulnerable members of the local community received the groceries.

Age UK collected the bags and distributed them to elderly residents across the county.

Could you be a community volunteer?

Talk Community and Herefordshire Voluntary Organisations Support Service (HVOSS) are looking for volunteers who would can provide support in a number of different areas as we move into the next stage of the pandemic.

Do you have skills and experience in?

- CV writing
- Career support including job application writing
- Debt and financial management
- Mental health support
- Cooking and/or baking
- Mentor for vulnerable young adults



Community Action Ledbury. Credit Hereford Times and Rob Davies

If you can help and would like to register as a volunteer in any of these areas or have other skills that could help to support others and have spare time available, please contact the HVOSS Volunteer Bureau by email volunteer@hvoss.org.uk

For more information visit the website www.hvoss.org.uk.

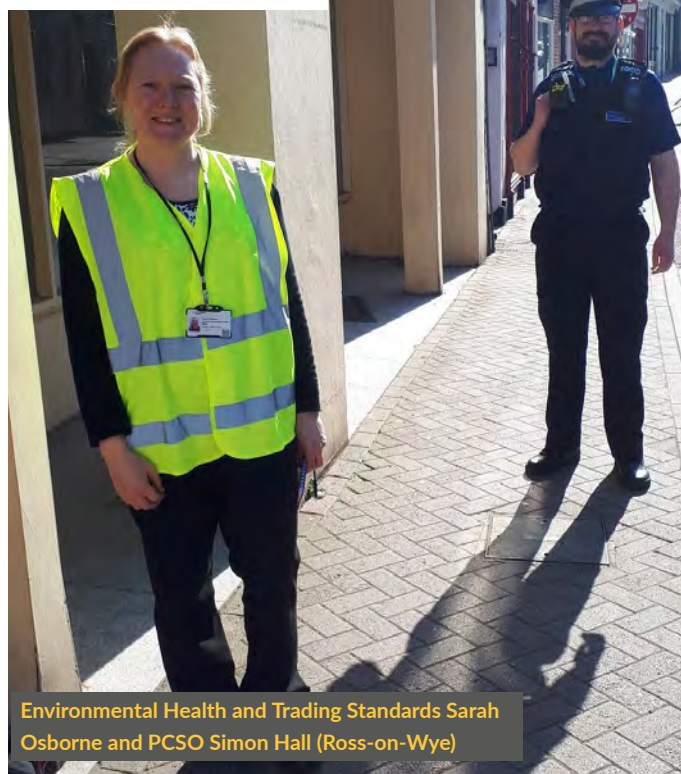


Keeping our communities and business safe

Shops and venues have put safety measures in place so they can open for business. The council's Environmental Health and Trading Standards team is working closely with West Mercia Police and businesses to ensure everyone follows government guidance.

Sarah Osborne is an Environmental Health Officer. She says: "We have been working with pubs and restaurants to make sure they follow government guidance and regulations. Staff have worked hard to make their businesses safe for everyone who enjoys them."

Police Superintendent Ross Jones says: "Police and council officers will be out and about to make sure pubs and restaurants only offer table service and close by 10pm. The public can also keep themselves safe by wearing a face covering and following social distancing rules. Everyone following the rules is the best way to protect ourselves and our families."



Environmental Health and Trading Standards Sarah Osborne and PCSO Simon Hall (Ross-on-Wye)

If you are worried that an individual or business is not following government guidance, call the police on 101 or visit www.herefordshire.gov.uk/report-shop-or-gathering



Stay well this winter

This year, it's more important than ever for us all to try and look after our health and wellbeing. The healthier we are, the more likely we are to beat viruses like Covid-19.

There's a few simple steps we can take to look after our health, when the weather gets colder...

- 1) Have your flu vaccination, especially if you receive a letter from your GP because you are in a high risk group
- 2) Keep your home heated to at least 18°C (65°F)
- 3) Keep active and go outside if you can. If that's not possible, keep active at home with virtual exercise classes
- 4) If you start to feel unwell, get advice from your local pharmacist or call NHS 111

Don't forget to look out for elderly relatives or neighbours, who may need a little extra help and support this winter.

The WISH website has lots of information on where you can find additional support if you have to self-isolate or you are struggling financially.

For advice on money, debt and budgeting and information about the council's Better Off Service and financial support visit: www.wisherefordshire.org/money

For information on community support, including ordering groceries and meals for home delivery and the location and how to access your local food bank visit: www.wisherefordshire.org/communitysupport



To help you and your family stay well this winter, visit www.wisherefordshire.org/winter



Staff and volunteers come together



Council sets up secure hub to supply vital PPE to care workers



Librarian Simon Beeden delivering emergency medication

The coronavirus lockdown had a big impact on the council, as staff had to immediately change the way they worked and how services were delivered. Herefordshire Council led the county's response to the outbreak as part of the Strategic Coordinating Group, working alongside partners from the NHS, Wye Valley Trust and West Mercia Police.

Almost overnight, the council redeployed over 200 staff from non-critical services to support the Covid-19 emergency response. This included working with care homes to protect staff and residents and supporting the homeless. Staff worked alongside 1300 volunteers as

part of the council's Talk Community team or they were re-assigned to support the continuation of the council's essential services.

An Emergency Delivery Hub was created to distribute medicine and food to residents who were either self-isolating or shielding. Work also began to source and store vast numbers of Personal Protective Equipment for frontline and care home staff, against a backdrop of national shortages.

The council has also managed local outbreaks, supported businesses to be Covid-secure and helped schools to prevent and manage outbreaks.

Chief Executive Alistair Neill said: "There has never been a time when the work of local authorities was more necessary or more important.

I want to thank all of our staff for their resilience and positivity as they continued to deliver our essential services and helped to keep safe the most vulnerable in our county.

"The tremendous efforts of staff has not gone unnoticed by myself and the wider community, and everything we did as a council and in tandem with our partners in the NHS, police and other agencies has made a difference and helped to save lives."



Emergency delivery hub



The flu virus kills thousands every year. The flu vaccine is the best protection for you and those around you.

JUST GET YOUR FREE FLU JAB
Ask your pharmacist or GP if you're eligible.



Mental Health Support in Herefordshire and Worcestershire



Support in a mental health crisis

The 24 hour Mental Health helpline offers advice, support and if suitable assessment for people experiencing a mental health crisis.

Callers can expect to speak to mental health advisors and/or trained mental health clinicians who will be able to listen to your concerns and help make appropriate plans with you.

Anyone already in receipt of mental health support should try to speak to their usual team before calling the Crisis Team.

Crisis Resolution Team - 01905 681915
(24 hrs a day 365 days a year)

Call 999 or go to A&E now if:

- Yours or someone's life is at risk – for example, they have seriously injured themselves or taken an overdose
- You do not feel you can keep yourself or someone else safe

Support for common mental health difficulties

If you are experiencing feelings such as stress, depression or anxiety there is lots of support available for you.

Healthy Minds is a non-emergency self-referral service and can support people to access talking therapies, group support or online courses to support their mental wellbeing. For more information visit - www.healthyminds.whct.nhs.uk

Worcestershire Healthy Minds - 0300 302 13 13

Herefordshire Healthy Minds - 01432 347606
(Monday to Friday 9am-5pm exc Bank Holidays)

Silver Cloud - whc.silvercloudhealth.com/signup

SilverCloud is an online therapy programme proven to help with stress, anxiety, low-mood and depression. Use code HEREFORDSHIRE or WORCESTERSHIRE to access the modules.

Additional mental health and wellbeing support

Samaritans
116 123 (24 hours a day, free to call)
24-hour emotional support

Mind
0300 123 3393 (9am-6pm Monday to Friday)

CALM (Campaign Against Living Miserably)
0800 58 58 58 (5pm-midnight)
Provides listening services, information and support for men at risk of suicide.

Young Minds
Text YM to 85258
24/7 support across the UK if you are a young person experiencing a mental health crisis.

Kooth
www.kooth.com
Online counselling and emotional well-being platform for children and young people

ChatHealth
Support for people aged 11-19 accessed Mon-Fri by texting 07507331750.

For information, support and guidance visit www.nowweretalking.nhs.uk



If you would like help to understand this document, or would like it in another format or language, please email: communications@herefordshire.gov.uk



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