



The worldwide spread of Coronavirus is a rapidly evolving situation and one which Liverpool is working with partners in the NHS and other public services to develop contingencies for locally.

Local Resilience Forum (LRF) partners meet regularly to discuss the potential risks and impacts and are well-prepared to respond to any potential incident.

They are working closely with partners to share and communicate accurate information in a timely manner.

This latest guide contains new information on the reopening of schools for vulnerable and key worker children from 1st June, nursery and early years provision for key workers and the Government's announcement that groups of up to six people from different households can meet outside from 1st June.

It is correct as of **29 May 2020**.

What is coronavirus?

Coronavirus is a type of virus. As a group, coronaviruses are common across the world but this is a new strain which has developed called COVID-19 and it has spread to almost every country in the world.

What are the signs and symptoms?

The symptoms are any of the following:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **anosmia** – the loss of or a change in your normal sense of smell. It can also affect your sense of taste as the two are closely linked.

NHS test and trace service

The NHS test and trace service went live on 28th May 2020.

It ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus. It also helps trace close recent contacts of anyone who tests positive and, if necessary, notifies them that they must

self-isolate.

For households showing symptoms the main messages are:

- if you have symptoms of coronavirus, however mild OR if you have received a positive test result self-isolate immediately for at least 7 days from when your symptoms started
- arrange a test immediately to see if you have COVID-19 by visiting the [NHS testing website](#) or call 119 if you have no internet access
- if you test positive you will receive a request to log into the NHS test and trace website and provide information about recent close contacts. It is important that you do this as soon as possible so the appropriate advice can be given to those who need it
- after 7 days or longer if you still have a high temperature, you must continue to self-isolate until you feel better. A cough or loss of smell/taste can last for several weeks after the infection has gone
- all other household members who remain well must stay at home and not leave the house for 14 days, starting from the day when the first person became ill. This will greatly reduce the spread of infection from your household to others
- if anyone else in the household starts displaying symptoms they must stay at home for at least 7 days regardless of what day they are on in the original 14 day isolation period
- if you have symptoms try to stay as far away from other household members as possible, particularly those who are clinically vulnerable or clinically extremely vulnerable
- wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser to reduce the spread of infection in your home
- if you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the [NHS 111 online](#) coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.

More information can be found on the [gov.uk website](#)

If you are contacted by the test and trace service because you have been in contact with someone who has tested positive:

- you will be alerted by the service and asked to log in to the test and trace website for further communication, or if that's not possible, a trained caller will speak to you
- you will be told to begin self-isolation for 14 days from your last contact with the person who has tested positive. Your household doesn't need to self-isolate with you if you show no symptoms but must take extra care to follow social distancing guidelines, handwashing and avoiding contact with you at home

- if you develop symptoms other household members must self-isolate for 14 days and you must book a test [NHS testing website](#) or call 119. If your test is positive you must stay at home for at least 7 days, if negative you must complete your 14 day self-isolation period.

Apply for a test

Anyone experiencing a new continuous cough, high temperature or a loss of or change in your normal sense of smell or taste can book a test by:

- visiting the [NHS website](#), or
- calling 119 in England and Wales if you are unable to access the internet

You can ask for a test for a child showing symptoms who lives with you, including children aged 5 or under.

It is important that you book a test as soon as possible so that the appropriate advice can be given to those who need it.

If you're an essential worker you can apply for priority testing through GOV.UK by following the [guidance for essential workers](#) below. You can also get tested through this route if you have symptoms of coronavirus and live with an essential worker. These tests for essential workers are prioritised over the tests available for the wider public through the NHS.

See the [list of essential workers](#).

You can get tested if you're a social care worker or resident in a care home whether you have symptoms or not. See the guidance below on [testing for care home residents and workers](#).

Shielding the clinically extremely vulnerable

Those in extremely vulnerable groups are at very high risk of severe illness as a result of coronavirus (COVID-19) requiring admission to hospital. People who are clinically extremely vulnerable should have received a letter telling them they're in this group or been told by their GP.

Shielding is a practice used to protect extremely vulnerable people from coming into contact with coronavirus. You are strongly advised to stay at home at all times and avoid any face-to-face contact, especially with someone who is displaying symptoms. The government is advising people to shield until the end of June.

Everyone who has received a letter advising that they are clinically extremely vulnerable should [register online](#) if you need any extra support, for example, essential groceries delivered to your home. If you haven't yet registered, you may receive a call from our call centre on 0333 3050466. Register even if you do not need support now or you've received your letter from the NHS.

Ask family, friends and neighbours to support you and use online services. If you cannot get the help you need, the government can help by delivering essential

groceries and support.

Prescriptions will continue to cover the same length of time as usual. If you do not currently have your prescriptions collected or delivered, you can arrange this by:

1. Asking someone who can pick up your prescription from the local pharmacy (this is the best option, if possible).
2. Contacting your pharmacy to ask them to deliver your prescription to you or to help you find a volunteer (who will have been ID checked) to deliver it.

You may also need to arrange for collection or delivery of hospital specialist medication that is prescribed to you by your hospital care team.

If you receive support from health and social care organisations, such as having care provided for you through the local authority or health care system, this will continue as normal. Your health or social care provider will be asked to take additional precautions to make sure that you are protected. The advice for formal carers is included in the [home care provision](#).

Any essential carers or visitors who support you with your everyday needs can continue to visit unless they have any of the symptoms of coronavirus. Everyone coming to your home should wash their hands with soap and water for at least 20 seconds on arrival to your house and often while they are there.

More information can be found here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

The UK Government's COVID-19 recovery strategy

Good progress has been made in satisfying some conditions of the Government's five tests for easing social distancing measures, however the Government is clear that it cannot yet be confident major adjustments now will not risk a second peak of infections.

Therefore, the Government has decided that it is in a position to cautiously lift elements of the social distancing measures and over the coming months a range of adjustments will come into effect. Adjustments depend on successfully controlling the spread of the virus. If evidence shows sufficient progress has not been made in controlling the virus then lifting the restrictions may be delayed, and if the virus starts to spread again then restrictions will tighten.

Clinically vulnerable – those who are more clinically vulnerable to COVID-19 include the over 70's, people with specific chronic pre-existing conditions and pregnant women (see [gov.uk](#) for a full list). People in this category should continue to take particular care to minimise contact with others outside of their household but do not need to be shielded.

Clinically extremely vulnerable - those who have received a letter from the NHS or

their GP informing them that they are in this group will continue to be advised to shield themselves for some time yet by staying at home at all times and avoiding face-to-face contact.

People showing symptoms - it is vital that those who are showing symptoms, however mild, must continue to self-isolate at home, along with the rest of their household.

What you can and can't do

Public spaces / outdoor activity / exercise

- You can now; spend time outdoors (e.g. picnicking), meet one person from a different household (following social distancing guidelines), unlimited exercise outdoors, use outdoors sports facilities (e.g. tennis court, golf course), go to a garden centre
- As with before you cannot; visit friends and family in their homes, exercise using indoor sports facilities, use an outdoor gym/playground, visit a private attraction, gather in a group of more than six (not including your own household)
- For the time being you cannot visit friends or family other than one person from a different household, however the government has asked SAGE to advise on when this can take place
- From 1 June up to six people from different households will be able to meet outside, including in gardens and other private outdoor spaces. It will remain the case that people should not spend time in the homes of their friends and family other than to access the garden or use the toilet
- You can go out to care for or help a vulnerable person or to provide a charitable service, following social distancing advice but you should not do so if you have any of the symptoms
- You can travel to outdoor open space in a private vehicle regardless of distance but you can't travel to stay overnight elsewhere.
- No changes to wedding and funeral guidance but Government intends to allow small wedding ceremonies from 1 June.

Vulnerable groups, shielding, 70 year olds and over, and care homes

- Those aged 70 and over should continue to minimise contact with others from outside their household.
- Individuals with very specific medical conditions should continue to shield and stay at home until the end of June.
- The Government have published [guidance about infection control and staff safety in care homes](#) to help admit and care for residents safely and protect care home staff.

Going to work / safer spaces

- Employers should make every effort to support working from home. Where work can only be done in the workplace the Government have published [guidelines for employers to help protect their workforce and customers](#) while

continuing to trade. The guidelines apply to those in essential retail such as; supermarket, construction and manufacturing, labs and research, takeaway and deliveries, tradesman and cleaners, and trade and transport.

- Not all forms of work will return to normal at once and any changes made will be in a phased approach and carefully monitored. Businesses will be given time to prepare their premises to operate as safely as possible and more detail will be set out in due course.
- The Government's [roadmap](#) sets out that some businesses (like pubs, cinemas or hairdressers) will not open until Step 3 is reached (currently schedule for no earlier than 4 July but subject to change).
- The Government has set out steps that business should take to ensure their workplaces are [COVID-19 secure](#) to give staff the confidence to return to work
- People are advised to wear face coverings in enclosed public spaces (e.g. on public transport). A face covering is not the same as PPE and this equipment should be reserved for health and care workers.

Workers' rights

- Where employees cannot work from home, employers should take clear, practical steps to help protect workers and create a safe space to work. Employers should discuss the workplace risk assessment with you to identify ways of managing the risks. If you remain concerned about steps not being taken you can contact your local authority or the Health and Safety Executive who can help.
- Employers should take socially responsible decisions and listen to concerns of their staff. If individuals need advice they should approach ACAS where they can get impartial advice on work disputes.

Public Transport

- You should cycle or walk to work if possible should you have to travel to work, and only use public transport if necessary and if no alternative is available. See [gov.uk](#) for safer travel guidance for passengers.
- If you can, wear a homemade face mask. See [gov.uk](#) for how to wear and make one.
- You should avoid using public transport for leisure wherever possible.

Retail

- From 1st June outdoor markets and car showrooms will be able to reopen
- From 15th June it is expected that all other non-essential retail, for example shops selling clothes, shoes and electronics, will be able to reopen
- Businesses will only be able to reopen once they have completed a suitable risk assessment and have taken the necessary steps to become COVID-19 secure.

Borders / international visitors

- From 8th June people travelling to the UK will be asked to supply their contact details and details of their accommodation, and to self-isolate in their accommodation for 14 days.
- You may be fined £100 if you refuse to provide your contact details and £1,000 if you refuse to self-isolate.

Enforcement

- The police and local authorities have the powers to enforce the requirements set out in [law](#) if people do not comply with them

What if I have a prescription to pick up?

If you have a prescription request and are unable to collect this personally you should try and arrange for this to be collected on your behalf by a family member, friend or neighbour; if this is not an option it could be delivered to you directly by your doctor or pharmacy (if that service is available).

For more information about local pharmacies please visit the [NHS website](#)

In some cases none of the above options may be available to you. In that instance please call your local call centre when your prescription is ready to collect. Please have your pharmacy details to hand when making this call.

Liverpool call centre: 0151 233 3066

What if I have dental problems?

Dental services are in place across the city for patients and the public during the social restrictions. All high street dental and orthodontic practices are able to give advice, guidance and prescriptions, which you can collect from your local pharmacy.

People with dental problems are being asked to contact their dental practice in the usual way. Those who aren't registered with a dentist can go to:

www.nhs.uk/service-search/find-a-dentist

Or call the dental helpline, which for Merseyside is 0161 476 9651.

They will assess you and provide advice over the phone which may result in a remote consultation with a dentist. To support NHS services, it is important that people do not visit hospitals or doctors' surgeries with dental problems.

Looking after your own mental health

During this uncertain time, you may be bored, frustrated or lonely. You may also feel low, worried, anxious, or be concerned about your health or that of those close to you. The [government has provided guidance](#) on how to look after your mental health and wellbeing during the coronavirus outbreak.

If you are experiencing stress, feelings of anxiety or low mood, you can use the [NHS mental health and wellbeing advice website](#) for self-assessment, audio guides and practical tools. [Every Mind Matters](#) also provides simple tips and advice to start taking better care of your mental health.

Mersey Care has a 24-hour helpline to support mental health assessments away from emergency services. Members of the public with urgent mental health needs

who would otherwise have presented at accident and emergency, can call 0151 296 7200. Please note that this is a new phone number as of 17 April and any calls made to the previous number will be transferred to the new one. The line is open 24/7 and the age of access has been lowered to age 16 and over.

If you are still struggling after several weeks and it is affecting your daily life, please contact [NHS 111 online](#). In a medical emergency [call 999](#) if you are seriously ill or injured and your life is at risk. A mental health emergency should be taken as seriously as a physical health emergency.

Looking after your child and young person's mental health

Regardless of their age, this may be a difficult time for children and young people. Some may react right away, while others may show signs of difficulty later on. The [government has provided guidance](#) to help adults with caring responsibilities look after the mental health and wellbeing of children or young people, including those with additional needs and disabilities.

Alder Hey Children's NHS Foundation Trust have produced a Coronavirus Facts for Kids poster which contains information on coronavirus and is particularly helpful for children who are worried about the current situation. The poster can be downloaded on the [LCC coronavirus mental health page](#).

Support locally through Liverpool CAMHS - The Liverpool CAMHS Partnership responds to the mental health, emotional and wellbeing needs of children, young people and their families/carers. The partnership is adapting as Coronavirus impacts our everyday lives. Our partners are working hard to ensure children, young people and families get the support they need during this time.

If a child or young person is in crisis, they can call the crisis care line on 0151 293 3577.

For details of other local support for children and young people's mental health please visit [Liverpool CAMHS dedicated coronavirus page](#)

National helplines and websites for your child or young person are:

- [Shout](#) provides free, confidential support, 24/7 via text for anyone at crisis anytime, anywhere. Text SHOUT to 85258.
- [ChildLine](#) provides a confidential telephone counselling service for any child with a problem. It comforts, advises and protects. Call 0800 1111, have an [online chat with a counsellor](#) or check out the [message boards](#)
- [The Mix](#) provides a free confidential telephone helpline and online service. Call 0808 808 4994, access the [online community](#) or [email The Mix](#)

In a medical emergency [call 999](#) if you are seriously ill or injured and your life is at risk. A mental health emergency should be taken as seriously as a physical health emergency.

Mersey Care has produced a guide on staying well while staying home including

advice on working from home, reassuring children and keeping them occupied. You can find the guide on p. 23-44 of [Spring 2020 MC Magazine](#)

A new campaign, Kind to your Mind, led by Cheshire & Merseyside Health & Care Partnership, has been launched to support the wellbeing of people across our region. It includes a new ALMA wellbeing online portal with a suite of mental and physical wellbeing resources.

Visit: www.kindtoyourmind.org

Support for victims of domestic abuse

The message to victims of domestic abuse across the city remains the same – *you are not alone*.

Partners including Merseyside Police and Liverpool City Council want everyone to know that support is always available for those suffering abuse at the hands of a family member, partner or spouse.

If you or a child are at immediate risk of harm, you should contact the police urgently by calling 999. If you are unable to speak you can use the Silent Solution system when calling 999 from a mobile. You will be transferred to this system by an operator and when prompted press 55 or tap/cough into the phone.

If you have any non-urgent information on domestic abuse – if you are a victim or believe someone you know is a victim – you can contact direct message @MerPolCC on Twitter, 'Merseyside Police Contact Centre' on Facebook, call 101 or contact @CrimestoppersUK, anonymously on 0800 555 111.

You can also call the free National Domestic Abuse helpline on 0808 2000 247

Other support available:

- [Liverpool Domestic Abuse Services](#) (0151 263 7474)
- [Merseyside Domestic Violence Service](#) (0778 094 8890)
- [South Liverpool Domestic Abuse Service](#) (0151 494 2222)
- [Savara UK](#) (0800 107 0726)
- [Worst Kept Secret](#) (0800 028 3398)
- [RASA \(Rape and Sexual Abuse\) Centre Merseyside](#) (0151 666 1392)
- [Men's Advice Line](#) (0808 801 0327)

Advice for carers

If you are caring for a vulnerable family member or friend during the coronavirus outbreak there is plenty of help and advice available that will support you in your caring role:

[Liverpool Carers Centre](#) is available by telephone or email for advice and guidance as well as information about other services, or on social media.

- E: CarersCentre@localsolutions.org.uk

- T: 07934 205 609 / 07803 200 476 / 07458 144 984

Barnardo's Action With Young Carers is available by telephone or email for young carers or anyone who knows a young carer who may need support. The team is providing shopping vouchers if families that they are supporting are in need. They will also deliver shopping or access online slots if a family is unable to leave their home.

Open 9am-5pm, Monday-Friday

- E: youngcarers.liverpool@barnardos.org.uk
- T: 0151 228 4455

The Brain Charity can arrange to deliver food supplies, collect prescriptions, support electric or gas top ups or access any other community based services that carers cannot currently access themselves. They can also provide urgent food parcels and hot meals where needed.

A weekly one to one catch up telephone and videophone service is available to people who are isolating or shielding. There is also online counselling support.

The Carers Advocacy Service continues to operate but offers a remote service and will only arrange face to face meetings if essential.

Open 9am-4.30pm, Monday to Friday

- info@thebraincharity.org.uk
- T: 0800 008 6417

The Brain Charity is also moving many of their weekly centre-based activities online. These events will appear in their website's online calendar and on their social media as they become available.

Carers UK has plenty of advice on [its website](#) for keeping people safe from infection and the rights of working carers.

Mobilise – a free online service providing daily updates and information. You can [sign up for a free daily email](#) full of tips, advice and information.

They also run Virtual Daily Cuppas at 4pm. Sign up for the session you'd like to attend on [their webpage](#).

Public Health England communications resources

PHE have downloadable resources available including posters and content for social media and digital screens.

You can access these by registering with the PHE campaign resource centre.

<https://campaignresources.phe.gov.uk/resources> with a .nhs or .gov email. If you do not have one of these but would like resources contact sue.cumming@liverpool.gov.uk

Good food hygiene

The Food Standard Agency has [produced guidance](#) for consumers on good food

hygiene that includes sections on:

- Food hygiene when shopping
- Social distancing when shopping
- Food hygiene at home
- Food storage and reuse at home
- Takeaway food

Schools update

Schools across Liverpool will re-open from 1st June 2020 for vulnerable children and key worker children, subject to rigorous risk assessments. Where a school is unable to re-open, then they will advise of the alternative arrangements in place for vulnerable children and keyworker children.

Arrangements for school opening will be reviewed on a regular basis so parents and carers are advised to contact their child's individual school and continue to access the school website for up-to-date information about opening arrangements.

Primary schools:

Provision is available for vulnerable children and key workers from your child's school. Your child's school will inform you of any further changes to provision as each school will be different. Please contact the individual school and continue to access the school website for up-to-date information about opening.

Secondary schools:

Provision is available for vulnerable children and key workers from your child's school. Your child's school will inform you of wider plans as each school will be different. Please contact the individual school and continue to access the school website for up-to-date information about opening.

Special schools:

Provision is available for vulnerable children and key workers from your child's school. Your child's school will inform you of wider plans as each school will be different. Please contact the individual school and continue to access the school website for up-to-date information about opening.

Nursery and early years provision:

Keyworkers who need to secure child care provision as their usual provider is not open or does not plan to open can contact the Family Information Service on 0151 233 0499 or 0151 233 0495 or email EarlyYears@liverpool.gov.uk who will identify a provider for them.

Child care providers including childminders:

National government has asked child care providers including childminders to begin to welcome children back from the 1st June 2020. Each child care provider will need to individually determine when their setting should re-open or, where a setting is already open, how the setting should incrementally increase the number of children attending. Any decision needs to be informed by consultation with parents (to assess the level of demand) and by a risk assessment (to ensure the highest standards of

safety are maintained).

Liverpool City Council cannot direct a provider to open or remain closed as this decision needs to be taken on an individual business basis. The decision may vary across different settings dependent on the existing space requirements and staff to children ratios. It is anticipated that demand for child care is likely to be lower than usual at first. In some cases it may be necessary for child care providers to introduce a temporary cap on numbers to ensure the safety of children and staff is the utmost priority, depending on risk assessments.

As each childcare setting is different we recognise that **not** all providers will be in a position to re-open or offer childcare to a wider group of children from 1st June 2020.

Liverpool City Council wishes to express our appreciation and thanks for the hard work and commitment of child care providers including childminders. If you are a child care provider and have any queries regarding your provision please contact the Early Years Team by emailing EarlyYears@liverpool.gov.uk

Exams

Exam boards will be contacting schools, colleges and other exam asking them to submit by a deadline that will be no earlier than 29 May 2020:

- a centre assessment grade for every student in each of their subjects. Judgements should balance a series of evidence including classwork and other exam results and assignments
- rank order of students within each grade for each subject.
- Declaration from the Head of Centre making the submission

Students will also have the opportunity to sit exams at the earliest reasonable opportunity in the new academic year. Further information on this will be provided.

For further details on how grades will be awarded and guidance for teachers, students, parents and carers, please visit [gov.uk website](#)

Additional funding for schools

On 7 April the [government announced a package of support](#) to help schools deal with the challenges and financial costs posed by coronavirus.

The specific costs schools can claim for are:

- Additional cleaning required due to confirmed or suspected coronavirus cases;
- Increased premises related costs needed to keep schools open during holidays; and
- Support for free school meals for eligible children who are not attending school, where those costs are not covered by the national voucher scheme.

The additional funding for schools will be available on top of core funding allocations

that will be paid as normal to schools for the 2020-21 financial year. Further guidance with more details of the claims process is set to be published in June.

For guidance on this additional funding please visit [gov.uk website](#)

Children on free school meals

From Monday 27th April schools will issue free school meal vouchers. If you have any queries about vouchers, please contact your child's school by telephone or check their website for updates. Use our [schools search](#) to find contact details for Liverpool schools.

If you think your child is eligible for Free School Meals but don't yet receive them go to: <https://liverpool.gov.uk/benefits/free-school-meals/>.

Teaching and learning at home

Whether you're home schooling, looking for educational activities or just interested in learning something new, there are lots of resources to keep your brain engaged.

This includes:

- School Improvement Liverpool (SIL) have helpfully compiled [recommended reading lists](#) and [maths resources](#) for primary children to use when learning at home, as well as a whole host of [local history images](#) which may teach them (and you) a thing or two. SIL's Gill Rowland has written a [blog post](#) to help parents support their child's education at home.
- BBC Bitesize website has lots of lessons, videos, activities and much more for children and young people aged 3 to 16+ with new content added daily.
- Royal Shakespeare Company have a [free learning zone](#) with a range of materials for home schooling and interactive ways to unlock Shakespeare's language.
- [Recycle for Liverpool](#) is an online resource suitable for Key Stages 1 & 2 and produce by Liverpool City Council Recycling Improvement Team. The pack is designed to help children (and adults) learn about recycling during lockdown.
- [Build a play](#) is a new programme from the Everyman and Playhouse, which is suitable for all ages (and designed to meet the Key Stage 2 creative writing aims). Each Tuesday and Thursday the E&P release a new mission which will give some writing prompts.
- The Department for Education has launched the [Skills Toolkit](#), a new online platform giving people easy access to free, high-quality digital and numeracy courses to help them build up their skills, progress in work and boost their job prospects.

For other resources and online courses please visit [Culture Liverpool website](#).

Visas for NHS staff

NHS staff will automatically have their visas extended, free of charge, for one year. The extension will apply to NHS staff whose visa is due to expire before 1 October and will also apply to their family members.

For a list of offers available to NHS staff during the coronavirus outbreak, how to access them and information on priority supermarket opening hours please visit the NHS website below:

<https://www.england.nhs.uk/coronavirus/nhs-staff-offers/>

Coronavirus and Foodbanks

Trussell Trust Foodbanks across Liverpool will continue to provide frontline services at this important time to ensure that no-one in Liverpool goes hungry during the coronavirus crisis. Given the severity of the crisis and government advice on social distancing, several important changes are being put in place in order to meet demand and minimise the public health risk of foodbank activities.

To meet the demand in this crisis, it's important that foodbanks continue to be used only for those who have no money for food if we are to ensure that no one in the city is to go hungry.

Changes being planned include: moving to prepacked emergency food packages; developing a self-referral process; putting in place an e-referral system; and preparing for mobile distribution services – including home delivery when this is possible. Further updates will be provided as changes are implemented.

Foodbank centres will be subject to significantly reduced or changed operating times, in response to measures put in place to slow the spread of coronavirus. The aim is to have one centre open a day in both North and South Liverpool. Please check the below links for updates on latest opening times before travelling to a centre:

For information on North Liverpool Foodbanks:

northliverpool.foodbank.org.uk/locations

For information on South Liverpool Foodbanks:

southliverpool.foodbank.org.uk/locations

Local food provision

Information regarding food support and delivery has been updated on the Live Well Directory for residents who may be vulnerable or self-isolating but with the financial means to pay for their own groceries and essentials.

Scroll down to 'Liverpool City Council's list of food provision (28.04.2020)' update on [the Live Well Directory](#) for a list of local businesses and groups offering food delivery.

Benefits advice and support **Support from Liverpool City Council**

Liverpool Citizen Support Scheme - if you need urgent financial support you may be entitled to help from the Liverpool Citizens Support Scheme. Details of the scheme including who can apply and how to apply can be found under our [Help in a Crisis](#) page.

Housing benefit/council tax support - we will be doing all we can to continue to pay Housing Benefit and Council Tax Support as quickly as possible to our residents. If you need to contact us concerning your Housing Benefit or Council Tax Support claim you should do so by email to: benefits.service@liverpool.gov.uk

If possible you should also send any evidence or supporting documents that you have been asked to provide to this e-mail address instead of sending through the post.

Discretionary Housing Payments - can give you short term help to pay your rent when Housing Benefit or Universal Credit does not meet your rent in full.

If you are finding it hard to make up any shortfall in your rent because of the Coronavirus outbreak then we may be able to provide extra help with a DHP. Please see details on our [Housing Benefits](#) page.

Council tax -the Coronavirus outbreak is having a significant impact on our residents and many people may be struggling to pay Council Tax, especially if they have suffered a sudden drop in income.

If you are struggling to pay your Council Tax please let us know by email if possible at revenue.service@liverpool.gov.uk. You can also use our [online services](#) to tell us of changes.

Government has confirmed funding to cut Council Tax for working age low income homes on a reduced bill. Maximum of £150 per household, or where bill is below £150, reducing that bill to zero.

Unfortunately this extra help was not announced in time for annual Council Tax bills and it is not yet included in the charges for 2020/2021 and associated bills.

If you are entitled to Council Tax Support and are of working age, a revised bill for 2020/2021 will be sent to you as soon as possible. [Find out more about this reduction.](#)

Benefit Maximisation Service - available to provide a range of benefit advice and support to residents by telephone or email. Please see details on [how to make a referral.](#)

Support from Government

For full details on coronavirus and claiming benefits please visit the [Universal Credit website.](#)

Children with complex needs

The government has committed £37m to supporting children with complex needs.

The multi-million-pound settlement will help low-income families with seriously ill or disabled children with the cost of equipment, goods or services. The funding will flow through the Family Fund. Parents/carers should be signposted to make their applications direct.

Eligibility criteria on their website www.familyfund.org.uk/

The full government press release is here: www.gov.uk/government/news/37-million-to-support-children-with-complex-needs

Statutory sick pay - If you cannot work due to coronavirus you may be eligible for £94.25 per week Statutory Sick Pay and if so you will get it from day one, rather than from the fourth day of your illness

New benefit claims - Don't delay making a benefit claim, even if you think you may be affected by coronavirus. If eligible interviews will take place by telephone. You can apply for Universal Credit [online](#)

Existing benefit claims - You should not attend the jobcentre unless directed to do so for an exceptional purpose. People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.

If you're already claiming Universal Credit and think you may have been affected by coronavirus, please contact your work coach as soon as possible. You can do this using your [online journal](#)

All face-to-face assessments for health and disability-related benefits have been temporarily suspended. This is aimed at reducing the risk of exposure to coronavirus and safeguarding the health of individuals claiming health and disability benefits, many of whom are likely to be at greater risk due to their pre-existing health conditions.

Changes to how much you'll get – standard allowance in Universal Credit and basic element in Working Tax Credit will increase for one year by £20 per week on top of planned annual uprating.

Child benefit – parents of new-borns will still be able to claim child benefit. Even though General Register Offices remain closed for now, parents can still claim child benefit without having to register their child's birth first to ensure that they do not miss out. Please see gov.uk for more details.

Parental leave - furloughed workers planning to take paid parental or adoption leave will be entitled to pay based on their usual earnings rather than a furloughed pay rate. This applies to Maternity Pay, Paternity Pay, Shared Parental Pay, Parental Bereavement Pay and Adoption Pay.

Working tax credit - if you receive tax credit payments but can no longer work your normal hours because of coronavirus you will continue to receive your usual tax

credit payments. HMRC will treat customers as working their normal hours until the Job Retention Scheme and Self Employment Income Support Scheme close, even if they are not using either scheme.

Support for Renters

The government has announced a package of measures to protect renters and landlords affected by coronavirus. As a result, no renter in either social or private accommodation will be forced out of their home during this difficult time.

More information is available [here](#)

Avoiding coronavirus scams

Coronavirus scams are emerging, with scammers capitalising on the fallout from the pandemic and using social media to prey on the disruption caused.

Scammers usually want one of three things - to distribute misinformation, to steal personal information for the purpose of identity theft and fraud or to sell fake products

Action Fraud have released a round-up of the types of fraud that has been seen so far: <https://www.actionfraud.police.uk/alert/coronavirus-related-fraud-reports-increase-by-400-in-march>

Types of scam:

- Telephone fraud: victims receive calls from criminals pretending to be medical officials, claiming a relative has fallen sick with the virus and then requesting payment for their treatment
- Phishing: victims receive emails from criminals pretending to be from health authorities, or legitimate companies, using similar looking websites or email addresses.
- Bogus websites: People had been conned into buying protective equipment such as facemasks online which never arrive.
- Inflated prices: Early indications suggest complaints relating to inflated pricing for certain goods in trader premises and online have increased. Consumers should report this to Citizens Advice hotline in the normal way by calling 0808 2231133

How to avoid becoming a victim of a scam

- stop, think, and be sceptical. Did the communication (the call, letter or email) come out of the blue
- do not give personal or financial information to someone you do not know, however plausible they might sound. This applies even if they claim to represent a business or organisation you have heard of or where an approach is personalised
- genuine businesses or organisations will never telephone you and ask for personal or financial information
- never make cash payments by money transfer
- if you believe you have been the victim of fraud, alert your bank immediately

so the payment can be stopped

- use a good spam filter to block out unwanted unsolicited emails
- do not click any links in a text message or email. If a friend sends you a text or email with a suspicious link that seems out of character, call them to make sure it is genuine.
- if you receive a letter, an email or a telephone call that you suspect is bogus, speak to family or friends, Action Fraud or the Citizens Advice consumer service and seek advice
- don't feel under pressure to reveal any information - cybercriminals use emergencies such as coronavirus to scare people into making rash decisions
- ask your telecoms provider to set up call screening on your telephone so that you know who is calling your number before you decide to answer it. If the number is withheld it will be displayed as 'number withheld'
- you can arrange with your telecoms provider to reject anonymous calls to your telephone
- check out the source of on-line shopping; read the reviews and look into the company background.

In all cases, if it looks or sounds too good to be true, it probably is.

If a member of the public suspects that they may have been contacted in what could be a scam, they can call Action Fraud straight away on 0300 123 2040 or make a complaint to the insolvency service here: www.gov.uk/guidance/make-a-complaint-to-the-insolvency-service

Stopping the spread of false information

Specialist units across government are working at pace to combat false and misleading information about coronavirus, ensuring the public has the right information to protect themselves and save lives.

The public can help stop the spread of potentially dangerous or false stories circulating online by following official government guidance - the 'SHARE' checklist:

- Source - make sure information comes from a trusted source
- Headline - always read beyond the headline
- Analyse - check the facts
- Retouched - does the image or video look as though it has been doctored?
- Error - look out for bad grammar and spelling

For more information please visit the [Share Checklist](#) website

Sport England Funding

Sport England has announced a [support package of up to £195 million](#) to help the community sport and physical activity sector through the ongoing crisis, in addition to existing government support.

The package includes:

- £20 million **Community Emergency Fund**, which is open now for local club and community organisations to bid for grants between £300 and £10,000

- a new £5 million fund for existing Sport England partners facing specific and immediate financial difficulty
- £55 million to support the sector during the ongoing period of restrictions; to fund new and innovative ways to keep people active and then, when it is over, to help organisations get back to business and adjust to a different environment.
- A £115 million rollover of current funding into 2021/22 to give long term certainty to clubs and organisations

Businesses and employers

Liverpool City Council is closely monitoring the evolution of the Coronavirus situation and taking prudent measures to ensure that Liverpool businesses are kept fully aware of the package of measures recently announced by the Chancellor to help support businesses and employers who may be affected.

Find coronavirus financial support for your business

A new tool has been launched to help you find coronavirus financial support for your business. To access the tool please visit [gov.uk website](https://www.gov.uk).

Small business cash grant

A £10,000 grant is available to businesses that have been receiving Small Business Rates Relief on 11th March 2020. The rateable value must be £15,000 or below.

An [online form](#) has been launched for businesses to apply

Coronavirus Bounce Back Loan Scheme

The scheme will help small and medium-sized businesses to borrow between £2,000 and £50,000. The government will guarantee 100% of the loan and there won't be any fees or interest to pay for the first 12 months

Loan terms will be up to 6 years and no repayments will be due during the first 12 months. The government will work with lenders to agree a low rate of interest for the remaining period of the loan. The scheme will be delivered through a network of accredited lenders

You cannot apply if you're already claiming under the Coronavirus Business Interruption Loan Scheme but you can arrange a transfer from the scheme if your loan is up to £50,000.

The Bounce Back Loan scheme will launch on 4 May 2020 and more information will be published shortly. Please visit [gov.uk website](https://www.gov.uk) for further information.

Retail, hospitality and leisure grant scheme

The scheme provides businesses in the retail, hospitality and leisure sectors with a cash grant of up to £25,000 per property. For businesses in these sectors with a rateable value of under £15,000, they will receive a grant of £10,000. For businesses in these sectors with a rateable value of between £15,001 and £51,000, they will receive a grant of £25,000.

An [online form](#) has been launched for businesses to apply

Coronavirus Job Retention Scheme

12 May update – the Chancellor announced that the scheme will be extended until the end of October. New flexibility will be introduced from August to get employees back to work and boost the economy, with employers being asked to pay a percentage of their furloughed staff's salaries from that point. Click [here](#) for more information.

All employers can access support to continue paying part of their employees' salary for those who would otherwise have been laid off during this crisis:

- Covers any business, charity or non-profit organisation
- Covers up to 80% of the salary (up to £2,500/month) of anyone not working (but retaining job) as a result of Covid-19 plus the associated Employer National Insurance contributions and minimum automatic enrolment employer pension contributions on that subsidised wage.
- Wages back dated to 1 March 2020
- Temporary scheme in place for 4 months
- Will be in the form of a grant (not a loan)

Administered by HMRC, the online system went live on 20 April. To make a claim and for a list of what you need to apply please visit [gov.uk website](#)

For guidance on the schemes including eligibility criteria please visit [gov.uk website](#)

Coronavirus Business Interruption Loan Scheme

The scheme supports small and medium-sized businesses with access to loans, overdrafts, invoice finance and asset finance of up to £5 million and for up to six years. The Government will also make a Business Interruption Payment to cover the first 12 months of interest payments and any lender-levied fees.

The government will provide lenders with a guarantee of 80% on each loan and the scheme will be delivered through commercial lenders, backed by government-owned British Business Bank. [More details on the scheme can be found on the British Business Bank website.](#)

Friday 3rd April update: Following feedback the government has extended the scheme to include all viable small businesses affected by the virus, not just those unable to secure regular commercial financing.

There are 40 accredited lenders able to offer the scheme, including all the major banks. Locally, [Merseyside Special Investment Fund](#) will be managing the delivery and this is expected to go live shortly.

Coronavirus Large Business Interruption Loan Scheme

The scheme will provide a government guarantee of 80% to enable banks to make loans to all viable large businesses with an annual turnover of more than £45 million. Up to £25 million is available to firms with a turnover of more than £45 million and up

to £50 million is available for firms with a turnover of more than £250 million. This includes businesses with a turnover of more than £500 million, who were previously ineligible.

The new scheme will launch later on in April and will support a wide range of businesses to access finance products including short term loans, overdrafts, invoice finance and assets finances. Facilities backed by a guarantee under CLBILS will be offered at commercial rates of interest.

There are 40 accredited lenders able to offer the scheme, including all the major banks. Locally, [Merseyside Special Investment Fund](#) will be managing the delivery and this is expected to go live shortly.

Funding for Innovative Firms

On 20 April the government announced a package of support made up of the following two schemes:

- **The Future Fund** – a £500m loan scheme for high growth firms delivered in partnership with the British Business Bank and launching in May. The fund will provide UK-based companies with between £125,000 and £5 million from the government, with private investors at least matching the government commitment. These loans will automatically convert into equity on the company's next qualifying funding round, or at the end of the loan if they are not repaid. To be eligible, a business must be an unlisted UK registered company that has previously raised at least £250,000 in equity investment from third party investors in the last five years.
- £750 million of targeted support for the most R&D intensive small and medium size firms available through Innovate UK's grants and loan scheme. The national innovation agency, will accelerate up to £200 million of grant and loan payments for its 2,500 existing Innovate UK customers on an opt-in basis. An extra £550 million will also be made available to increase support for existing customers and £175,000 of support will be offered to around 1,200 firms not currently in receipt of Innovate UK funding. The first payments will be made by mid-May.

Self-employment Income Support Scheme.

This scheme will allow people to claim a taxable grant worth 80% of trading profits up to a maximum of £2,500 per month for the next three months. This may be extended if needed. The scheme covers 95 per cent of people who receive the majority of their income from self-employment.

You cannot apply for the scheme yet and HMRC will aim to contact you by mid-May if you're eligible.

Full information can be found on [gov.uk website](#)

Rent support for businesses

Commercial tenants who cannot pay their rent because of coronavirus will be protected from eviction. These measures, included in the emergency Coronavirus Bill currently going through Parliament, will mean no business will be forced out of their premises if they miss a payment in the next three months.

The change will come into force when the Coronavirus Bill receives Royal Assent. It will last until 30 June, with an option for the government to extend if needed. Further are available on [gov.uk website](https://www.gov.uk)

On 23rd April 2020 the Business Secretary outlined measures to protect the UK high street from aggressive rent collection:

- Shops and other companies under strain will be asked to pay what they can during the coronavirus pandemic
- To stop unfair tactics by some landlord on rent collection, the government will temporarily ban the use of statutory demands (from 1 March-30 June 2020) and winding up petitions from 27 April – 30 June, where a company cannot pay its bills due to coronavirus.
- Government is also laying secondary legislation to provide tenants with more breathing space to pay rent preventing landlords using Commercial Rent Arrears Recovery unless they are owed 90 days of unpaid rent.

Deferring VAT and Income Tax payments

Valued Added Tax (VAT) payments for all UK businesses will be deferred for 3 months. If you're self-employed, Income Tax payments due in July 2020 under the Self-Assessment system will be deferred to January 2021. This is an automatic offer with no applications required.

For Income Tax Self-Assessment, payments due on the 31 July 2020 will be deferred until the 31 January 2021. This is an automatic offer with no applications required. No penalties or interest for late payment will be charged in the deferral period.

Arts Council England funding

Arts Council England announced it will offer individuals and organisations working in the cultural sector new financial support during this crisis, including:

- A total of £90m for National Portfolio Organisations
- A total of £50m with grants of up to £35,000 for organisations that are not in receipt of regular Arts Council funding
- A total of £20m with grants of up to £2,500 for individual artists, creative practitioners and freelancers

See [Arts Council England website](https://www.artscouncil.org.uk) for more information

Business rates

The Government is temporarily increasing the Business Rates retail discount in England to 100% for 2020-21 for properties below £51,000 rateable value. Nearly half of all business properties will not pay a penny of business rates.

A business rates retail holiday will be introduced for retail, hospitality and leisure businesses in England for the 2020 to 2021 tax year.

Government will introduce a business rates holiday for nurseries for 2020 – 2021 tax year.

In Liverpool, annual business rates bills were issued before these changes were announced and unfortunately they do not include these reductions. Where appropriate, new bills will be issued as soon as possible and they will include any discounts that may reduce your bill.

We appreciate that the coronavirus outbreak is having a significant impact on business.

If you are struggling to pay your business rates please email:

business.unit@liverpool.gov.uk.

You can also use our online services to tell us of any changes.

Insurance

Businesses that have cover for both pandemics and government-ordered closure should be covered, as the government and insurance industry confirmed on 17 March 2020 that advice to avoid pubs, theatres etc is sufficient to make a claim.

Insurance policies differ significantly, so businesses are encouraged to check the terms and conditions of their specific policy and contact their providers. Most businesses are unlikely to be covered, as standard business interruption insurance policies are dependent on damage to property and will exclude pandemics.

Statutory Sick Pay

If your employee is off work because of coronavirus, small and medium sized employers can recover Statutory Sick Pay (SSP) payments. For businesses with fewer than 250 employees, the cost of providing two weeks of statutory sick pay per employee will be refunded by the Government in full.

The online service for employers to make their claim goes live on 26th May 2020. Employers will receive repayments at the relevant SSP rate that they have paid to current or former employees for eligible sickness periods on or after 13th March 2020.

To prepare to make their claim, employers should keep records of all the SSP payments that they wish to claim from HMRC. [You can read further guidance on checking whether you can claim back SSP paid to employees due to coronavirus \(COVID-19\) on GOV.UK.](#)

DIT support for UK businesses trading internationally

This advice is for UK businesses that export or deliver goods and services abroad and have been impacted by the spread of coronavirus (COVID-19). It includes:

- DIT support for UK business trading internationally
- financial support for business trading internationally

DIT can support businesses by:

- providing assistance with customs authorities to ensure smooth clearance of their products
- offering advice on intellectual property and other issues with business continuity British businesses that may face disruption due to the spread of coronavirus can contact DIT's dedicated business support team by emailing

COVID19@trade.gov.uk.

This team will discuss the challenges faced by UK businesses that trade internationally to understand how best the department can support them.

Further [guidance for employees, employers and businesses](#) is also available online.

Financial support for exporters

UK Export Finance (UKEF) works with banks and insurance brokers to help companies of all sizes fulfil and get paid for export contracts. It provides guarantees, loans and insurance on behalf of the government that can protect UK exporters facing delayed payments or transit restrictions. Help from UKEF:

- if your business is facing disruption due to late payments, UKEF can help ease cash flow constraints by guaranteeing bank loans through its [Export Working Capital Scheme](#)
- if you are concerned about getting paid, UKEF offers an [export insurance policy](#) that can help you recover the costs of fulfilling an order that is terminated by events outside your control
- UKEF can also support finance for overseas buyers through the [Direct Lending Facility scheme](#), so they can continue to buy your goods and services
- UKEF has over £4 billion of capacity to support UK firms exporting to China, as well as significant capacity across other markets affected by coronavirus (COVID-19) to help cover these risks.

To find out if UKEF covers your region, email customer.service@ukexportfinance.gov.uk

Supply chains affected by coronavirus (COVID-19)

If your supply chain has been affected by coronavirus (COVID-19), DIT can help you to find alternative suppliers. The department has relationships with a global network of businesses across the world and will be able to advise you on the options available.

If you have an advisory or professional services firm that can help UK companies to find alternative suppliers, email COVID19@trade.gov.uk with the subject line "Supply chain support".

Covid Commercial Financing Facility (CCFF)

Support for liquidity amongst large firms

Major new scheme being launched by the Bank of England to help companies which make a material contribution to the UK economy to bridge Coronavirus disruption to their cash flows through loans.

Up to 12 months support under a Covid Commercial Financing Facility

<https://www.bankofengland.co.uk/markets/market-notices/2020/ccff-market-notice-march-2020>

Time to Pay arrangement

A dedicated helpline has been set up by HMRC to support businesses and self-employed people in financial distress and with outstanding tax liabilities to receive support with their tax affairs.

Through this, businesses may be able to agree a bespoke Time to Pay arrangement. If you run a business or are self-employed you can call HMRC on 0800 0159 559.

Workforce

Should a business find themselves in the difficult position of having to lay off staff during this unprecedented period, Liverpool City Councils – Liverpool in Work team can offer assistance, email liverpoolinwork@liverpool.gov.uk

See [Liverpool in Work website](#) for more information

Bank of England measures

The Bank of England have also announced a comprehensive [package of measures](#) to help UK businesses and households bridge across the economic disruption that is likely to be associated with COVID-19.

Private lenders

A number of private lenders are also making funds available to small businesses impacted by COVID-19. Banks that have so far announced making funds available include £2 billion from [Lloyds Banking Group](#) and £5 billion from [NatWest](#).

Companies House

Companies House has produced guidance if coronavirus (COVID-19) has affected your company and you need more time to file your accounts. Find all the information [here](#).

Help / Advice / Support

- Local Growth Hub: Please contact us via [our online enquiry form](#), by emailing LiverpoolGrowthHub@liverpool.gov.uk or by calling the relevant number based on the location of your business: North Liverpool - 0151 233 5914.
- Central Liverpool - 0151 233 5916. East Liverpool - 0151 233 5919. South Liverpool - 0151 233 5913.
- National Government website <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>
- National Business Support Helpline on 0300 456 3565.

Disposing of personal waste for those displaying symptoms

If you – or someone in your household - have Coronavirus symptoms, it is important that you dispose of your waste differently to help avoid the spread of the virus.

Personal waste, such as used tissues and disposable cleaning cloths, should be stored securely in a tied bag, and placed inside another bag. This should be kept separate from your other rubbish for 72 hours. After 72 hours, you can put the bags

with your personal waste into your usual outdoor household bin, or in bin bags if you don't have a wheelie bin. This will help us protect our staff when they are collecting your rubbish.

Please make sure all waste is placed inside your wheelie bin, with the lid firmly closed, at your collection point, by 6.45am on the day your collection is due. If you don't have a wheelie bin, make sure your bags/boxes are out ready by 6.45am.

We appreciate your help not to create extra waste during the pandemic. This includes not clearing out unwanted household items, furniture and garden waste. Keep hold of it all until after the pandemic is over.

For more information please visit [Liverpool City Council website](#)

Guidance for Ramadan 2020 under lockdown

Ramadan 2020 will take place between 23/24 April & 23/24 May, and will prove a very different experience for Muslims due to the Covid-19 pandemic.

The Muslim Council of Britain has [produced a pack](#) containing guidelines and advice to help Muslims in Britain make the most of the blessed months. It contains information on how to adapt given the current restrictions as well as advice for employers.

Public Health England has [published a blog post](#) on staying at home for Ramadan.

Weddings and Civil Partnership ceremonies

If you wish to purchase a copy certificate from the Register Office please use our [online ordering service](#) until further notice.

This information will be updated as further guidance is released by Central Government or Public Health England.

Guidance for bereaved families

The death of a loved one can be among the most difficult moments that any of us will face in our lives, and it often falls on those closest to the deceased and grieving the most to organise the funeral.

A first step will be to choose a funeral director. You can find an industry-inspected local funeral director via the following websites:

- funeral-directory.co.uk
- saif.org.uk/members-search

Your loved one will then be collected and taken to a funeral parlour or a mortuary where restrictions may be in place on spending time with them.

You will need to register your loved one's death and this is done by telephone until further notice. [See the register a death page for more information and how to book a telephone appointment.](#)

Your nominated funeral director will contact you to arrange a funeral and only members of the deceased's household and immediate family members should attend. A modest number of close friends may attend if the deceased had no household or family members able to attend.

You may be eligible for financial support available to assist with funeral Expenses, click [here](#) for more information. You may also be eligible for a Bereavement Support Payment, click [here](#) for more information. If you're bringing up a child whose parents have died you may be eligible for Guardian's Allowance, click [here](#) for more information.

There are a number of organisations that can support you and your family during this distressing time, including:

- [Liverpool Bereavement Service](#) (0151 475 9001 / 07928 890967)
- [NHS support](#) on coping with a bereavement
- [Cruse Bereavement Care](#) information
- [The Compassionate Friends](#) offer support for families after the death of a child
- [Childhood Bereavement Network](#)

Council buildings and services

For the latest status of council services please visit www.liverpool.gov.uk

The following buildings and services have been closed or are offering limited services:

- **Schools** - Schools are now closed to most pupils until further notice. Some schools remain open to operate as [hubs for children of key workers](#). Parents/guardians of pupils on free school meals will be entitled to [collect a weekly food voucher](#)
- **One Stop Shops** - All One Stop Shops are closed until further notice. You can still [contact us online 24/7](#). Call centre lines: open 8am - 6pm seven days a week.
- **Libraries** - All libraries are now closed. We encourage library users to make the most of the free [Read Liverpool online services](#) to download a range of reading materials. Loan periods have been extended so customers will not be fined for late returns. [You can renew items online](#).

If there are any queries about the closures, or the eReading, members of the public can call 0151 233 3069. The home delivery service to the over 70s will continue. Requests to register for this can be made by ringing 0151 233 2796.

- **Lifestyles fitness centres** - all Lifestyles centres are closed until further notice. All direct debit member accounts will be frozen during the period of closure, and pay as you go and annual memberships will be credited accordingly. All pre-paid courses will also be credited for the period of closure. Click [here](#) for more

information

- **Adult day care centres** – Day care facilities including premises for dementia, mental health and learning disability have closed temporarily. As of Friday 27th March Crown Street (mental health), Lime Hub in Kensington (learning disabilities) and Sedgemore in Norris Green (dementia) are closed. Amethyst, L6 (mental health) will be closed when alternative accommodation is found. Click [here](#) for more information.
- **Weddings and civil partnership ceremonies** have now been cancelled and we are not registering any births until further notice. Click [here](#) for more information
- The Register office is now closed and we are only **registering deaths** by phone. We are not **registering births** until further notice. Click [here](#) for more for more information
- **City halls and museums** - Croxteth Hall, Liverpool Town Hall and St George's Hall are now closed. Liverpool museums also remain closed until further notice.
- **Green bin collections** resumed on Monday 11th May 2020 having been temporarily suspended. Due to the service running at reduced capacity residents are reminded that only the green bin itself will be collected and no additional waste left near the bin.
- **Coroner's Court** – from Thursday 26th March Coroner's Court will reduce its opening hours. Click [here](#) for more information
- **Bulky Bob's** large item collection service is set to re-start a limited service from 26 May. More information: <https://liverpoolexpress.co.uk/bulky-bobs-collection-service-is-back/>
- **Household waste recycling centres** – centres in Old Swan and Otterspool will reopen on Monday 4 May from 8am until 8pm each day. Traffic at both sites will be carefully managed and large queues are expected. Please see [Merseyside Recycling & Waste Authority website](#) for more information.
- **In parks and green spaces the following should not be used:** play areas, recreational equipment such as outdoor gym equipment, sports courts and multi-use games areas, bowling greens, and walled gardens.
- **Pest control** visits will no longer take place following government advice. Click [here](#) for more information.

Public Health services

Sexual Health – Liverpool University Hospitals Foundation Trust is now offering an online ordering service for STI testing kits and contraception. This will enable residents to still receive testing and relevant care/support required during this time.

Please click the links below to order through SH:24 :

- [STI testing kits](#)
- [Contraceptive pills and Emergency Contraception](#)
- [Condoms](#)

Adult Learning Service

As of Friday 20 March, Liverpool Adult Learning Service Centres are now not available for classroom learning. However, we are working to put in place a remote offer. Please contact us on 0151 233 2430 or 0151 233 1809 or via https://twitter.com/liverpool_als and <https://www.facebook.com/liverpoolals/>. External examinations will now not take place.

Further information will be available in due course on our website at www.liverpool.gov.uk/schools-and-learning/adult-learning

Liverpool Ways to Work/Employability Support

Our Liverpool in Work Team are committed to supporting residents to find employment. Staff are still available to help regarding all aspects of finding work, training, volunteering, access to latest vacancies etc.

To access our advisors, please contact liverpoolinwork@liverpool.gov.uk or call 0151 233 5312.

Follow us on Twitter @liverpoolinwork

The Life Rooms

Mersey Care have temporarily closed all Life Rooms sites across the city including in Walton but a new online health and wellbeing portal has been developed.

A telephone support service is available Monday to Friday, 9am to 5pm.
0151 478 6556.

Online learning provision can be accessed via the [Life Rooms YouTube channel](#)

Contact Centre

Liverpool City Council's telephone contact centre has revised its opening hours and is now open from 8 am – 6pm each day. Careline remains open 24/7. More information on ways to contact the council is available here:

<https://liverpool.gov.uk/contactus>

Changes to parking restrictions in city centre

Restrictions on resident parking in the city centre are being suspended. This means those who live on streets where pay and display is usually in operation during the day can now park in a pay and display bay, without penalty, at any time.

This suspension measure has been introduced to support those who are currently

working from home or self-isolating, and the suspension will be in place for the next 12 weeks.

Elections

The Government has announced that local, Mayoral, Metro Mayor and Police and Crime Commissioner elections planned for May 2020 have been delayed for a year. Those who were due up for re-election will continue in office until May 2021.

Good Neighbour and volunteer schemes

The Liverpool Good Neighbour scheme will match volunteers with people in need who don't have anyone else nearby to help with day-to-day tasks.

The scheme is not designed to replace any social care or NHS services you may receive but it can give you additional support.

You can ask for help with the tasks you cannot do because you cannot leave home, such as shopping or collecting prescriptions.

Or you may like to ask to chat to a volunteer on the phone to break up your day and hear a friendly voice.

Request help by calling 0151 233 3066. Our lines are open from 8am to 6pm, seven days a week.

Alternatively, you can make a request by using this form:

<https://forms.liverpool.gov.uk/contour-forms/support-request-eform>

If you would like to **volunteer for the scheme** call **0151 233 3068** or fill in this form:

<https://forms.liverpool.gov.uk/contour-forms/volunteer-form-covid19/>

Useful links

Liverpool City Council:

www.liverpool.gov.uk/coronavirus

www.twitter.com/covidliverpool

www.facebook.com/covidliverpool

Central Government website:

www.gov.uk/coronavirus

Public Health England:

www.gov.uk/publichealthengland

Coronavirus action plan:

<https://www.gov.uk/government/publications/coronavirus-action-plan>

ENDS

CREATED: 29 May 2020