



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 including a link to a list of local businesses and groups providing food delivery services, a further update on household waste recycling centres in Old Swan and Otterspool opening from 8am on Monday 4th May, and eligible council workers now having access to coronavirus tests.

It is correct as of **1 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.

What are the signs and symptoms?

The symptoms are a high temperature and a new, continuous cough but can also include sneezing and shortage of breath.

In some cases, this may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long term conditions like diabetes, cancer and chronic lung disease.

How does the coronavirus spread?

Because it's a new illness, we do not know exactly how it spreads from person to person, but similar viruses spread by cough droplets or sneeze droplets.

How long any respiratory virus survives will depend on a number of factors; for example:

- what surface the virus is on (eg: hard or soft)
- whether it is exposed to sunlight
- differences in temperature and humidity
- exposure to cleaning products

Under most circumstances, the amount of infectious virus on any contaminated surfaces is likely to have decreased significantly by 24 hours, and even more so by 48 hours.

Stay at home guidance for everyone

Everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages – even if you do not have any symptoms or other health conditions.

The police have now been given new powers to support public health legislation around preventing the spread of coronavirus.

To ensure people stay at home and avoid non-essential travel, from today, if members of the public do not comply the police may:

- instruct them to go home, leave an area or disperse
- ensure parents are taking necessary steps to stop their children breaking these rules
- issue a fixed penalty notice of £60, which will be lowered to £30 if paid within 14 days
- issue a fixed penalty notice of £120 for second time offenders, doubling on each further repeat offence

Individuals who do not pay a fixed penalty notice under the regulations could be taken to court, with magistrates able to impose unlimited fines.

You can only leave your home:

- **To shop for basic essentials** – only when you really need to
- **To do one form of exercise a day** – such as a run, walk or cycle, alone or with other people you live with
- **For any medical need** – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- **To travel to and from work** – but only where you cannot work from home

To make sure people are staying at home and apart from each other, the Government is also stopping all public gatherings of more than two people.

There are only two exceptions to this rule:

- Where the gathering is of a group of people who live together

- Where the gathering is essential for work purposes

Below is guidance that must be observed when people leave their home for daily exercise:

- stay local and use open spaces near to your home
- you should only go outside alone or with members of your own household
- keep at least 2 metres apart from anyone outside your household
- gatherings of more than two in parks and public spaces have been banned
- if you have a garden make use of the space for exercise and fresh air
- take hygiene precautions when outside and wash your hands as soon as you are home
- if walking a dog nearby other people always keep it on a lead to ensure you can stay 2 metres apart

More information can be found here:

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>

For a long list of FAQs for when you can and cannot leave your house please visit [gov.uk page](#)

Advice for households showing symptoms

The main messages are:

- if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started. (The [ending isolation](#) section below has more information)
- if you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill. See the [explanatory diagram](#)
- for anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period. The [ending isolation](#) section below has more information, and see the [explanatory diagram](#)
- it is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community
- if you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period
- if you cannot move vulnerable people out of your home, stay away from them as much as possible
- if you have coronavirus symptoms:
 - do **not** go to a GP surgery, pharmacy or hospital

- you do not need to contact 111 to tell them you're staying at home
- testing for coronavirus is not needed if you're staying at home
- plan ahead and ask others for help to ensure that you can successfully stay at home and consider what can be done for vulnerable people in the household
- ask your employer, friends and family to help you to get the things you need to stay at home
- wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser
- 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 here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

How to shield the most 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.

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 for a period of at least 12 weeks. Please note that this period of time could change.

Visits from people who provide essential support to you such as healthcare, personal support with your daily needs or social care should continue, but carers and care workers must stay away if they have any of the symptoms of coronavirus (COVID-19). You may find this guidance on [home care provision](#) useful. All people 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.

Patients in these groups will get a letter from the NHS about this advice soon. Changes are being made to how NHS appointments are taking place. Updates are being made to GP, Mersey Care and hospital webpages so do check these or phone before going anywhere for an appointment.

More information and a list of at risk groups 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>

What else can I do to stop the infection spreading?

The best way to protect ourselves from infections like coronavirus is to wash our hands frequently for 20 seconds with soap and water or use a sanitiser gel, as well as always carrying tissues and using them to catch coughs and sneezes, then putting the tissue in a bin.

There are things you can do to help stop germs like coronavirus spreading:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Stay 2 metres (3 steps) away from other people if you need to go outside
- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.

As well as staying at home how else can I help reduce pressure on the NHS?

Avoiding going to A&E takes pressure off frontline health services. We need to make sure we and our loved ones are safe from serious injury, wherever they are and whatever they are doing during the pandemic emergency.

That's why RoSPA has launched the Accident Free, Avoid A&E campaign to help keep everyone free from serious accidental injury in this new world.

For tried-and-tested advice, information and practical resources to help avoid accidents please visit [RoSPA's information hub](#).

What if I have 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 lockdown. 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 mental health during the coronavirus outbreak

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 persons 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)

Coronavirus testing

From 29th April 2020 anyone with coronavirus symptoms who either has to leave home to go to work or is aged 65 and over will now be able to get tested. Members of their households with symptoms will also be eligible for testing.

This includes council workers such as social care staff, those delivering essential services such as benefits payments, and those working with vulnerable children and adults, victims of domestic abuse, homeless people and rough sleepers.

Booking the test has been made simpler via a new online system. Employers can register and refer self-isolating staff, and employees can book a test directly for themselves or members of their household with symptoms.

Coronavirus tests can be booked using the [online portal](#)

NHS staff, care home staff and care home residents will be eligible for testing whether or not they have symptoms. Working with partners, the government is also piloting sending packages of 'satellite' test kits directly to care home to enable testing of resident.

After entering details on the portal, those eligible will then receive a text or email the same day inviting them to book an appointment at one of more than 40 drive through sites across the country, or to receive a home testing kit. Test results from the drive through sites will be sent out by text within 48 hours and within 72 hours of collection of home delivery kits.

Additional testing methods are being rolled out to support testing accessibility:

- A network of new mobile testing units is being rapidly established which will travel the country to reach care homes, police stations, prisons and other sites where there is demand for testing. Units can be easily set up in under 20 minutes.
- A delivery service for home testing kits has been designed with key industry partners, including Royal Mail and Amazon. The availability of home testing kits will initially be limited, but more will become available soon. This will

ensure those not able to travel to a test centre can still take a test, find out their result and return to work if possible.

- Government is sending packages of 'satellite' test kits to care homes across England, to enable testing of residents with symptoms.

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 and exams

Schools closed on Friday 20 March and will be shut for the foreseeable future.

This year's summer exams (A levels, GCSEs and others) and all primary assessments have been cancelled. On Friday 3 April Ofqual [set out how grades would be awarded](#).

Schools and colleges are being asked to provide centre assessment grades for their students. These should be based on the grades that would most likely have been achieved if they had sat their exams, and should take into account the full range of available evidence.

Exam boards will be contacting schools, colleges and other exam centres after Easter 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](#)

Hubs providing childcare

Some hubs will be open on Good Friday and Easter Monday and, subject to demand, throughout the school Easter holidays. [Find out what hubs are open.](#)

Hubs to look after primary age children of key workers in Liverpool opened on Monday 23 March.

It follows the Government's decision to close schools until further notice, as part of the response to coronavirus.

The strategically located school sites are only for primary age pupils whose parents are key workers and have no other safe childcare available to them, and will initially be open from 9am until 4pm.

Parents of primary school children who are eligible are asked to take their child to the nearest site which is convenient for them.

There is no provision for secondary school pupils, but secondary schools have identified vulnerable children and will be proactively contacting those parents directly to see if they need any support.

Who is eligible?

The list of key workers is:

Social workers, care workers, health and social care staff and those required to maintain the sector

Teachers, specialist education professionals and nursery staff

Staff essential to the operation of the justice system

Staff involved in the management of the deceased

Administrative staff in local and central government essential to the delivery of the COVID-19 response or the delivery of essential public services, such as the payment of benefits. This includes government agencies and arms-length bodies

Staff delivering essential public services such as payment of benefits

Staff involved in the distribution of food or other key goods

Police and police support staff

Fire and rescue staff and support staff

Transport workers

Utilities workers

Probation staff

IT staff necessary to support COVID-19 response

Payment providers

Waste disposal service presumably including refuse collection

In addition, other workers described include:

Armed forces personnel

MoD civilian staff and contractors

National Crime Agency

Border security

National security staff

Religions and charity staff

Journalists and broadcasters

Parents working in these sectors may be asked to provide proof from their employer that they are eligible.

Where are the hubs?

A full list of hubs can be found at www.liverpool.gov.uk/childcarehubs

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](#).

Car Parking for NHS staff

Liverpool City Council is to provide 1,300 free car spaces for NHS staff for the next three months to run 24 hours a day, seven days a week. This includes 1,000 free spaces allocated at the Mount Pleasant multi-storey car park and the remaining 30 spaces at various sites near to the Royal Liverpool University Hospital.

In addition, the council has offered the city's NHS Trusts and Hospitals its Victoria Street multi-storey car park, which has 300 spaces if required. A further 150 free

spaces have been allocated to carers in the city.

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](#).

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.

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

Guidance for industry

The Government has published new and updated guidance to provide affected sectors with the latest advice on managing the threat from COVID-19. The Public Health England (PHE) guidance provides important information for specific sector on what precautions to take, what to do if someone develops symptoms and how to limit the spread of the virus.

See gov.uk for Coronavirus guidance by sector.

Business and premises that must remain closed

On 23 March the government stepped up measures to prevent the spread of coronavirus and save lives. A large number of businesses and premises that involve prolonged close social contact must now close.

See [gov.uk](https://www.gov.uk) for a list of business and premises that must remain closed

Employers who have people in their offices or onsite should ensure that employees are able to follow [Public Health England guidelines](#) including, where possible, maintaining a 2 metre distance from others, and washing their hands with soap and water often, for at least 20 seconds (or using hand sanitiser gel if soap and water is not available).

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](#).

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](#) 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

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](#)

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](#) 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, Statutory Sick Pay can be paid from the first day they were off subject to criteria being met as set out on [gov.uk website](https://www.gov.uk).

For businesses with fewer than 250 employees, the cost of providing 14 days of statutory sick pay per employee will be refunded by the Government in full. This will provide 2 million businesses with up to £2bn to cover the costs of large-scale sick leave.

You cannot make a claim yet as the online service is not yet available. For further information please visit [gov.uk website](https://www.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-notice/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 unrepresented 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](#)

Transport

Keep up to date with the impact of coronavirus on public transport here: <https://www.merseytravel.gov.uk/customer-information/coronavirus-useful-information-for-our-customers/>

Mersey Tunnels

Mersey Tunnel Tolls have been suspended as of 8pm on Thursday 26th March to help essential frontline workers.

From Tuesday 14th April, key workers who need to travel between Liverpool and Wirral will be allowed to cycle through the Queensway (Birkenhead) Tunnel temporarily for essential journeys.

Mersey Ferries

From Monday 6th April the morning and evening commuter services will be temporarily suspended due to a significant fall in demand but this will be monitored on a regular basis. All other Mersey Ferries services and cruises have been suspended.

For timetable details please visit the [Mersey Ferries website](#)

Rail Services

Merseyrail has introduced a 30 minute service and from Thursday 2nd April trains will only operate between the hours of 07:00 and 19:00 Mon-Sat, and between 08:00 and 19:00 on Sun.

More information is on the [Merseyrail website](#)

Bus services

Bus companies will also be operating a reduced timetable from Monday 23rd March. Customers should check the [Arriva](#) and [Stagecoach](#) websites for up to date information

The Metro Mayor has announced free bus travel to and from school for the children of key workers using existing Merseytravel funded supported bus services. The 9.30am restriction on concessionary travel for essential journeys has been lifted.

Public events

The Premier League and EFL have suspended games until at least 30 April, meaning no home games for Everton FC, Liverpool FC and Tranmere Rovers FC.

The Grand National at Aintree has been cancelled.

Liverpool International Music Festival (LIMF) will no longer take place this year.

Pride in Liverpool, due to be held from 25-26 July, has been postponed and will be rescheduled to later in the year.

River Festival 2020, due to take place from 8-10 May has been cancelled.

Pokemon Go, due to be held in Sefton Park and across the city on April 17th-19th 2020 has been postponed.

The 11th edition of Liverpool Biennial has been postponed until 2021.

Rock 'n' Roll Liverpool Marathon & Half Marathon due to take place 23-24 May has been postponed to the weekend of 24-25 October.

Sound City has been postponed until 25-27 September.

National Museums Liverpool have closed until further notice.

Africa Oyé has been postponed until further notice

LightNight 2020: Home, which was due to take place on Friday 15 May is postponed indefinitely

Many local theatres are closing and arts organisations are closing their doors – please check individual websites for details

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.

Arena and Convention Centre Liverpool

If we are advised to cancel an event then we will let all ticket holders know the full details such as any rearranged dates and information about ticket refunds so please keep an eye on our website and social media.

If an event is cancelled because of coronavirus you will be entitled to a full refund both if you have purchased ticket protection or if you do not have it.

If you have ticket protection but cannot attend an event due to government restrictions then claims will generally be looked at on a case by case basis. If you do not have ticket protection then you will not be entitled to a refund unless the event is cancelled.

Once tickets have been purchased they are non-refundable. We cannot offer any kind of refund unless the event is cancelled or is subject to considerable alteration, such as a change of date. If you do not have ticket protection you will not be able to claim a refund if you have chosen to self-isolate or choose not to attend an event because you are concerned about coronavirus. If you have ticket protection but are unable to attend as you are concerned about the coronavirus you will not be liable for a refund.

If you have ticket protection but are unable to attend as you have chosen to self-isolate as a precautionary measure you will not be entitled to a refund.

If you have ticket protection you may be entitled to a refund if you are in a high-risk group and are isolating yourself on the orders of a doctor and this can be confirmed by a doctor. You will not be entitled to a refund if you do not have ticket protection, unless the event is cancelled.

You may be able to claim a refund if you have contracted the virus and this can be confirmed by a doctor and you have ticket protection. Please read the back of your ticket for more details or contact the box office on 0344 8000 400. For a full list of what this does and doesn't cover and how to apply for a refund, check here - <https://securemybooking.com/make-a-claim/UK/>

You are not entitled to a refund if you do not have ticket protection, unless the event is cancelled.

Weddings and Civil Partnership ceremonies

If you have a pre-booked ceremony at the Register Office at St George's Hall this will go ahead as planned. We have taken steps to reduce contact with other ceremony parties when you enter and exit the building. Unfortunately the fizz bar will be unavailable at this time.

If you have a pre-booked ceremony at one of our approved venues and the venue has agreed your ceremony can take place we will attend as normal.

Pre-booked citizenship ceremonies will go ahead as planned but may not include an address from a visiting dignitary.

All other appointments will continue providing staff are available.

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

As of 2 April the council has closed the following buildings and 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 Sedgemoor 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.
- All **green bin collections** will be suspended from Monday 23rd March until further notice. We will prioritise resources to support household waste, recycling and clinical collections.

- **Coroner's Court** – from Thursday 26th March Coroner's Court will reduce its opening hours. Click [here](#) for more information
- **Bulky Bob's** item collection service has been suspended until further notice
- **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.

Council meetings

All public facing meetings are suspended.

The council is now awaiting further guidance on regulatory functions – like Planning and Licensing - when the Government publishes new legislation through its emergency Coronavirus Bill.

Councillors have also been instructed to suspend their ward surgeries and not attend any public meetings. The council has made arrangements via its contact centre to forward messages from residents who want to speak to their local councillor.

Notices of Executive (Key) Decisions will continue to be posted online on a fortnightly basis, following normal due process, including electronic and telephone consultation and approval by the Mayor and Cabinet.

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/>

Podcast

Produced by Liverpool City Council, two special Merseywaves episodes look at what coronavirus really means for the city, what plans are being put in place to keep people healthy and how organisations are working together to keep the city running.

<https://www.merseywaves.co.uk/13>

<https://www.merseywaves.co.uk/14>

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

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