



Liverpool City Council is working with partners in the NHS and other public services to ensure priority services are maintained to protect the most vulnerable people and supporting national measures to control the coronavirus (Covid-19) outbreak whilst lockdown measures are eased.

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

Liverpool City Council is working closely with partners to share and communicate accurate information in a timely manner.

This latest guide contains updated information on a range of business support packages including the Coronavirus Job Retention Scheme and the Self Employment Income Support Scheme, what you can and can't do including changes that came in to effect this week and changes due to take place later in July, and updated information on the status of a number of council services.

It is correct as of **15 July 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). 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. People classed as clinically extremely vulnerable are still strongly advised to stay at home as much as possible but can now leave their homes in groups of up to 6 people outdoors while maintaining social distancing. Those who live alone or are single parent families will be able to create a 'support bubble' with one other household.

From 1st August, clinically extremely vulnerable people will no longer be advised to shield but support will remain available and priority supermarket slots retained. Those who need to work and cannot do so from home will be able to return to work if their workplace is COVID secure.

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

The Government has decided that it is in a position to cautiously lift elements of the social distancing measures and a range of adjustments will come into effect over the coming weeks.

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](https://www.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 be advised to shield themselves by staying at home but can now meet in groups of up to 6 people outdoors and single person/parent households can form a bubble with one other household. From 5 August people will no longer be advised to shield.

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

You should continue to follow the [guidelines on staying safe outside your home](#). As businesses reopen and people begin to socialise more regularly, everyone should continue to socially distance from people they do not live with or are not in their support bubble, and should wash their hands regularly.

As of 11th and 13th July:

- You can participate in team and other grassroots sports where the sports governing body has issued guidance on how to do so safely.
- Outdoor swimming pools and outdoor water parks can open
- Outdoor performances in front of a live audience and indoor rehearsals can take place in COVID-19 Secure venues.
- Smaller scale indoor performances can be piloted in COVID-19 Secure venues once approved by the government.
- Close contact services, such as nail bars, salons, tanning booths, spas, massage and tattoo parlours and body piercing studios can open. Only services that do not involve work directly in front of the face should be made available to clients in line with [government guidance](#).

From 24th July:

- It will become a legal requirement to wear face coverings in shops and supermarkets. This will provide people with added protection in a setting that they are often not able to keep 2 metres from others. People who do not wear a face covering will face a fine of up to £100, children under 11 and those with certain disabilities will be exempt.

From 25th July:

- Sports facilities and venues, such as indoor gyms, fitness and dance studios, indoor swimming pools and indoor water parks, will be allowed to open.

As was already the case, in terms of:

Seeing friends and family

- Two households can meet up in any setting (your [support bubble](#) counts as one household), including indoors whilst maintaining social distancing. You can meet with different households at different times.
- You can stay overnight away from your home with your own household, support bubble or with members of another household.
- You can spend time outdoors including private gardens and outdoor spaces, in groups of up to six people from different households, following social distancing guidelines.
- You should not interact socially with anyone outside of the group you are attending a place with, even if you see other people you know.
- It is against the law for gatherings of more than 30 people to take place in private homes (including gardens and other outdoor spaces). Businesses and venues can host larger groups provided they comply with the law, including for weddings and funerals, religious ceremonies and services, community activities and support groups.
- Full guidance on meeting people from outside your household can be found on the [gov.uk website](#).

Businesses

- Many businesses and venues are now permitted to reopen and are expected to follow COVID-19 Secure guidelines. This includes in the following:
 - Food a drink – indoor and outdoor hospitality including cafes, bars, pubs and restaurants (unless they are part of a premises that must remain closed, see below)
 - Accommodation - hotels, B&Bs, holiday apartments/homes/cottages, campsites and caravan parks, with the exception of shared sleeping spaces.
 - Places of worship and community centres and libraries.
 - Recreation and leisure – cinemas, theatres and concert halls, theme parks and activities, outdoor gyms and playgrounds, museums and galleries, bingo halls, outdoor skate rinks, social clubs, indoor attractions at zoos and aquariums, indoor and outdoor areas of visitor attractions.
- Businesses below must remain closed by law (until changes at the top of this section come into effect):
 - Nightclubs and dancehalls
 - Casinos
 - Bowling alleys
 - Indoor skate rinks
 - Indoor play areas
 - Indoor fitness and dance studios
 - Indoor gyms and sports courts and facilities
 - Exhibition hall or conference centres must remain closed for exhibitions or conferences.
- If your business or venue is permitted to reopen or remain open, it must close off or cease to provide any of the above businesses or services. For example, an indoor swimming pool as part of a spa must remain closed.

Transport and travel

- You should avoid using public transport if you can and instead look at alternatives such as cycling, walking and driving. If you need to use public transport please follow the [safer travel guidance for passengers](#).
- It is a legal requirement to wear face coverings on public transport to ensure it is as safe as possible. You will be refused travel without one and could be fined if you don't comply.
- You should avoid sharing a private vehicle with anyone outside of your household or support bubble as you will not be able to keep to social distancing guidelines. The Department for Transport has provided [guidance on private cars and other vehicles](#).
- You can still travel to outdoor areas, such as National Parks or beaches, and can visit most indoor tourist sites and attractions. It is strongly advised that you only attend these places in group of up to two households.

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 who are shielding can now meet in groups of up to six people outdoors, no longer need to observe social distancing with other members of their household, and may form a support bubble with one other household.
- From 1st August those who are currently shielding no longer need to do so but strict social distancing measures should continue to be observed.
- 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.

Liverpool Covid-19 outbreak control plan

The plan outlines how Liverpool City Council and partners will work together to prevent another outbreak of coronavirus in Liverpool to protect the health of individuals and communities.

As national restrictions begin to be lifted, the best way to minimise further spread of Covid-19 is through continued social distancing and hand-washing by local residents and responsible adherence to Government rules from local businesses.

However, as the knowledge and understanding of the virus continues to grow, it is likely that local decisions around how people's lives can return to a more usual pattern, will need to be made.

It is possible, that through these measures, localised closures of schools, businesses or public spaces may need to happen alongside other restrictions around local movement and activity.

You can read Liverpool's Covid-19 Community Outbreak Control Plan in full by visiting the [Liverpool City Council website](#).

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

Schools update

Schools have been advised that they can start admitting children again, not just children of key workers, provided they have the capacity to safely do so. Headteachers have been contacted by Liverpool City Council and informed that it is now considered safe for them to take this next step. Each school will be in contact with parents on when they are able to admit more children and what year groups this will include.

Schools across Liverpool re-opened from 1st June 2020 for vulnerable children and key worker children, subject to rigorous risk assessments.

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

Safe working in education and childcare settings

In all settings preventing the spread of coronavirus involves preventing direct (sneezing, coughing) and indirect (touching contaminated surfaces) transmission. A range of approaches should be used to do this, including:

- **Minimising contact with individuals who are unwell** through staying away from settings if you or a household member shows symptoms
- **Clean your hands regularly**, particularly after arriving at the building, touching your face, coughing/sneezing and eating
- **Avoid touching your mouth , eyes and nose** and use and dispose of a tissue when coughing or sneezing, or the crook of your elbow if you don't have one

- **Clean surfaces that are touched frequently**, including; door handles, handrails, table tops, play equipment, toys, electronic devices
- **Minimise contact and mixing** by altering classroom layout and timetables
- **PPE** should only be used in a very small number of cases, where someone becomes ill with COVID-19 symptoms and a 2 metre distance cannot be maintained, and where someone has routine intimate care needs that already use PPE. Local supply chains should be used to obtain PPE.

Priority access to [testing is available to all essential workers and their households](#). This includes anyone involved in education, childcare or social work, Education, childcare and children's social care settings, as employers, can obtain a log in to a [secure online employer referral portal](#), through which they can upload a full list of names of self-isolating essential workers that need a test.

For more information on safe working in education and childcare settings please visit [gov.uk](#).

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](https://www.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. The latest [announcement on 5 June](#) is that the suspension of evictions from social or privately rented accommodation is to be extended by 2 months until 23 August.

For more information on government support for renters please visit [gov.uk](https://www.gov.uk).

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 guidance on safety when reopening and measures to help support businesses and employers.

Staff and customer safety

As an employer, you must protect people from harm. This includes taking reasonable steps to protect your workers and customers from coronavirus.

Gov.uk website offers guidance for a range of settings to work safely and how you can make your workplace COVID-secure, including:

- [offices and contact centres](#)
- [shops and branches](#)
- [factories, plants and warehouses](#)
- [restaurants, pubs, bars and takeaway services](#)
- [hotels and other guest accommodation](#)
- [construction and other outdoor work](#)
- [vehicles](#)
- [close contact services](#)
- [the visitor economy](#)
- [other people's homes](#)
- [heritage locations](#)
- [performing arts](#)

- [providers of grassroots sport and gym/leisure facilities](#)
- [labs and research facilities](#)

All employers are required by law do a workplace risk assessment to protect people from coronavirus. You must make a record of this risk assessment if you employ five or more people. You must also consult and involve your employees in the steps you are taking to manage the risk of coronavirus.

The Health and Safety Executive website provides [risk assessment guidance](#) and [guidance on consulting employees](#).

As part of your risk assessment you may need to consider the following:

- social distancing measures, screens, signage and the risk of Legionnaires' disease if you have been closed for a while - use the [Chartered Institute of Environmental Health coronavirus resources](#)
- workforce management measures - such as revised rotas, working from home and staggered shifts
- using EN14476 standard virucidal disinfectants for regular, extra cleaning of surfaces that are often touched such handrails, door handles, taps and toilets - [view advice on cleaning on GOV.UK](#)
- extra handwashing facilities and hand sanitiser units with sanister that is at least 70% alcohol - [view guidance for employers on hand sanitiser on the HSE website](#)

If an employee has been exposed to Covid-19 in the workplace, please view the [RIDDOR guidance on reporting for Covid-19 on the HSE website](#).

If you need any additional help and advice after reading the guidance on this page, please [contact us](#).

What to do if there are multiple outbreaks in the workplace

If there is more than one case of COVID-19 associated with a workplace, employers should contact their local health protection team to report the suspected outbreak.

[Find your local health protection team](#)

The heath protection team will:

- undertake a risk assessment
- provide public health advice
- where necessary, establish a multi-agency incident management team to manage the outbreak

Supporting workers who need to self-isolate

Employers should support workers who need to self-isolate and must not ask them to attend the workplace.

Workers will be told to isolate because they:

- have coronavirus symptoms and are awaiting a test result
- have tested positive for coronavirus
- are a member of the same household as someone who has symptoms or has tested positive for coronavirus
- have been in close recent contact with someone who has tested positive and received a notification to self-isolate from NHS test and trace.

Employers should continue to communicate with workers in self-isolation and provide support. This includes allowing people to work from home if they remain well and if it is practicable to do so. This might include finding alternative work that can be completed at home during the period of self-isolation.

If people can't work from home, employers must ensure any self-isolating employee is receiving sick pay and give them the option to use their paid leave days if they prefer. Further guidance is available on what employees should do if they cannot work.

Employees in self-isolation are entitled to Statutory Sick Pay for every day they are in isolation, as long as they meet the eligibility conditions.

Discretionary Business Grants

Liverpool's Covid-19 Discretionary Business Grants Scheme uses a fund given to Liverpool City Council by government. We will use it to award grants to small or 'micro' businesses and charities that do not already qualify for any of the following:

- Small Business Grant
- Retail Hospitality and Leisure Grant
- The Fisheries Response Fund
- Domestic Seafood Supply Scheme
- The Zoos Support Fund
- The Dairy Hardship Fund

The scheme is split into the following four separate grants each with different criteria. You can only apply for **one** grant.

- **Business Support Grant** - for a business that does not pay business rates but has more than six month's ongoing fixed property costs of less than £51,000 per annum as evidenced by a mortgage, lease or rental agreement. Or a business that currently pays business rates between £15,000 and £51,000 per annum and was excluded from the Small Business Grant based upon rateable value.
- **Voluntary Sector Support Grant** - for a business that is given charitable business rates relief on a premises with a rateable value of £51,000 or less and has more than six month's ongoing fixed property cost as evidenced by a mortgage, lease or rental agreement.
- **Bed and Breakfast Support Grant** - for a bed and breakfast that pays Council Tax, not business rates, and has more than six month's ongoing fixed property cost as evidenced by a mortgage, lease or rental agreement.
- **Anchor Visitor Economy Grant** - for a retail, hospitality or leisure business that pays business rates in excess of £51,000 and has more than six month's

ongoing fixed property costs as evidenced by a mortgage, lease or rental agreement.

For further eligibility criteria and to apply for a grant please visit the [Liverpool City Council website](#).

Find coronavirus financial support for your business

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

Coronavirus Job Retention Scheme

All employers can access support to help them continue paying salaries of employees who would otherwise have been laid off during this outbreak.

This scheme is for businesses, charity or non-profit organisations and is grant, not a loan. It is designed to cover up to 80% of the salary of anyone not working, but retaining their job, as a result of coronavirus - up to £2,500 per month and pay wages back dated to 1st March 2020.

Employers can now bring furloughed employees back to work for any amount of time while still being able to claim the grant for hours not worked.

From 1st August 2020, you will be asked to contribute towards the cost of your furloughed employee's wages and the level of grant will be reduced each month until the scheme closes on 31st October 2020.

- [Find out more information about how the scheme is changing on GOV.UK](#)

Job Retention Bonus - On 8th July 2020 the Chancellor announced that a Job Retention Bonus will be introduced to help firms keep furloughed workers. Employers will receive a one off bonus of £1,000 for each furloughed employee who is still employed as of 31st January 2021.

Visit GOV.UK website for [employers](#) and [employees](#) guidance on the scheme.

Self-employment Income Support Scheme.

The scheme has been extended and eligible businesses able to confirm to HMRC that your business has been adversely affected on or after 14th July 2020 will be able to make a claim for a second grant from 17th August 2020.

The scheme allows you to claim a second and final taxable grant worth 70% of your average monthly trading profits, paid out in a single instalment covering 3 months' worth of profits, and capped at £6,570.

You can make a claim for a second grant if you're eligible, even if you did not make a claim for the first grant.

If you want to make a claim you must do so on or before 19th October 2020. The online service is not available yet to claim but [will go live on GOV.UK from 17th August 2020](#).

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. After 12 months the interest rate will be 2.5% a year.

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. However, if you've already received a loan of up to £50,000 under either of these schemes and would like to transfer it into the Bounce Back Loan scheme, you can arrange this with your lender until 4th November 2020.

There are 11 lenders participating in the scheme including many of the main retail banks. You should approach a suitable lender yourself via the lender's website.

For more information on the scheme and to find a lender please visit [GOV.UK](#)

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](#).

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 all viable large businesses with an annual turnover of more than £45m.

Up to £25m is available to firms with a turnover of more than £45m and up to £50m is available for firms with a turnover of more than £250m. This includes businesses with a turnover of more than £500m, which were previously ineligible.

The scheme supports 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.

View more details on the scheme on the [British Business Bank 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](#) is available for businesses to apply

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](#) is available for businesses to apply

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.

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.

Funding for cultural and heritage organisations

On 5th July 2020 the government announced a £1.57bn package of support to help organisations in the sector weather the impacts of coronavirus.

This package includes:

- £1.15bn support pot for cultural organisations in England delivered through a mix of grants and loans. This will be made up of £270 million of repayable finance and £880 million grants.
- £100m of targeted support for the national cultural institutions in England and the English Heritage Trust.
- £120m capital investment to restart construction on cultural infrastructure and for heritage construction projects in England which was paused due to the coronavirus pandemic.

Decisions on awards will be made working alongside expert independent figures from the sector including the Arts Council England and other specialist bodies such as Historic England, National Lottery Heritage Fund and the British Film Institute.

Repayable finance will be issued on generous terms tailored for cultural institutions to ensure they are affordable. Further details will be set out when the scheme opens for applications in the coming weeks.

Liverpool Without Walls Hospitality Fund

Due to high levels of demand LCC is not accepting new applications at the moment. When current submissions have been processed the fund will reopen if there is money left. We do not expect this to be possible before 20th July. We apologise for any inconvenience caused.

To help Liverpool's restaurants and cafes re-open safely after lockdown and serve food outside, Liverpool City Council (LCC) is offering small grants of between £1,000 and £4,000 for outdoor furniture such as tables, chairs, planters, parasols and outdoor heaters. The amount awarded depends on the number of additional covers you generate through trading outside.

These grants are for independent SMEs that pay business rates to LCC and hold an existing street café license or a free [temporary street café license](#). In addition, your business must already serve food at tables, hold public liability insurance that covers outdoor trading and [be below the de minimis state aid threshold level](#).

You can apply for the grant by visiting the [Liverpool City Council website](#). Please read the guidance and FAQs carefully before applying.

A separate pilot scheme is available for businesses on Bold Street. Please visit the [Liverpool City Council website](#) for more details or email: cultureliverpool@liverpool.gov.uk.

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.

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.

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 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.

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 services

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

- **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** – Central library has reopened on weekdays 10am-3pm. Please read the [safety measures and information on restricted services](#) before you visit. A decision on reopening other libraries will be made in the coming weeks. 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** – following the government announcement that indoor leisure facilities can reopen from 25th July, LCC is working hard to reopen centres in a phased return. We plan to open 3 centres in August – Alsop, Garston and Liverpool Aquatics Centre. The layout of these sites means we can comply with social distancing measures and create a safe environment. Please visit the [LCC website](#) for more information.
- **Adult day care centres** – the following day care centres are closed: Crown Street in L7, Lime Hub in Kensington, Sedgemore in Norris Green and Amethyst in L6.
- **Weddings and civil partnership ceremonies** – LCC now has a limited number of appointments for giving notice. If your ceremony date has changed due to Covid-19 and you need to give fresh notice we will contact you to arrange your notice appointment. Visit the [ceremonies](#) page for more information.
- **Registering births** – LCC are now offering limited birth registration appointments for babies born up to 13th June 2020. There is no fine for registering babies over 42 days old. Visit '[Register a birth](#)' to find out more.
- **Registering deaths** – LCC are registering deaths by telephone until further notice. See the [register a death](#) page for more information.
- **City halls** - Croxteth Hall, Liverpool Town Hall and St George's Hall are closed until further notice.
- **Museums** – the World Museum and Walker Art Gallery are reopening on Wednesday 15th July 2020, followed later by other venues. Booking is essential. Visit [National Museums Liverpool website](#) to book and for more information.
- **Coroner's Court** – hearings are taking place remotely whenever possible. Long, complex and jury cases will not go ahead until September 2020 at the earliest. Families will be given details on how to dial into hearing – any other

interested party must apply by emailing hmcroner@liverpool.gov.uk.
Opening hours are 9.30am-4pm.

- **Pest control** – a limited number of appointments are available each day that be booked over the phone. To book please call 0151 233 3001.

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

Classroom learning is no longer available however we are still open for learning and have moved to online and flexible learning options. If you have any questions about online learning please call the following numbers between 10am-4pm Mon-Fri: 0151 233 2430 / 0151 233 1809.

For online learning options and further information please visit 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>

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

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