

A Coronavirus Special – Please Keep Safe

Help for Unpaid Carers

Recognising the additional pressure that current conditions may be placing on people who help to look after a loved one, Hampshire County Council is reminding informal (unpaid) carers that there is help and advice available to support them and the individuals they help to care for, including planning for unforeseen emergencies



All informal carers are urged to prepare an emergency plan, which outlines how the person they support can be cared for if they need to self-isolate or are taken into hospital. Information about emergency planning for carers, including an outline plan that carers can complete, is available online from the Princess Royal Trust for Carers in Hampshire at <https://carercentre.com> Carers can also call Emergency Planning for Carers on **0800 169 1577** – available 24 hours a day.

If a carer is someone's only source of support and there are no other relatives, friends or neighbours who can help in their place, the carer's emergency plan should include making the person they care for aware of the new Hantshelp4vulnerable helpline: **0333 370 4000** (calls are charged at the local rate). Set up in response to the Coronavirus pandemic, the helpline is available seven days a week, from 9.00 am to 5.00 pm, for vulnerable people who need urgent assistance with food and household supplies, collecting medication or are at risk of loneliness.

Advice for carers is available from the Hampshire Carers' Support and Dementia Advisor Service provided by Andover Mind. While face-to-face support is currently unavailable, people can still contact the service online at <https://www.andovermind.org.uk/accessingourservices/> or by phoning **01264 332297** to leave a message requesting a call-back. This service is available to all carers aged 18 years or over, regardless of the needs of the person they care for.

Access to a range of other support and resources is available through Connect to Support Hampshire - www.connecttosupporthampshire.org.uk - the County's one-stop online directory where carers can find information about local services in their area as well as how to arrange a carer's assessment with their local authority to identify what support they might need and how to obtain it.

The Connect to Support Hampshire website includes a dedicated Coronavirus resource page with links to information specific to carers, such as the latest Government guidance for those who provide unpaid care to friends or family.

Support for Hampshire bus operators & Senior Citizens during Coronavirus outbreak

As people heed advice to stop non-essential travel and bus passenger numbers drop across the country, Hampshire County Council has confirmed it will support Hampshire's bus operators during this time by continuing bus subsidy, concessionary fares, and home to school transport payments where students use bus services. Government figures show that travel by all forms of public transport has dropped by at least 75% as people play their part in reducing the spread of Coronavirus and stay at home.

The County Council will also provide financial assistance in a different way to those contractors who provide taxi and minibus journeys for Home to School Transport purposes, through the payment of a retention rate.

In addition, in response to supermarkets offering priority opening hours for senior citizens, the County Council recently relaxed all restrictions on the Concessionary Travel scheme so that older people can travel by bus using their free pass before the usual 9.30 am threshold.

County Councillor Grants

Hampshire County Council has increased the annual grant available for **local projects**, initiatives and organisations allocated by each County Councillor, and brought forward the window for applications in response to the Coronavirus outbreak. Funding is decided by individual County Councillors who know their local areas well and have a good understanding of where one-off financial support, at a time like this, can really make a difference. Each County Councillor has a total of £10,000 for use in their Division, and grants are available from £100. The scheme is now open. Full details are available at: <https://www.hants.gov.uk/community/grants/grants-list/county-councillor#step-2>

Supporting Hampshire's Economy during the Coronavirus outbreak

Hampshire County Council's Economic Development team is working with partners to engage with and support Hampshire businesses as restrictions on travel and movement due to the Coronavirus pandemic hit businesses across the County. Our current focus is on supporting local businesses in interpreting and accessing the various forms of Government support available, particularly as certain sectors such as tourism and leisure, which generate a significant proportion of jobs in Hampshire, have suffered loss of business overnight.

Support and advice for businesses is available on a range of issues including:

- Job Retention Scheme
- Business Interruption Loan Scheme
- Self-Employed Income Support Scheme
- Business Rate holidays for nurseries and the retail, leisure and hospitality sector
- VAT and Tax payments
- Cash grants for retail, hospitality and leisure businesses
- Extension of Business Improvement Districts (BIDs) arrangements

More details of the various forms of national support available for businesses in response to the Covid-19, including funding support schemes for businesses, can be accessed at <https://businesshampshire.co.uk/support/covid-19-support/>

Hampshire Domestic Abuse Service

Hampshire's Domestic Abuse Service is continuing to provide help to people experiencing domestic abuse via telephone, email and online. The telephone helpline can be accessed on 03300 165 112 and will be staffed from 11.30 am to 2.30 pm Monday to Friday. A face to face support option is not available during this time but **access to refuge, for those with urgent needs, will still be available 24/7.**

If you are in immediate danger, or know someone who is, call 999 and ask for the police, who are continuing to respond to emergency calls. **In an emergency if you are unable to speak - dial 999 and then enter 55.** This will transfer your call to the relevant police force who will assist you without you having to talk.

ManKind - <https://www.mankind.org.uk/> - is a confidential helpline for male victims of domestic abuse across the UK.

Galop - <https://www.galop.org.uk/galop-to-run-national-lgbt-domestic-violence-helpline/> for members of the LGBT+ community. If you are a member of the LGBT+ community, Galop runs a specialist helpline on 0800 999 5428 or email help@galop.org.uk.

Hampshire Trading Standards – Warning

Unfortunately, we are hearing about new scams that Hampshire residents could potentially fall victim to at this time, particularly on their own doorstep. Known coronavirus related scams include:

- **People claiming to offer door-to-door or online testing kits.** Residents are warned not to open the door or place an online order.
- **Elderly residents who are self-isolating being targeted for help with shopping.** Only use trusted sources such as friends and families
- **Emails claiming to be from the Government offering a tax rebate to support people through this challenging time.** Online advice available.
- **Retailers overcharging for staple items such as toilet rolls.**

To report scams, obtain advice or request a 'We do not buy goods or services at the door' sticker, contact our partners at the Citizens Advice Consumer Service on **0808 223 1133**. Doorstep Crime can also be reported to Hampshire Police on their non-urgent number **101** or dial **999** if you feel threatened or intimidated.

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