

Let's stay connected

Advice for residents during Coronavirus (Covid-19) Pandemic

In West Berkshire we have strong, resilient communities ready to look after those who need it during this uncertain time. At West Berkshire Council we are also working hard to look after our residents and communities.

This leaflet gives you some information which will help keep you safe and tells you about help which is available from West Berkshire Council and elsewhere in the District.

Many people will already have family, friends and neighbours who can help them if they have to stay at home for prolonged periods. We also know there are some fantastic charities and community groups doing amazing work throughout the district.

However, we also know there are some people who are not so lucky and we are there for those residents who need us.



WestBerkshire
C O U N C I L

Community Support Hub

We've set up a Community Support Hub to assist those people who don't have anywhere else to turn to for help. If you need help please email the team at westberksbct@westberks.gov.uk or call them on **01635 503579**
Mon – Thu 8.30am to 5pm Fri-Sun 8.30am to 4.30pm

The Community Support Hub is working with local community groups to match people who need help and support with those best able to provide it. The Hub can also help those people who want to volunteer in their community but don't know where to begin. If you want to volunteer, and it's safe to do so, please get in touch with the Hub.

Staying safe

Here are our top-tips for staying safe, saving lives and protecting our NHS:

Stay up to date with national advice.

Stay at home this is what everyone should be doing now and only leaving the house for the four specific reasons given (shopping for basic needs, one form of exercise a day alone or with a household member only but still keeping a distance of 2 metres from others, a medical need, travelling to/from work but only if essential and you can't work from home).

Stay away from others (social distancing)

keep at least two metres away from each other.

Self-isolate don't leave the house at all if someone in your home has symptoms. If you have symptoms of Coronavirus, you'll need to self-isolate for 7 days.

If you live with someone who has symptoms, you'll need to self-isolate for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear.

Shielding if you have been told by the NHS you are vulnerable you should stay at home for at least 12 weeks from the day you receive your letter.

Stay connected keep in touch with family and friends as best as you can can via email, social media, phone calls, text, and video call.

Financial Support

For some people the changes being made will make it harder to pay bills. There is help available for both residents and businesses in the event of financial hardship, such as help with Council Tax payments and Business Rate relief.

If you need to speak to someone about this please

email: customerservices@westberks.gov.uk or call us on **01635 551111**

Mon – Thu 8.30am – 5pm Fri – 8.30am – 4.30pm

Avoiding Scams

Unfortunately some people will seek to take advantage of the lonely and vulnerable at times like these. Please report any suspicious activity to Thames Valley Police on 101 – but in an emergency you should always call 999.

Useful links

You can find local and national advice online – these websites below provide a good source of information about staying healthy, accessing help and finding about changes to Council services in your area.

NHS 111

use this dedicated online site to check if you have coronavirus symptoms.

[**www.111.nhs.uk/covid-19**](http://www.111.nhs.uk/covid-19)

NHS

Information about coronavirus.

[**www.nhs.uk/coronavirus**](http://www.nhs.uk/coronavirus)

West Berkshire Council

a dedicated page updating you on any Council services which are affected for residents and businesses.

[**www.westberks.gov.uk/coronavirus**](http://www.westberks.gov.uk/coronavirus)

West Berkshire Community Support Hub

[**https://info.westberks.gov.uk/coronavirus-communityhub**](https://info.westberks.gov.uk/coronavirus-communityhub)

Gov.UK

stay up to date with national advice and guidance.

www.gov.uk/coronavirus

NHS Every Mind Matters

This sort of incident could cause undue pressure and anxiety. This website has some really simple useful tips and advice to support good mental health.

www.nhs.uk/oneyou/every-mind-matters

Keep in Touch

www.westberks.gov.uk



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