

### **Important support**

Please send all coronavirus related enquiries or issues to Cornwall Council's dedicated email address [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk).

Find out more about Cornwall Association of Local Councils at [www.cornwallalc.org.uk](http://www.cornwallalc.org.uk) or email [enquiries@cornwallalc.org.uk](mailto:enquiries@cornwallalc.org.uk).

Anyone who needs help can request a volunteer by ringing Volunteer Cornwall on 01872 266988 or emailing [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk).

Community volunteers can register with Volunteer Cornwall on their website or by emailing [mid@volunteercornwall.org.uk](mailto:mid@volunteercornwall.org.uk). Volunteer Cornwall will match people who ring up needing help with the community volunteers in their local area – or, if they have more complex needs, with specialist services.

Find out more about the support available for businesses here: Business Rate Support, Council Tax Support and Growth Hub.

### **Highway works**

All routine highway maintenance activities, road surfacing, drainage and footway maintenance works, and construction projects have been suspended. The situation will be reviewed in light of any further direction and guidance to ensure that working practices can be conducted as safe as practicably possible.

The priority remains to ensure highway safety and any defects can continue to be reported via Cornwall Council's Highway maintenance web page. These will be inspected and managed in the normal way. Provision is also in place to deal with any emergency in incidents, including out of hours, as they arise.

### **The Forest for Cornwall and other green projects**

Cornwall is going through a long spell of dry and windy weather, meaning difficult conditions for newly planted trees and plants. There are a number of major planting projects across Cornwall, many of which are centred around the Forest for Cornwall, that the Council will need to maintain during this time. The end results will be enjoyed by residents, as well as bringing climate change and environmental benefits.

Cornwall Council's Environment service, recognising the value of these assets, will water and otherwise tend to those areas that may be at risk. Council employees will continue to respect and support all measures to minimise the spread of coronavirus and only critical work is being undertaken. Working practices will include separate travel to sites (no vehicle sharing), social distancing while working (at least 2m apart) and following PPE and hygiene advice, including hand washing and use of hand sanitiser.

The work being undertaken includes watering trees which were planted over the winter – some with community volunteers, newly laid wildflower turf and wildflower embankments, and susceptible plants in formal parks and gardens to protect important species from failing. The Council will not undertake any unnecessary watering – only where there are concerns that trees and new or susceptible plant stock may be lost.

### **Food and prescriptions help available for clinically vulnerable residents**

Highly vulnerable residents who are unable to leave their homes for medical reasons are being urged to ensure their details are correctly registered with the Government and to contact Cornwall Council and Volunteer Cornwall if they need help getting food supplies, prescriptions or social support during the lockdown.

The 'shielded' group are individuals who have been identified by the NHS as Clinically Extremely Vulnerable because of their risk of getting seriously ill if they contract COVID-19.

There are a number of specific health conditions that meet this criteria, which can be found in the Government's guidance.

Most of these individuals will have been identified from a national database and will have been sent a letter by Government.

Cornwall's GP practices, the Royal Cornwall Hospitals Trust, Derriford and other specialist hospitals looking after Cornwall residents have also reviewed their own patient lists to identify whether there are other people who meet the shielding criteria but have not received a letter yet.

Anyone who believes they should be on this list but still has not received a letter is asked to contact their GP or clinicians as soon as possible as they are the only ones able to add people to the shielding list.

The shielding letter sent from Government gives clear instructions on how to request support if residents need it.

All those receiving the letter should register by going to [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or by calling 0800 0288327, the Government's dedicated helpline, to confirm receipt of the shielding letter and discuss any help needed.

So far there are 1,705 people in Cornwall who have registered and requested support.

The Council has set up a multi-agency team from across Council services, NHS Kernow, the voluntary sector and food providers to co-ordinate food, medical and social support to shielded individuals in need.

A call centre with a dedicated number 0300 1231118 (or email [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk)) is up and running with more than 150 calls received to date.

Since the shielding programme began last month, over 2,500 food parcels have been delivered to vulnerable residents.

Most of these standard food packages have been sent directly to individuals by the Government working with Brakes Wholesalers, but the Council and Volunteer Cornwall provided 234 emergency packages to those who contacted its shielding

support line at the start of the programme when Government deliveries were being set up.

The Council is providing emergency food parcel delivery for shielded residents who are in urgent need of support or yet to receive their weekly food parcels from the Government.

The authority is also helping those with specific dietary requirements, either through vegetarian food parcels or through referrals to Volunteer Cornwall whose volunteers can help buy food to meet individual needs.

Anyone who is shielded and requested the Government's weekly food parcels but are not receiving them should check their details are registered correctly at [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) and update their requirements. Anyone who is has an urgent need of support should contact the Council on 0300 1231118 or by emailing [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk).

If residents' need to update their address or their circumstances change, for example if they need additional support or if they do not need food parcels anymore, individuals should update their details on the Government website. Changes to details may take up to a week to be activated.

For residents who are not shielded but may still have difficulties getting food shopping, please contact Volunteer Cornwall on 01872 266988 or email [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk).

### **Planning appeals**

During this period of time when planning committees cannot take place, Cornwall Councillors and local councils will continue to be advised as normal about the individual appeal decisions and new appeals in their area. Local councils can also contact [planningappeals@cornwall.gov.uk](mailto:planningappeals@cornwall.gov.uk) if they would like a copy of the month's report for the whole of Cornwall, while these are not being published with agendas.

### **Temporary changes to the Statement of Community Involvement**

Cornwall Council has published a notice setting out temporary changes to how the Council will engage with the community on planning policy and also on publicity for planning applications on its Statement of Community Intent web page. The Council is also updating residents, planning applicants and agents through regular updates and additions to the frequently asked questions on its Planning and building control web page and direct communication to all active planning agents.

### **Holiday accommodation**

Cornwall Council is continuing to ask people to report any holiday accommodation that is still open to visitors and is reiterating its message to business to follow the closure rules. Despite most business complying, the Council has recently received an additional 300 complaints of holiday lettings and other accommodation providers being open.

On investigation many of these businesses were confirmed as operating legitimately by accommodating NHS, or other key workers, or had already closed down. Of those

that were found to be operating against the new orders, the majority agreed to close. Enforcement action will be reserved for those that refuse to abide by the new orders.

To report a business suspected to be operating illegally, please use the online form on the Council's website. Alternatively, email [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk).

Anyone with concerns about compliance with emergency control measures to do with social gatherings should contact the police by calling 101 or email [101@dc.police.uk](mailto:101@dc.police.uk) and 999 in an emergency.

The Council discourages anyone from approaching another person to confront them about social gatherings, or businesses regarding them being open.

### **Proud to Care Cornwall and voluntary caring roles**

Do you know someone who would like to become a carer to help support vulnerable people across Cornwall during the COVID-19 pandemic? There are two different opportunities available – a paid role or a voluntary role helping out in the community.

Cornwall Council's Proud to Care Cornwall campaign is for people who want to take up paid shifts as carers to help meet increased demand across the sector. This could be in a care home, providing care in a person's own home or supporting the local community in other ways. Essential training will be provided to all candidates prior to starting work, with full support offered throughout.

It's desirable for candidates to have some experience of working in a people facing role, however the right values and approach are the key attributes needed. To find out more and to apply, visit the Proud to Care Cornwall website.

Volunteer Cornwall is looking for people with the appropriate backgrounds to volunteer their time to support individuals in their community with low-level, non-intimate care provision. This might involve assisting people with basic tasks or being the second person in a double-handed care package to release carers to provide support to people with greater clinical or social need. This is in conjunction with the Home First and STEPS teams and will link into the new Community Co-ordination Centres (which are hubs bringing together health, care, primary care and voluntary sector colleagues) to ensure volunteers are not tasked beyond their abilities. Anyone wanting to help only in a volunteer capacity should visit the Volunteer Cornwall website.

### **Urgent appeal for supported lodgings for care leavers**

Cornwall Council wants to recruit households to provide supported lodgings for 16-17 year old care leavers. Safe homes are needed for these young people during the coronavirus outbreak, with additional accommodation required in the coming weeks.

The 16+ Supported Lodgings Scheme provides young people with the help and guidance they need to make the transition from care to independence. Supported lodgings providers will receive training and support from the Council as well as a weekly payment for each young person for whom they provide accommodation and support.

Anyone with accommodation who is interested in providing a care leaver with a home, should ring 01872 326700 and leave a message for Nicola Penfold, including their name and number, or email [nicola.penfold@cornwall.gov.uk](mailto:nicola.penfold@cornwall.gov.uk).

### **Support for those living with domestic abuse**

COVID-19 will have serious impacts on the lives of those living with domestic abuse. For some people, home is not always a safe place. Safer Cornwall is doing everything possible to ensure that specialist support continues to be available to everyone who needs it.

Cornwall's integrated domestic abuse and sexual violence service, Safer Futures, is still providing support, safety planning and information via their helpline, text service and online. Safer Futures will also direct people to any additional services that they may need and can liaise on their behalf if appropriate to do so, for example if someone feels they want to access a refuge at this time.

Support is available by:

- Making a referral online
- Email: [saferfutures@firstlight.org.uk](mailto:saferfutures@firstlight.org.uk)
- Tel: 0300 777 4777

There is also refuge and support via:

- Cornwall Refuge Trust website
- 24 hour helpline: 01872 225629

If you know anyone who is at immediate risk of harm, please call the police now on 999. If you call 999 but cannot speak, key in 55 and they will transfer you to the police, who can guide you through a silent call.

You can also follow Safer Cornwall on Facebook and Twitter to help spread information about the support that's available.

### **Guidance for households with possible coronavirus infection**

There's stay at home guidance for households with possible coronavirus (COVID-19) infection on the Government's GOV.UK website, and the information is available in a number of different languages. Please share it with anyone you know for whom English is not their first language.

### **Bereavement support**

Anyone who has experienced a bereavement can visit the Cornwall Bereavement Network website, which lists links to different bereavement support services across Cornwall.

The Coronavirus Bereavement Helpline on 01726 829874 is open from 10am-6pm. It provides initial support for those who are bereaved, or who have a loved one who is seriously ill, and can also signpost callers to any further support needed.

The Royal Cornwall Hospitals Trust Bereavement Service provides a dedicated bereavement service to support the family and next of kin of patients who have passed away in hospital. They can be contacted on 01872 252713 9am-4pm Monday to Friday.

## **Parking**

Cornwall Council has suspended car park charges and amended procedures for restrictions in residents parking zones until 30 April. Residents will also be given a two month extension to any permit renewed within the next year. The Council is also waiving parking restrictions in on-street time limited parking bays for NHS and key workers – this does not apply to disabled or loading bays.

The move is to support essential workers as well as those who live in areas where a permit is needed to park during the day. Drivers are being reminded to act responsibly and observe safety restrictions – such as no waiting and double yellow lines – which are there to ensure emergency vehicles and other essential services can travel safely.

The Council has also suspended the renewal for reserved parking spaces for customers for an initial two month period. Reserved permits were valid until 31 May 2020, but these have been extended until 31 July 2020.

Anyone with queries about payment for any other parking permits should email [parking@cornwall.gov.uk](mailto:parking@cornwall.gov.uk). The Parking Services team will aim to respond within ten working days. Anyone without access to email can ring 0300 1234 222.

The latest information about parking and Blue Badge applications is available on Cornwall Council's Parking page.

## **Public transport**

Catch up on the latest news about public transport in and around Cornwall below.

### **Buses**

With residents being advised to make only essential journeys over the next few weeks, bus services in Cornwall are operating on a reduced timetable. The reduced service is aimed at providing a link for key workers and those who have no other way of making an essential journey, for example to a shop, supermarket or health centre.

Passengers should check timetables before travelling and to follow Government guidance in making only essential journeys. Key workers who are unable to get to work due to the changes in timetables, should contact [transport@cornwall.gov.uk](mailto:transport@cornwall.gov.uk) with details of the travel required, including bus service number(s), the time and days of travel plus the start point and destination. The Council will liaise with bus companies to meet key workers' travel needs.

More information about timetable changes can be found on the Council's Public Transport web page.

### **School transport**

Transport will remain available for children of key workers who are currently attending school and who would normally use this service. Key workers should talk to their school for more information.



### Truro Park and Ride

The Truro Park and Ride service is continuing to operate on the usual timetable, providing a link for essential workers, including those at the Royal Cornwall Hospital at Treliske. The Council will continue to monitor passenger numbers and make amendments to the timetable where appropriate. For more information, please contact [Transport@cornwall.gov.uk](mailto:Transport@cornwall.gov.uk).

### Rail

GWR is running a National Key Worker Timetable to provide services for those people identified by the Government as key workers in the response to COVID-19. This means there is now one service an hour in each direction between Penzance and Plymouth. Branch line services are also operating on a reduced timetable. Intercity trains between Plymouth and London Paddington are running at one an hour. For timetables and updates, visit the GWR website.

GWR has said it will accept tickets for CrossCountry services between Penzance and Plymouth. The Night Riviera Sleeper Service has been suspended until further notice and the sleeper lounges at Penzance and Truro are closed to passengers.

### Tamar Bridge and Torpoint Ferry

The crossings remain in operation to support key workers and those who need to make essential journeys. Tolls for both the bridge and ferry have been suspended for the next three weeks. For more information visit the Tamar Crossings website.

### Cornwall Airport Newquay

The airport terminal has been temporarily closed, with all scheduled flights suspended. The Aerodrome remains operational, supporting vital activities including Cornwall Air Ambulance, HM Coastguard Search and Rescue and Military operations.

For more information about flights visit the Cornwall Airport Newquay website.

### **Fire Service warns about barbecues, bonfires and lanterns in dry weather**

Cornwall Fire and Rescue Services is warning of the dangers of barbecues, bonfires, fireworks and paper lanterns as many residents are using their gardens during the current very dry weather. Even discarded cigarette stubs or petrol mowers being used after winter storage can cause a fire.

Bonfires are not recommended in these conditions as they send sparks across a large area and smoke can add to the discomfort of people suffering respiratory illness. Likewise barbecues, even gas-fired ones, can set fire to dry vegetation unless constantly attended. Anyone who is having a barbecue should keep water or a fire extinguisher nearby.

Fire officers and landowners are also warning of the danger of flying lanterns, which carry a naked flame across the open countryside. They are a fire risk once they fall to earth and often have metal components that are a hazard to livestock. Some people have been setting off fireworks and lanterns during the weekly NHS Applause events on Thursdays, but firefighters are needed for emergency responses and to help other blue light colleagues. Please encourage residents in your area not to add to their workload at this busy time.

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