

## Useful Information to stay safe, well & informed

### SOURCES OF ADVICE

The coronavirus situation is fast-moving and there is an increasing amount of misinformation online. We should be using government advice to inform decisions and be checking that advice regularly.

- The [government's main source of advice on coronavirus](#) includes information on the social distancing alongside a wide range of other information
- If you would like to keep up-to-date with the government information as it comes out then you can [sign up to their Covid-19 response bulletin](#)
- [Public Health England \(PHE\)](#) has FAQs that will be updated regularly
- This guidance, developed with the Department for Business, Energy and Industrial Strategy, aims to [assist employers and businesses in providing advice to their staff](#)
- Advice on Covid-19 can be found on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

**Norfolk County Council** are putting together an online toolkit that may be useful for you to refer to:

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus>

### **From South Norfolk & Broadland District Councils Business Rates and Economic Growth Teams:**

In these troubling and fast-changing times it is essential you keep yourself up to date with the latest information and financial assistance that may be available to you, your business and your staff.

Via our websites, <https://www.broadland.gov.uk/coronavirus> and <https://www.south-norfolk.gov.uk/residents/communities/coronavirus> we will be providing the latest information from the Government and a range of other reliable sources. You will also find a Frequently Asked Question section that we will update daily; answering your questions about what business support is available etc.

We will also be sending a weekly, business-focused e-news that will provide updated links and information relevant to local businesses and employees, as well as offers of help and other useful contacts as the situation evolves. If you would like to receive the e-news please email [business@broadland.gov.uk](mailto:business@broadland.gov.uk) with 'subscribe to e-news' in the subject line.

Please be aware we are dealing with a high volume of calls and we may not always be able to respond quite as quickly as you would like. Therefore, if you do not find the information you need on our website please *email us in the first instance or telephone if necessary*.

We know this is a very difficult and challenging situation and will do as much as we can to support businesses through the coming weeks and months.

Please look after yourselves, your loved ones and your communities.

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**COMMUNITY ACTION NORFOLK, NORFOLK COMMUNITY FOUNDATION, VOLUNTARY NORFOLK AND MOMENTUM** are organising a centralised point to register volunteers and manage support requests, details to follow soon.

Services currently being provided by other organisations in Norfolk include:

Charity	Telephone	Email/Web Chat/Referral System	Face-to-face
<a href="#">Age UK Norfolk</a>	Advice line: 0300 500 1217	Referral System currently open <a href="mailto:advice@ageuknorfolk.org.uk">advice@ageuknorfolk.org.uk</a>	Suspended
<a href="#">Shelter</a>	Advice line: 03445151860	Referral System currently open <a href="mailto:norfolk@shelter.org.uk">norfolk@shelter.org.uk</a>	Suspended
<a href="#">Equal Lives</a>	Telephone line: 01508491210	Referral System currently open <a href="mailto:info@equallives.org.uk">info@equallives.org.uk</a>	Pre-booked appointments
<a href="#">Norfolk Community Law Service</a>	Telephone line: 01603 216481	Referral System currently open <a href="mailto:info@ncls.co.uk">info@ncls.co.uk</a>	Suspended
<a href="#">Norfolk Citizens Advice</a>	Telephone line: 03444 111444	Referral System currently open <a href="http://www.ncab.org.uk">www.ncab.org.uk</a> and click 'email advice' + Webchat.	Telephone and digital main

**From South Norfolk Council (SNC):** As community volunteers, we are aware that many people are pulling together at the moment to provide assistance to their more vulnerable residents. If your community has formed a help group, the South Norfolk and Broadland Help Hub would love to hear from you so that we can co-ordinate support across South Norfolk and Broadland. Please call 01508 533933 or email [communities@s-norfolk.gov.uk](mailto:communities@s-norfolk.gov.uk) with the following information.

Lead Contact Name:

Parish:

Email:

Contact Number:

Type of Support Offered:

If you need support, or are aware of anyone in your community who needs support, please see the information on the following link: <https://www.south-norfolk.gov.uk/residents/communities/coronavirus>

### From UK Power Networks:

If you need information on a power cut, you can, as always, visit our [Power Cut Map](#) for live updates, tweet us at @UKPowerNetworks or telephone our customer service team, 24 hours a day, on 105 or 0800 3163 105. Calls are free from a landline or mobile phone.

We will continue to support those who need help the most during a power cut

- We continue to offer free additional tailored support and guidance to customers on our Priority Services Register if they experience a power cut, reliant on electronic medical equipment or with young children.
- For more information on our Priority Services Register, please visit [www.ukpowernetworks.co.uk/priority](http://www.ukpowernetworks.co.uk/priority) to register, or call us on 0800 169 9970.

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### From Norfolk County Council:

We are still able to respond to enquiries regarding highway maintenance and we would encourage you to continue to report defects to us using the on-line reporting system ([www.norfolk.gov.uk/highwaysproblem](http://www.norfolk.gov.uk/highwaysproblem)), telephone calls or via emails.

Our highway teams will continue to carry out their routine and reactive inspections and programme repairs as necessary.

### Scams

Despite the majority of people having the best intentions to help others with both honesty and integrity, there are individuals out there who are taking advantage of others misfortune, and we encourage all organisations to be aware of this to protect the vulnerable.

Norfolk Trading Standards have already had reports from colleagues across the country of doorstep rogues targeting people in self-isolation in the hope of extorting money or gaining access to your home. If you suspect someone is not being genuine do not engage in conversation or give over any money/personal details.

Please also note there have also been alerts from the World Health Organisation regarding ongoing coronavirus themed phishing attacks. If you receive any of these emails do not reply and do not download the attachments.

Any concerns should be reported to Norfolk Trading Standards by calling 0800 223 1133

Our aim is to ensure that both volunteers and those they are helping are aware of the potential pitfalls and to ensure that people make a logical and informed decision.

You can view current consumer alerts for scam information on Norfolk County Council's website [here](#).

You can also sign up here to receive consumer and business scam alerts [here](#).



#### Handy to know:

There are reports that the virus appears to be spreading quickly via petrol pumps so the advice is to wear gloves when filling up or use paper towel and bin straight away.

**Courtesy of the EDP:** A bit of light relief - some jokes to help you chuckle during tough times:

<https://www.edp24.co.uk/news/health/some-dad-jokes-to-help-people-through-troubled-times-1-6571003>