



Support for you
in and around the St Ives area



Coronavirus - COVID-19

St Ives Town Council
Issue 3: June 1st 2020

Mayor's message

Welcome to this, the third leaflet from the St Ives Community Hub, giving you help and advice during these difficult times.

It has been truly heart-warming to see the efforts to which you have all gone to support each other, especially those of you volunteering with one of our many caring and support charity groups. I think it's fair to say that no-one has found the past two months easy, but you should all be proud of how we've come together even though we are forced to be apart.

In particular, I would like to single out the St Ives Foodbank for their sterling efforts. They've been working so hard to make sure that no-one in need goes without, no matter the circumstances. If you'd like to support the Foodbank, the up-to-date list of food stuffs that they are most in need of is available at stivesparishchurch.org.uk/foodbank.

Please note that if instead you find yourself in need of support from the Foodbank, you can get a referral from groups such as the Bridge Money Advice Centre, or P3, who can supply you with a Foodbank Voucher. You can email the Foodbank on foodbank.stives@gmail.com and they will be able to signpost you to a relevant agency who can help, or you can contact the Community Hub via the details below, and they can advise.

Finally, if you'd like to support people in the town through a small financial donation, you can donate to the Mayor's COVID-19 Hardship Fund. This was set up to make small grants of up to £100, via our community groups, to help alleviate suffering and hardship in St Ives. If you'd like to support this effort, you can get in touch using the details below, and we'll put your donation to good use.

Don't forget to keep following the latest advice, stay safe, and I hope to see you soon.

Cllr Jonathan G Pallant,
Town Mayor of St Ives

Community Hub Hotline: **01480 88 43 43**

Community Hub e-mail address: **clerk@stivestowncouncil.gov.uk**



COVID-19 Hub

St Ives Town Council is continuing to work closely with St Ives & Fenstanton Time bank, St Ives Foodbank, 'Helping the Homeless and People in Need', Diamond Hampers, local churches and faith groups and other organisations within the town to provide support, assistance and signposting to the community within St Ives.

Following the government's announcement on the 10 May people are starting to move around more now, but we are all being encouraged to stay alert and to still keep our trips outside the home to a minimum. There are also still a number of vulnerable people in our community that are still at risk.

The Community Hub has been working hard over the last couple of weeks to set up a 'Street Warden' Scheme across the town to ensure anyone who does need help as a result of COVID-19 gets it as soon as possible. Although we have recruited a number of volunteers, we still need more.

Each street warden commits simply to walk around a designated area (normally very close to where they live) at least once every 24 hours. Just to look out for anyone who has put a red hand symbol (on the back of this booklet) in their window or are showing other signs of distress. If you see any signs you are asked to contact your local coordinator or the town hall, and we can assess how to support the situation.

We would love you to take part, if you feel able, please contact the town hall, clerk@stivestowncouncil.gov.uk or 01480 388929 during working hours.

We will seek to allocate locations based upon postcodes near to your home address. We will need to collect your home address details, a phone number and email address.

In addition, the Town Council was successful in receiving a grant from Cambridgeshire County Council to purchase five WiFi enabled tablets and five 4G hubs. These will be to be loaned to residents who don't have access to this technology for a 24-hour period each to allow them to connect with family or friends 'face to face' whilst continuing to isolate. So if you want to be able to talk to friends or relatives and do not already have the ability to do so, or you have a relative or friend in the town that you would like to 'see' please do get in touch. They come with full instructions and are very easy to use.



What should I do now?

We all have to make changes to lower the risk of transmitting the virus, and it is everyone's responsibility to adopt the following principles:

- 1. Keep your distance from people outside your household.** Be aware the risk of infection increases the closer you are to another person with the virus, and the amount of time you spend in close contact with them. You are unlikely to be infected if you walk past someone in the street. But you should keep 2 metres (6 feet) away from people as a precaution.
- 2. Wash your hands often** using soap and water and dry them thoroughly. Where available, use sanitiser outside your home, especially as you enter a building and after you have had contact with surfaces. Avoid touching your face.
- 3. Avoid being in face-to-face contact with people if they are outside your household.** You are at a higher risk of being directly exposed to respiratory droplets (released by talking, coughing or sneezing) when you are within 2 metres (6 feet) of someone and have face-to-face contact with them. You can lower the risk of infection if you stay side-by-side, but still 2 metres (6 feet) apart, rather than facing someone.
- 4. Work from home if you can,** but if you can't then you can travel to work.
- 5. Reduce the number of people you spend time with in a work setting.** Your employer should have taken measures to help with this. Ask about introducing shift patterns and rotas or to change existing ones so that you are with the same team each time. Or splitting into smaller, contained teams.
- 6. Avoid crowds.** For example try to avoid peak travel times on public transport, where possible. Do follow any directions given by staff or signs when shopping such as limited numbers in the premises, specific routes around shops and using different entrances and exits where possible.
- 7. If you have to travel (for example, to work or school), think about how and when you travel.** To reduce demand on the public transport network, you should walk or cycle wherever possible. If you have to use public transport, you should try to avoid peak times.
- 8. Wash your clothes regularly.** There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter. Therefore, if you are working with people outside your household, wash your clothes regularly.
- 9. Keep indoor places well ventilated.** In good weather, try to leave windows and doors open in areas where people from different households come into contact, or move activity outdoors if you can. Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximise the air flow rate.

10. **When at work, follow the advice given to you by your employer.** Employers have a duty to assess and manage risks to your safety in the workplace. The government has issued guidance for employers and businesses on coronavirus. This includes guidance on how to make adjustments to your workplace to help you maintain social distancing.
11. **Face masks do not protect you from catching Covid-19, but they do help to prevent the virus spreading if you have not yet developed symptoms.** Wear a face mask or covering inside if you are in contact with people you do not normally meet. But you should still keep a distance of 2 metres (6 feet) apart. Face masks do not replace social distancing.

Requests for help

If you do not have access to a computer and need some help or advice please do ring St Ives Community Hub on **01480 884343** where someone will be able to help you. The number is available from 9.00 am to 5.00 pm, seven days a week and is answered by Town Council Staff who are continuing to work from home.

They are able to answer some questions but more importantly get you the help and support you need. For any other matters that you would normally contact the Town Council about, please do continue to ring - **01480 388929** – or email: **clerk@stivestowncouncil.gov.uk**

If you do have access to the internet you can find information about other local Recognised Organisations here: **www.wearehuntingdonshire.org/accessing-help-within-my-community/** and here **www.huntsforum.org.uk/coronavirus/**

Offers of help

If you are not in an 'at risk' group and wish to offer support and assistance to people in need, please

do contact the St Ives Community Hub on **01480 884343** or email: **clerk@stivestowncouncil.gov.uk**

Please do consider if you would be able to be a 'Street Warden'

Other Useful Contacts and Sources of Advice

A daily update of information relevant to the virus is available from www.gov.uk – click on the coronavirus link at the top of the page.

If you do not have access to the internet or want a hard copy of any of the information contained on the site, please contact the St Ives Community Hub on **01480 884 343** and we can arrange for this to be printed and delivered for you.

NHS

For more on the symptoms of coronavirus:

Website: **www.nhs.uk/conditions/coronavirus-covid-19/**

If you think you have symptoms of coronavirus, call NHS 111 or visit the website:

Telephone: **111**

Website: **www.111.nhs.uk/covid-19**

Useful Contacts

The Town Council Office will be open between 10am and 4pm Monday to Friday from 15 June along with other businesses and shops following Gov. announcement on 24 May.

DOCTORS

ALL SURGERIES ARE AVAILABLE FOR PHONE AND VIDEO CONSULTATIONS OR APPOINTMENTS AGREED IN ADVANCE. IF YOU THINK YOU MIGHT HAVE COVID-19: STAY AT HOME AND SELF-ISOLATE.

1. Access 111 Coronavirus Service Online – <https://111.nhs.uk/covid-19/>
2. Follow Government guidance on how long to self-isolate
3. If you feel your condition is getting worse, telephone 111

IF YOU HAVE ANY OTHER URGENT MEDICAL NEED:

1. Telephone YOUR Surgery and speak to the Receptionist
2. Wait for a call back from a member of the clinical team for a telephone consultation or video consultation
3. A very small number of patients may need to be seen at the Surgery – these patients will be given special instructions

ONLY COME TO THE SURGERY IF YOU ARE SPECIFICALLY INSTRUCTED TO. Thank you for your patience at this difficult time for everyone.

If you think you should have received a “shielded” letter please be aware that the Surgeries have not been given up to date guidance on how to identify those not already on the NHS list and contacted. We will know more soon. In the meantime if you are concerned, please visit:

<https://digital.nhs.uk/coronavirus/shielded-patient-list>

Surgeries are offering a delivery service for medication. When you order your next prescription please advise if you wish it to be delivered. This a new and temporary service so please bear with them at this busy time. Please make sure you allow at least five working days for them to process your prescription.



PHARMACIES – please only order what you genuinely need and if you are over 70, please ask for someone else to collect on your behalf

Fenstanton Pharmacy - Telephone: 01480 495159. Opening hours of Mon-Fri 9am-1pm, Sat 9am-12pm

Well (Burliegh Hill) - Telephone: 01480 301614. Opening hours of Mon-Weds 9am-6pm, Thurs & Fri, 9am-6.30pm, Sat 9am-1pm

Lloyds Pharmacy (Pavement) - Telephone: 01480 462109. Opening hours of 9am-1pm, 2pm-6.30pm, Sat 9am-1pm, 2pm-5.30pm

Lloyds Pharmacy (Kings Hedges) - Telephone: 01480 465441. Opening hours of 8.30am-1pm, 2pm-6.15pm, Sat 9am-1pm

Boots (Sheep Market) - Telephone: 01480 461886. Opening hours of 8am-1.30pm, 2pm-5.30pm, Sun 10am-4pm

Note: Please allow up to seven working days for your prescriptions to be processed.

BANKS – please note these are subject to staff availability

Lloyds – Opening hours of 10am-2pm, Mon-Fri. Special Over 70s helpline: Tel: 0800 0560 045

Barclays – Closed. General enquiries – Tel: 0345 734 5345. Nearest open branch Huntingdon Mon-Fri 9am-2pm (open 10am on Weds), Sat 9am-12pm

Nationwide – Closed – Tel: 0800 302011. Nearest open branch Huntingdon Mon-Fri 10am-2pm

HSBC – Opening hours of 10am-2pm, Mon-Fri. Tel: 03457 404 404

The Cambridge Building Society – Opening hours of 10am-2pm Saturday. Tel: 0345 601 3344

You can check your balance, make withdrawals and pay cash or cheques into some current accounts at Post Office counters, whose hours are unchanged from normal.

SUPERMARKETS

Morrisons – Opening hours of Mon-Sat 7 am-10 pm, Sun 10 am-4 pm, Mon to Sat 6 am-7 am, Sun 9-9.30 am - NHS workers with a badge. Petrol Station open 6 am-12 am, seven days a week

Waitrose - Opening hours of Mon-Fri 7.30 am-9 pm, Sat 7.30 am-8 pm, Sun 9.30 am-4 pm. (First half hour for browsing). The first hour every day is for the vulnerable and elderly and those that care for them. Waitrose ask that any NHS personnel take ID with them and staff will look for essentials for them and they have priority at the tills.

Co-op – Opening hours of Mon-Sat 7am-8 pm, Sun 10 am-4 pm

Tesco Express – Opening hours of 7am-10 pm, 7 days a week

MARKETS

The Monday and Friday markets are continuing, and the Farmer's Market is back on the 1st and 3rd Saturday of each month. They are all operating with a reduced number of stalls to allow social distancing to happen.

Tradespeople

At this time, you may have urgent household or transport jobs that you need a tradesperson to attend. The following is a list of some of those who may be able to help. Please note that this is not a recommendation of any of the contacts mentioned, simply some of those active in our area.

PLUMBERS

Aquarius - 07889 386580

Cambs Plumbing - 07762 578763

Craig Hamilton - 07877 800519

Lui the Plumber - 07956 505359

Moazam Ali (also electrician/mechanic) - 01480 494998/07595 830 710

N Roitman Heating & Plumbing - 07873 736371

Simon Watts - 07725 235282

Tim Schuetz - 01480 461537/07876 032283

Usman Ali - 07449 844 501

LOCKSMITH

Halls of Cambridge - 01223 416000

John Taroni - 07969 005 831

ELECTRICIAN

BKR Electrical Services - 07769 205 434

Craig Smith - 07955 351 071

DC Electrical - 07502 455058

Homesafe Electrical Services - 07725 095 484

Naushad Ashiq - 07590 424 125

Oak Building & Electrical - 07725 208131

Mike Wenham (MIET) - 07870 831 648
NIE EIC approved contractor

GENERAL MAINTENANCE

Josh Dear: jdearcarpentry@gmail.com/07955 359 431

Martin's Maintenance
01480 530271

Steve's Handyman and Garden Maintenance
07780 682 037

All County Window Cleaning
07941 533414

GARAGE

Camp Garage (Wyton) - 01480 455719

Rubbish Collections:

Our domestic rubbish collections (black, blue and green bins) are occurring as normal.

For more on waste collection and recycling (including 'bin hygiene'), please visit: www.huntingdonshire.gov.uk/council-democracy/coronavirus-service-update/coronavirus-waste-recycling/



Recycling Centres:

All County Council recycling centres across Cambridgeshire and Peterborough are now open for essential waste, 8 am-5 pm seven days a week. Van/trailer/permit holders are not currently allowed.

Bus information:

Please only travel if your journey is essential - unless it's really necessary to travel for work, or to shop for essentials, please stay at home. Please note that buses are not giving change if you pay by cash - any change is being donated to charity.

Stagecoach now have a series of temporary timetables that can be located at: www.stagecoachbus.com/promos-and-offers/east/east-covid19-service-changes

The busway has temporary changes to its A, B and D routes and the timetable can be located at: <https://www.thebusway.info/pdfs/news/5apriltimes.pdf>

If you do need to travel, the Government has said that one of the most important things to do is practice social distancing:

- Keep a safe social distance from fellow passengers when waiting at the stop and on board the bus, 2 metres apart where possible
- Use contactless to pay for your journey or have the exact change

- Buy your ticket in advance on the Stagecoach Bus App or at stagecoachbus.com.

- Take your newspaper and any litter with you when you leave

- Wash or sanitise your hands before and after your journey

Leisure information:

St Ives Golf Club is now open for members only

One Leisure remains closed

Charities and volunteer organisations

St Ives Dementia Friendly Community Group: Volunteer activity group leaders are offering some activities online and by telephone plus guidance and support information.

Contact Ian Jackson **07836 248360** ianjackson@ntlworld.com; or George Smerdon **07725 588145** george.smerdon@btinternet.com

'Need a Read St Ives' is a new Facebook page. It is designed to help St Ives residents, obtain adult and children's books, DVDs, jigsaw puzzles and games. All items are donated and are free of charge to residents of St Ives. To find out more, go to the Facebook page, join as a member and take a look at what is on offer or phone Lynn on **01480 467266** for more information and how to get involved.

USEFUL CONTACTS

MENTAL HEALTH

Online resources:

<https://kooth.com/>
(online counselling service)

<https://www.themix.org.uk/>
(for under 25s)

<https://au.reachout.com/> Provides practical tools and support to help young people get through everything from everyday issues to tough times

<https://riseabove.org.uk/> Interesting and useful stuff to get us talking about the things that matter

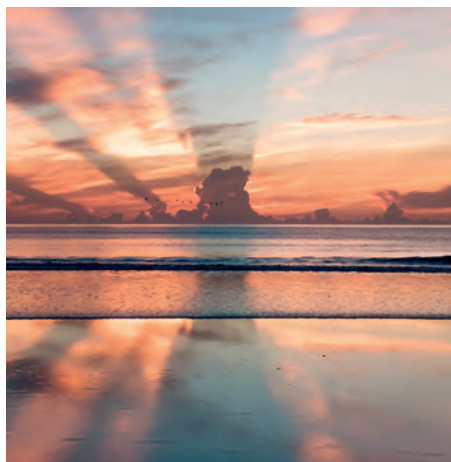
<https://www.moodjuice.scot.nhs.uk/professional/index.asp> Access to self-help guides for a range of mental health conditions,

<https://www.bemindfulonline.com/>
Introduction video to mindfulness.

<https://youngminds.org.uk/>

<https://www.mind.org.uk/>

<https://www.rethink.org/>



APPS

BlueIce - evidence based app to help young people manage their emotions and reduce urges to self-harm.

Calm Harm - App designed to help people resist or manage the urge to self-harm. it's private and password protected

My Possible Self: The Mental Health App: simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking

HeadSpace - mindfulness App. Some routines require payment but there are free options.

HELPFUL TELEPHONE NUMBERS

Childline 08001111

If you require support or advice around domestic abuse please call:

Cambridge Women's Aid (City/South/East) 01223 361214

Refuge (Fenland/Hunts/Peterborough) 07787 255821

Cambridge Rape Crisis
01223 245888

Peterborough Rape Crisis
01733 852578

If you or someone you know is in immediate danger, please call 999

First Response Service 111 option 2

Samaritans 116 123

Lifeline 0800 58 58 58

Cruse Bereavement Care
07902 662492

www.crusehuntingdon.org.uk



Domestic Abuse

If you are suffering from domestic abuse, remember although there are many different kinds, this is a crime that involves an abuser having power and control over a victim. It can happen to anyone, at any time, although there is a particular risk during the lockdown period.

As a victim of domestic abuse, the most important thing you can do is admit it is happening and tell someone.

It is natural to feel scared and you might be worried that contacting someone may put you in danger. However, the Police can help you take positive action against your offender. The important things to know are:

- **there are no excuses for domestic abuse**
- **it isn't your fault**
- **the Police will take your report seriously**
- **support services are available for you to speak to.**

Types of domestic abuse

- **Psychological:** can include violence or the threat of violence to make their victim fear them. This can come in the form of humiliation and embarrassment, control of what they can and cannot do, and social isolation from friends and family members.
- **Physical:** an injury does not have to be major or require medical treatment. Physical abuse can also include burning, shaking, pushing, punching, biting and grabbing.

- **Financial:** partners deny the victim access to money or other financial dealings, sometimes with an abuser not allowing their partner to work, forcing their partner into social isolation.
- **Emotional:** causing someone to feel a lack of self-respect or self-worth and can be constant, unrelenting insults and criticisms intended to humiliate and bad-mouth the victim.
- **Sexual:** involves an abuser physically sexually assaulting or raping a victim. It also includes degrading and humiliating behaviour such as exposing a partner or victim's body to others, forcing someone to pose for pornographic photos, secretly filming someone whilst engaging in sexual activity, forcing a partner to have sex without protection or forcing a partner to have an abortion.

Signs to look out for in domestic abuse victims

- physical injuries
- excuses for frequent injuries
- stress, anxiety or depression
- absent from work and social occasions
- personality changes – being jumpy or nervous
- low self-esteem
- lack of independent communication
- self-blame
- increased alcohol or drug use
- lack of money
- damage to property

Signs to look out for in an abuser

Every case of domestic abuse is different but there are signs suggesting someone may be abusing you, which can include but aren't limited to:

- controlling behaviour
- bullying
- being forced into a sexual act
- humiliation
- constant yelling and shouting
- the threat or use of violence
- destroying personal items
- limiting contact with family, friends and work colleagues
- checking up on your whereabouts
- accusing you, the victim, of committing the abuse when it is the other way around

Signs of an unhealthy relationship

- They make threats and do things just to scare me
- They put me down just to make me feel bad when we're alone or around friends
- They make me do things that I don't want to do without listening to me
- They make me feel guilty if I don't spend time with them
- They don't try to get on with my friends or family
- They hit, slap or push me
- They look through my phone, social media or web history
- They want to know where I am all the time
- They cheat on me or accuse me of cheating on them
- They steal from me or make me buy them things
- They make me have sex when I don't want to
- You're feeling more stressed or worried all the time; you feel nauseous or have bad butterflies. Sometimes stress can also stop us eating and sleeping properly, or cause us to have headaches
- You have that 'dreaded' feeling more often
- You're scared of how your partner will react to a situation
- You avoid saying something because you don't want to upset your partner
- You feel scared when your partner is angry because you can't predict their behaviour
- You're feeling a pressure to change who you are or move the relationship further than you want to
- You feel like you're walking on eggshells
- You're staying in more and seeing less of family and friends to avoid arguments with your partner

How do you know if you're feeling unsafe?

Here are some early warning signs:

- You're becoming a lot more critical of yourself – thinking you are stupid or fat or very lucky to have a partner
- You give up on your own opinions and think your partner is right about everything

24-hour National Domestic Abuse Helpline 0808 2000 247

The above text has been adapted from information provided by Cambridgeshire Police. For more information, visit: www.cambs.police.uk/information-and-services/Domestic-abuse/Domestic-abuse-signs



Scams

Taken from the National Cyber Security Centre website:-

Cyber criminals are preying on fears of the coronavirus (COVID-19), and sending scam emails that try and trick people into clicking on a bad link. Here's what to do if you have already clicked and some of the telltale signs to look out for:-

What is phishing?

Phishing is when criminals try to convince you to click on links within a scam email or text message, or to give sensitive information away (such as bank details). Once clicked, you may be sent to a dodgy website which could download viruses onto your computer, or steal your passwords.

Given the current situation, cyber criminals are sending emails that claim to have a 'cure' for the virus, offer a financial reward, or encourage you to donate. Like most scams, these emails are preying on real-world concerns to try and trick you into clicking.

These scam's can be very hard to spot, and are designed to get you to react without thinking. If you think you've clicked on a bad link, don't panic - there's lots you can do to limit any harm.

What to do if you've already clicked

- If you're using a work laptop or phone, contact your IT department and let them know.
- If you've been tricked into providing your banking details, contact your bank and let them know.
- If you think your account has already been hacked (you may have received messages sent from your account that you don't recognise, or you may have been locked out of your account), refer to the NCSC website for guidance on recovering a hacked account.

- Open your antivirus (AV) software and allow it to clean up any problems it finds.
- If you've provided your password, change the passwords on all your accounts that use the same one.
- If you've lost money, tell your bank and report it as a crime to Action Fraud, the UK's reporting centre for cyber crime. By doing this, you'll be helping the NCSC to reduce criminal activity, and in the process prevent others becoming victims of cyber crime.

Tips for spotting telltale signs of phishing

- **Authority** - Is the sender claiming to be from someone official (like your bank, doctor, a solicitor, government department)? Criminals often pretend to be important people or organisations to trick you into doing what they want.
- **Urgency** - Are you told you have a limited time to respond (like in 24 hours or immediately)? Criminals often threaten you with fines or other negative consequences.
- **Emotion** - Does the message make you panic, fearful, hopeful or curious? Criminals often use threatening language, make false claims of support, or tease you into wanting to find out more.
- **Scarcity** - Is the message offering something in short supply (like concert tickets, money or a cure for medical conditions)? Fear of missing out on a good deal or opportunity can make you respond quickly.
- **Current events** - Are you expecting to see a message like this? Criminals often exploit current news stories, big events or specific times of year (like tax reporting) to make their scam seem more relevant to you.

Your bank (or any other official source) should never ask you to supply personal information from an email. If you have any doubts about a message, call them directly. Don't use the numbers/emails in the email, but visit the official website instead.

Spotted a suspicious email?

If you have received an email which you're not quite sure about, you can now forward it to the Suspicious Email Reporting Service (SERS) here on the NCSC website.

The message might be from a company you don't normally receive communications from, or someone you do not know. You may just have a hunch. If you are suspicious, you should report it. By doing so you'll be helping us to protect many more people from being affected.



**I need help! Please contact St Ives Town Council on
01480 884343 or by email clerk@stivestowncouncil.gov.uk
and give them my address.**

IF YOU NEED HELP, PLEASE DISPLAY THIS IMAGE PROMINENTLY IN YOUR
FRONT WINDOW - YOU CAN ALSO CALL US ON 01480 884343

Note: please do not let anyone into your home without identification