Pontesbury ONLINE Newsletter

July 2020 Issue no. 266

Looking ahead

The restrictions we have found ourselves under are slowly being lifted and I am sure you would like to join me in thanking everyone who has volunteered within the community, helping to keep us all safe. We have seen much hard work helping neighbours, new friendships being formed and the responsible manner shown locally to measures in place to control the infection rate.

Our new community building The Pavilion was unable to open before lockdown but has been put to good use, initially housing the Pontesbury foodbox team (Big thank you to Sharon and Helen). Beverley and the library team have also been working hard behind the scenes to get the new library ready. We are looking forward to opening the building and it coming into full use for the benefit of our community later in the summer.

One community involvement project taking place is the drawing up of a Pontesbury Parish draft Neighbourhood plan. This is your opportunity to have your say in a shared vision for our community (more detail about how to get involved in separate article). Another example is the Climate Emergency Action group who are drawing up an action plan for the parish. Many residents have become more aware of a cleaner environment during the lockdown and I am sure you wish to have your opinions heard. See details of an online workshop about climate change on page 9, looking at ways to achieve carbon zero within the parish.

If you would like to get involved with the new community building or any of the other community projects, please contact the Parish Clerk.

Remember – keep well and safe

Cllr Duncan Fletcher, on behalf of Pontesbury Parish Council



Aerial Pontesbury

Last month's aerial photograph by Brian Fisher was very popular, so here's another one from a different angle. Thank you, Brian!

Closing date for copy for the **Sept** edition is **Aug 10th** (please include a contact phone number)
Email contributions to **pontesburynewsletter@gmail.com** or hand in at the Post Office.
Advertisers – See inside for details of how to place your ad.



Thank you!



This section is dedicated to the wonderful people who are helping out in our community. We don't know about everyone so please add your nominations for the next issue.

Pontesbury Parish Council would like to say:

• Thank you to Pontesbury Co-op staff who during the month of August will be raising money for MIND taking part in various activities in and out of the store. Sam and all the staff hope that you will join in and help to raise as much money as they can for this charity. Details of all the activities can be got at the Co-op.

• Big thank you as always to Sharon and Helen for their ongoing work with the Food Share, food box deliveries and all the volunteers delivering food, shopping and prescriptions. This has made such a difference to people during this difficult times. We have see many appreciative comments about how the parcels in particular have cheered people up.

• Thanks to Brian and the Congregational Church for offering to provide a home for the Food Share scheme.

•Thank you to all the shops and businesses in Pontesbury that are helping out and all the staff working on the frontline in order to support the local community. From food deliveries from Hignett's, Lunt's Chemist staff giving out much needed medicines, extra demand being placed on Post Office and Connections staff, all the support given to older people by Allcare, the Co-op team. We are also getting lots of support from businesses/shops outside the parish such as The Village Stores in Hanwood, and Smith's and Co-op in Minsterley. Businesses/restaurants and food suppliers in Shrewsbury too. (see the information sheet for all of these).

• Thank you to all the medical staff at the surgery in Pontesbury who put themselves at risk to support us all.

• Thank you to Anna Lawson, Michelle Trow and Christine Lawrie and who are working so hard to keep the facebook pages for the Parish Council and local village and the Pavilion website up to date with all the latest COVID-19 news and support throughout these times. Thanks, Chris, also for the additional work involved in producing the newsletter online, much appreciated.

• Thank you to Helen Tazewell, Community Care Co-ordinator at the surgery who is still working tirelessly making sure people are getting the support they need in terms of health, food and mental health.

• Thanks also to the team of Coco befrienders who are telephoning people and delivering things people need.

• Thank you to Shropshire Council and Minsterley Parish Council for their grants towards the food share scheme for our local community.

Richard and Amanda Horner would like to say:

• We would like to wish all our customers a BIG thank you for their continuing custom and support during the pandemic. Best wishes, Richard and Amanda, Horner Plumbing and Heating Ltd, Contact number: 07974 26862.

Virtual Parish Council Meeting in July

There will be a virtual parish council meeting held on Monday, 13 July at 7pm. If you would like to attend please contact the Clerk at clerk@pontesburypc.org.uk and she will email you a link to the meeting.

If you wish to comment on a planning application please use the Shropshire Council planning portal at https://pa.shropshire.gov.uk/online-applications/ Or pass your comments through Cllr A Hodges at ahodges@pontesburypc.org.uk. All new planning applications for the area are listed on the Parish Council website.

Debbie Marais, Parish Clerk

Telephone and online appointments – Here to stay?

Earlier this year Healthwatch Shropshire asked people to share their experiences of accessing General Practice appointments and using their local Pharmacy. The report highlighted that people's experiences varied widely and there was a lack of consistent information about services and how to access them. The report has now been published.

As a result of the pandemic many services across health and social care have changed how they are delivered and new ones have been developed. In order to offer services as safely as possible people have been offered appointments over the phone or online by video or using an online form. Healthwatch Shropshire is asking people to share their views and experiences of this new way of working.

Lynn Cawley, Chief Officer of Healthwatch Shropshire told us, 'The changes that we have seen in the way patients attend some of their appointments because of Covid-19 are likely to be here to stay. We know that the NHS Long Term Plan commits to reducing face-to-face outpatient appointments by up to a third over the next five years.

We really want to know how patients have found these new methods so that we can ensure that the patient voice is heard as the new systems are extended across health care. We are asking people to contact us by phone on 01743 342183 or via our website www.healthwatchshropshire.co.uk where people will also find our General Practice report.'

Healthwatch Shropshire is the independent consumer champion for health and social care in Shropshire. It gathers the views and experiences of patients, service users, carers, and the general public about services including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and children's services. It also has statutory powers that it can use to influence service provision by encouraging improvements.



The Newsletter during Lockdown/August

The Parish Council has taken the decision, following Government guidelines, to only produce an online version of the Newsletter for the next few months. If you know of any of your immediate neighbours who don't have access to a computer, please feel free to print a copy and give it to them using gloves. Thank you.

As always, there will be no Newsletter in August. The next edition will available in September. Have a good summer, everyone. Stay well.

Editor

Friends of Pontesbury Library

Hello to all our FoPL friends. We hope to be able to bring you some good news soon about the re-opening of libraries *(see page 9)* – in our case not really a reopening though, a chance to visit our lovely new library for the first time. The arrangements for social distancing and safe use of the library are yet to be finalised but won't it be nice to have access to a library again some time soon.

Pop-Up Plant event

In the meantime FOPL has still been active and we were delighted to be able to raise some funding for both FoPL and the Community Food Bank by having a sort of pop up plant event in the village at the very end of May. Thanks to all those people who were able to finally donate the plants etc. that they had hoped to give us for our regular plant sale before it had to be cancelled. Huge thanks also to those people who made donations in return for getting some lovely plants.

A grand total of £464 was donated which means £232 each to FoPL and the local Food Bank. A good morning's effort for two very good causes.

How to Donate

As well as cash donations we were also able to take donations by card using our new card reader. We hope this will make it much easier to support FoPL for the increasing number of people who tend not to carry cash these days. It will certainly make renewing or starting up your Library Lottery membership this year. Full details about this are on the website https://pontesburylibrary.co.uk/. It's such an easy way to support your local library – and of course you could be one of the three winners each month.

This month our winners are 1st: Haydn Carter, 2nd: Colin Boarer and 3rd: Bill Sample.

Writing Competition 2020

Our main summer fundraiser this year in these rather unusual conditions is a Writing Competition for children and adults – look out for the poster in this newsletter and around the village – this year we're looking forward to reading your thoughts and ideas on the theme of Friendship. Our friends have been missed, valued and relied upon during these last few months so there should be plenty of good ideas on this theme. There is no entry fee but we will happily accept donations and look forward to announcing the winners in September.

In the meantime – don't forget there is plenty of information on the FoPL website https://pontesburylibrary.co.uk/

The Lockdown Bookshelf

Looking for a good book to read during lockdown? Or have you read a book that energised you, entertained you, or just passed a few enjoyable hours in its company?

If so, send us a few words to bookshelf@pontesburylibrary.co.uk on why you'd recommend your lockdown read of choice, fiction or non-fiction, and we'll publish it on the Friends of Pontesbury Library website to share with others. Better still, include your photo holding the book itself. If you're not on the internet simply post your hard copy through the Pavilion postbox marked FoPL Bookshelf. Thank you. We hope that the Lockdown Bookshelf will grow in time to provide a rewarding reading list both now, while the library's doors are closed, and beyond. See the website for further details pontesburylibrary.co.uk.



Your Neighbourhood Plan Update



The Pontesbury Parish Neighbourhood Plan will set out policies to help ensure a sustainable, vibrant and thriving community for the foreseeable future. For instance, helping to protect the Parish against inappropriate and unwanted development, protecting our green spaces, and supporting new community initiatives.

It is being put together by volunteer residents for the benefit of everyone in the community.

To help us do this we need your views!

Early in July a survey will be delivered by post, to every household in the parish. Please take time to complete and return it by Friday 31 July 2020, and let us know what kind of community you would like to live in. You can also complete the questionnaire online at www.pontesburyneighbourhoodplan.org.uk

If you have the option of completing it online please do so, as your answers won't need to be transcribed and it will save costs. However, we do realise that this is not an option for everyone and we really want to hear the views of as many people as possible so there is also a freepost envelope included for you to return the print questionnaire.

Many thanks and we look forward to hearing your views.

Debbie Marais, Parish Clerk

Getting out and about in our beautiful countryside

http://www.shropshiresgreatoutdoors.co.uk/ Information and interactive maps on walking, cycling, horse-riding, geo-caching as well as country parks – including how to be safe outdoors during COVID-19 (Shropshire Council site)

The Public Rights of Way network in Shropshire remains open to allow people to exercise and get some fresh air during these difficult times. However, people are asked to use the network responsibly to help reduce the spread of coronavirus.

NFU and CLA have told us that some landowners are still concerned about increased use of Public Rights of Way on their property increasing the risk to livestock, such as instances of gates being left open and dogs not being controlled.

When exercising their right of way, the public should be mindful that some Public Rights of Way pass through residential properties and/or working farms. Local farmers have no choice but to continue working to provide food to feed the nation, look after their animals and tend their crops.

Please be respectful when using these parts of the network. To help prevent the spread of coronavirus, please ensure that you:

- Keep to the line of the Public Right of Way
- Avoid approaching buildings off the line of the Public Right of Way
- Do not approach farm animals or pets belonging to those properties.



July's Quiz for all Ages

1. What three ingredients are typically used to make pancake batter?
2. Buick, Beetle and Chevrolet are all types of?
3. How many colours are in the rainbow? For a bonus point, can you name them?
4. Who famously said 'I have a dream'?
5. Guess the following characters from the three clues and extra point if you know which movie they are from:
   - He is green. He is an alien. He has a laser pistol.
   - She gets a yellow lightsaber. She knows the force. She doesn't know who her family is.
   - He can shoot lightning out of his hands. He gave Darth Vader his name. He always wears a black cloak.
6. Match these 5 animals with their collective nouns
   Buffalos, bears, cats, apes, camels
   An obstinacy of
   A Shrewdness of
   A glaring of
   A caravan of
   A sloth of
7. Fortnite has become a cultural phenomenon since it was launched in 2017. Which company developed the game?
8. Name four cities other than London that are featured on a monopoly board?
9. Which train station is the busiest in the UK?
10. How many words can you make out of the word Pontesbury?

Answers to Quiz for June – Find the linking word or the common theme

Up	Rising, set, wards
Where	Some, any, no
Types of tree	lime, chestnut, rowan
Cup	China, egg, fruit
Punch	Bag, drunk, up
Lochs	Shiel, Lomond, Tay
Mile	Royal, golden, square
Party	Political, surprise, dinner
Top	Gear, dog, up
Things you can blow	Kiss, raspberry, fuse
Knots	Sheet bend, bowline, square
Figure	Father, hugging, speech
Types of drum	Kick, kettle, talking
Diary of a wimpy kid books	Dog days, cabin fever, long haul

Pontesbury Gardeners News

It's been good to see everyone back on Saturday mornings, and it has been fortunate that the weather has been kind so that queuing outside hasn't been much of a hardship. Whilst the helpers can bring things out to your car (or wheelbarrow if that's your preferred mode of transport) we are able to allow one person, or small family group, into the building at one time.

It doesn't look as though we will be able to hold our annual show in August and comply with all the restrictions imposed on public gatherings. We have delayed making the decision as late as we could but now feel that we must cancel, so falling in line with all other shows that were scheduled to be held in August. We look forward to seeing everyone at the show next year, on the Saturday of the Bank Holiday weekend.

The Trading Post is situated in the Old Station Buildings on Station Road and is open every Saturday from 9.30 to 12 noon.

Rob Dixon



NATURAL ENGLAND

Notes from the hill

As lockdown eases, but the thoughts of holidaying are still restricted somewhat, we are seeing a lot more visitors on the hill. The site is probably robust enough to cope with this, so long as people follow the countryside code and try to avoid disturbing or potentially damaging the site.

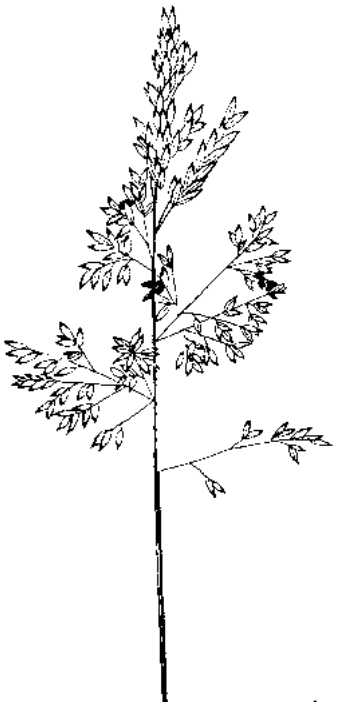
The countryside code has been updated recently and gives the following sensible guidance:

Respect other people
•Consider the local community and other people enjoying the outdoors
•Park carefully so access to gateways and driveways are clear
•Leave gates and property as you find them
•Follow paths but give way to others where it's narrow

Protect the natural environment
•Leave no trace of your visit, take all your litter home
•Don't have BBQs or fires
•Keep dogs under effective control
•Dog poo - bag it and bin it

Enjoy the outdoors
•Plan ahead, check what facilities are open, be prepared
•Follow advice and local signs and obey social distancing measures

Our main issues recently have been gates being left open so that commoners sheep have escaped on to roads, barbeques at a time of very high fire risk and dogs off of leads when ground nesting birds have been disturbed and there are lambs around.



Unfortunately this year's Hay Meadow Festival has had to be postponed until next year, along with associated scything courses and competitions. However this is a good time of the year to consider creating a mini-hay meadow in your garden, in place of a boring lawn. I only have a relatively small garden but I have found room for three mini hay meadows, which started off as areas of lawn which were left unmown until late July. After that they are cut and the lawn returns, but when they are growing they are as good as flowerbeds (except that they don't need weeding, well I do remove the hogweed occasionally).

Initially when I started them they were not very varied, but it is always surprising what does appear, so along with the dandelions and plantains, the frothy white flowers of yarrow, pale blue forget-me-nots and the burnt orange of fox and cubs appeared as if from nowhere. Since then I have spread hay collected from elsewhere, which has brought in a whole range of grasses which look lovely in the evening sunlight, along with hawksbeards, knapweed, cowslips, yellow rattle and oxeye daisies. I would now argue that they are more colourful than the flower borders (although my wife might disagree). The great thing is that once you have a small patch you can then use the hay to seed other areas, or give it your neighbours for their mini-hay meadow.

Happy gardening from Simon Cooter and the Natural England staff at Rigmoreoak.

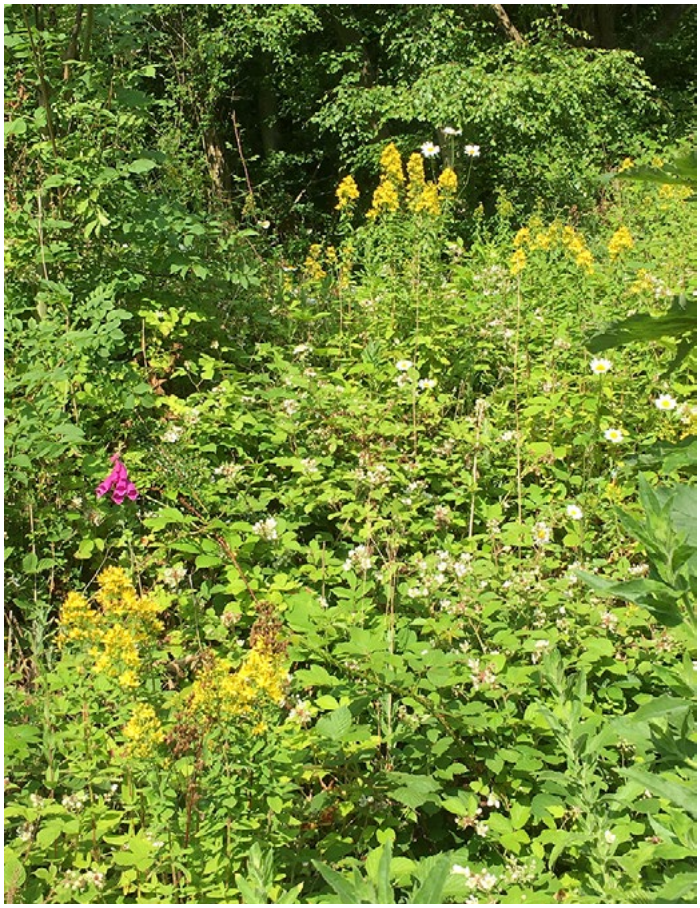
Fantastic Flora and Fauna!

We are so lucky in Pontesbury to have green spaces near and around us. I know from my own walks in the neighbourhood that many of us have been out enjoying the natural world during lockdown, watching spring and early summer unfold. From the bluebell filled woods in April, the call of a cuckoo in Poles Coppice, to the flight of Broad Bodied Chasers *(right)* over the old quarry ponds. Now it's orchid time, so I I'm sharing this photo of two beautiful Common Spotted orchids in the old quarry, and another o St John's Wort, foxglove and bramble flowers.

Liz Knowles







Marches Grow Local

I'm part of a new group called Marches Grow Local that is hoping to replicate the success of Tamar Grow Local (a local food network based in Devon) in the Shropshire Hills. To better understand the demand and enthusiasm for producing more of our own food, and to find out how to help existing growers, we have put together a short survey.

https://survey.sogosurvey.com/r/fFIQyH

I'd be extremely grateful for as many reponses to the survey as possible.

For more information on the project, please got to https://middlemarchescommunitylandtrust.org.uk/the-hub/marches-grow-local/.

Lizzie Hulton-Harrop

Coronavirus: Shropshire Libraries to accept returns at six branches only for one week

Shropshire Libraries currently remain closed in line with national guidance, but for one week beginning Monday 29 June 2020, the six largest libraries will be accepting returns of books and other library items that have been on loan.

In order to facilitate the safest possible reopening, for one week beginning Monday 29 June 2020, a book returns service will be offered by the libraries in Shrewsbury, Oswestry, Ludlow, Whitchurch, Market Drayton, and Bridgnorth. Book returns will be accepted between 10am and 2pm from Monday to Friday (not Wednesday at Whitchurch; not Thursday at Market Drayton, Ludlow or Bridgnorth). Social distancing measures will be in place and customers will not have access into the library buildings themselves. This will enable returns to be quarantined for 72 hours as advised by Public Health England's National Infection Service.

The latest Government announcement yesterday indicates that public libraries will be allowed to start reopening in Step 3 of the lockdown easing plan from Saturday 4 July 2020 or onwards. NB Pontesbury Library is NOT yet open. Keep an eye out for updates.

In resuming face-to-face services the priority will be the safety of customers, staff and volunteers, with measures that include social distancing, frequent cleaning of surfaces and limited services overall.

Michael Lewis, Shropshire Council's library service manager, said: "Lots of people will have had library books sitting around at home for several weeks and we're keen to start getting some of those back in preparation for our phased reopening plan. This will enable us to quarantine the book stock following guidance from Public Health England. However, people should not worry if they can't get to a library or if their local branch is not included in this returns week. There is no obligation to bring things back just yet, and overdue fines currently remain suspended."

As a further stage of the phased reopening, from week beginning Monday 6 July 2020 a 'Ready Reads Collect' service will be offered from the foyers of Shrewsbury, Oswestry and Ludlow libraries. This will be a 'click and collect' style service, with no access to the libraries themselves available. 'Ready Reads Collect' will offer individually tailored book choices selected by library staff. Details of this service will be made available shortly.

Lezley Picton, Shropshire Council's Cabinet member for culture, leisure, waste and communications, said: "Although non-essential shops have now been allowed to reopen, it's clear that we need to take a cautious approach to restarting services. This will allow us to review how things are working as we go along and ensure the safety of everyone. We thank all library customers for continuing to be so patient and understanding, and don't forget about all the great e-resources that are available via the library website."

The full range of library e-resources can be found here https://www.shropshire.gov.uk/libraries/libraries-from-home/

Vision for a green future

Help us create the vision for a green future and tackling climate change in Pontesbury through our neighbourhood plan at an online workshop on Thursday, 30 July at 6pm.

Pontesbury Parish Council is developing a Neighbourhood Plan to give our community a much bigger say in how the area develops over the next 15–20 years. The plan needs widespread public engagement so that it reflects the needs and interests of the community, and ensures that development and change happen in ways that are genuinely sustainable.

The public is more concerned about climate change than ever before. The UK government has committed to reduce carbon emissions to nothing by 2050, so within the period of our plan, radical action needs to be well underway to reduce greenhouse gas emissions and adapt to the impacts of climate change.

We want your help to see how Pontesbury could contribute. What will Pontesbury be like in 2030? How have we changed things to make it greener (ideally zero carbon), and more sustainable? How have we changed the way we generate and use energy, how we travel, the buildings we live and work in, and where we put new development? How are we protecting and enhancing wildlife and adapting to extreme weather? And how could these changes make Pontesbury a better, healthier place to live and work?

The 3 hour workshop will be facilitated by the Centre for Sustainable Energy. No specialist knowledge is needed, just enthusiasm to get involved and openness to think about the future. The outputs will be policy ideas for inclusion within your neighbourhood plan and ideas for possible community actions and initiatives to run in parallel with it. Please contact the Parish Clerk on clerk@pontesburypc.org.uk if you would like to attend. Limited places available.

Debbie Marais, Parish Clerk

Pontesbury Diary

No live events are being advertised for July or August. If circumstances change during the next few weeks, please can you send details of your event to the editor by the 10 August deadline to be included in the September Newsletter. Thank you.

Support and advice

Food Share scheme

The Food Share (food box) remains open at the Congregational church in Pontesbury, providing much need supplies to families affected by the pandemic. This month volunteers have taken small 'care or pamper' packages to people who have been nominated by friends or relatives just to let them know they are not alone. You can donate food via the drop bins at both Pontesbury and Minsterley Co-ops – if you are able to donate money there are also collection boxes – small change soon mounts up. Alternatively you can leave food items in the porch at the Church. There is also a drop bin at Lunt's chemist where you can add toiletries for the parcels.

Once again thank you to everyone who has donated so far whether it be money or food – it really has made a difference, with unemployment forecast to be high especially in rural areas the food share will continue to help where we can.

If you are in financial difficulties because of the Pandemic please ring **07940988951** or **07906359167.** We will be happy to try and help you.

As a parish council we are putting useful information and updates as we receive them, on www.pontesburypavilion.co.uk and the Pavilion facebook site: https://www.facebook.com/The-Pavilion-Community-Hub-And-Library-111402593826714/

Shropshire Council Covid-19 Helpline and on-line information

For non-medical support and enquires call direct Covid-19 Helpline **0345 6789028** or email customerfirst@shropshire.gov.uk. On the Shropshire Council website, there is a wide range of information available to support people. Find the full range of information through this link: https://www.shropshire.gov.uk/coronavirus/information-for-the-public/

Getting tested

If you have coronavirus symptoms, you can apply for a test straightaway. Find out more about getting tested here: https://www.nhs.uk/conditions/coronavirus-covid-19/. People without internet access can order a test by phoning **119**. If you get a positive test, NHS Test and Trace will contact you by text message, email or phone and ask you to share information about any close contacts you had just before or after you developed symptoms. If you are told by NHS Test and Trace you have been exposed to an infected person, you must self-isolate for 14 days. Find out more about NHS Test and Trace here: https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works

Activage

ACTIVAGE is an EU-funded scheme led by Samsung. The project is being trialled in Shropshire in partnership with Shropshire Council, and aims to see how everyday technology such as smart watches, smart phones and sensors can be used or adapted to support the health and social care needs of vulnerable people. People over the age of 55 who live in Shropshire and have a broadband connection are invited to apply. Those who care for people who fit this criterion can also apply on behalf of the person they care for. Those involved will receive a technology package worth over £600 that can help support people to stay independent, safe and active for longer, especially if their carers or family aren't close by. This includes a free Samsung watch and smartphone which will be posted to individuals. Also included in the tech package are home sensors but due to the COVID-19 crisis, these will be issued later as they require installation. There is no cost to take part in this initiative and what's great is that you get to keep all the equipment when you complete the scheme. For more information or to express your interest, whether for yourself or on behalf of someone else, please check details on the the ACTIVAGE website or contact support@activageshropshire.co.uk

Support for Carers

- Shropshire Choices, Information for carers during Coronavirus pandemic https://www.shropshire.gov.uk/shropshire-choices/caring-for-someone-else/information-for-carers-during-the-coronavirus-pandemic/
- Shropshire Council First Point of Contact – **0345 678 9044** between 8.45am to 5.00pm Mon – Thurs and 8.45am to 4.00pm Friday.
- Crossroads Together Information line – **01743 341995** between 9am to 5pm Mon to Fri
- Taking Part, Independent Service for people with Learning Disabilities – email: takingpart@takingpart.co.uk or via their Facebook page
- A4U, in partnership with STACS, Shropshire Autism Hub - **01743 539201** or email: shropshireautismhub@a4u.org.uk

Libraries

Updated information on how libraries will be opening can be found at https://newsroom.shropshire.gov.uk/2020/06/libraries-phased-reopening/

- *CloudLibrary:* Shropshire's CloudLibrary is available for borrowers to download e-books and e-audio books. CloudLibrary works in the same way as a physical library so once one person 'takes out' a book it is not available for anyone else to borrow. We share our e-library with other library authorities providing lots of choice, if a title belonging to Shropshire libraries is on loan you will be able to place a hold on it (request it). To access CloudLibrary, all you need is your library card number and PIN.
- *e-Magazines on RBdigital:* Read full digital copies of your favourite magazines, for free, with our RBdigital e-Magazine Service.
- *e-Newspapers and e-Magazines on PressReader:* Access over 2000 e-newspapers and e-magazines, including most of the UK national papers, through Library PressReader
- *Shropshire Libraries Reading Group Facebook Page:* We would also encourage those users that are on Facebook to join the Shropshire Libraries Reading Group page. Members of this group frequently discuss titles that they have been reading and offer recommendations to others.
- *Shropshire Libraries You Tube channel* especially Books Aloud and Memory Corner (for people living with Dementia) – https://www.youtube.com/channel/UCIJXSGNRknFIQbBOSXeno4A

• *Libraries from Home:* Helpful links to keep well, discover, learn and imagine for you and your family - https://www.shropshire.gov.uk/libraries/libraries-from-home/

• *For non-members:* Do you know someone who would like to become a member of Shropshire Libraries? If so, tell them it's easy to join and they will immediately be able to use our e-library services.

Help for small businesses and self-employed people

https://www.gov.uk/government/collections/financialsupport-for-businesses-during-coronavirus-covid-19

This link will take you to general information and the new simple 'business support finder' tool which will help businesses and self-employed people across the UK to quickly and easily determine what financial support is available to them during the coronavirus pandemic.

If you run a small business/are self-employed and are struggling due to COVID-19, Shropshire Council can offer help:

• *General advice at:* https://www.shropshire.gov.uk/coronavirus/information-for-businesses-and-the-selfemployed/

The email address to direct any general business enquiries to is covid19businessenquiries@shropshire.gov.uk. A simple online application form has been developed and this is available from https://shropshire.gov.uk/covid-19-grants.

• *For business rates enquiries* contact businessrates@shropshire.gov.uk. **0345 678 9003**

• *For information about support for businesses* see also www.investinshropshire.org.uk

Struggling financially due to Coronavirus?

If you are experiencing financial issues as a result of COVID-19, you can get advice/support from the following organisations:

• *Shropshire Council* – ring the COVID-19 helpline on **0345 6789028**. Shropshire Council are offering residents whose employment or income has been adversely impacted by the coronavirus pandemic the opportunity to delay payment of council tax until 1 June 2020. You might qualify for a reduction if your income has dropped or if you started claiming benefits recently.

• *Barnabas Money Advice (BMA)* offers a free, confidential service for personal debt advice, budgeting help or form filling when applying for benefits etc. BMA do not lend or provide money to clients but will negotiate with creditors for realistic payment solutions as appropriate.

Details are https://www.barnabascommunityprojects.org/barnabas-money-advice. **01743 364114** email address is barnabasmoneyadvice@ gmail.com.

Clients are being contacted via email and phone. Face-to-face appointments are not taking place at the moment.

• *CAB Shropshire* – for help with benefits, money and debt advice: https://www.cabshropshire.org.uk/. AdviceLineShropshire: **03444 99 11 00** (Mon-Fri 10am – 4pm) Citizensadvice.org.uk/coronavirus has lots of useful information about what to do if you are struggling to pay your bills, how to get council tax relief, and some general debt and money advice.

• *Stepchange* – www.stepchange.org are a general debt and money advice charity. They have just produced a new guide 'How to deal with a reduced income due to Coronavirus'. They can provide free, impartial debt advice, online and on the telephone.

• *The Money Advice Service* (sponsored by Department of Work and Pensions) has comprehensive advice on Coronavirus and how it may impact on your financial situation including housing costs, employment, claiming sick pay and general advice about managing your money on a reduced income. https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you

Mental Health

Shropshire Council Public Health team have launched a new suite of mental health resources in partnership with Shropshire MIND and other organisations.

As the Covid-19 crisis continues and levels of anxiety are stretched, Shropshire MIND continue to provide invaluable mental health support. The charity is open 24 hours a day and 7 days a week. They currently have 7 call lines in operation, making or dealing with nearly 700 calls per week. Calmer Cafe No 1 (upstairs at Shropshire MIND) continues to remain open on Monday, Wednesday, Friday and Saturday from 6pm till 10pm. Two people are admitted at a time and must pre-book as there is an allocated time and all distancing and cleaning practices are followed meticulously. 8 to 10 people have been coming into the cafe every night.

Unfortunately, MIND's drop-in service had to close recently but this will resume as soon as directions permit this in a safe manner. In a search for a creative alternative, Zoom sessions have been offered entitled 'Stress, Anxiety and Wellbeing', and these have been attended by just over 250 people to date.

If you would like to find out more about the support available from Shropshire MIND call **01743 368647** https://www.shropshiremind.org/

https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/ gives a variety of tips for reducing anxiety and keeping mentally healthy.

https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/ link to NHS approved helplines for people to call

Parenting, Children and Young people

https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing? Includes an easy-read guide for young people.

https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/ it also has a parent helpline attached to it, if a parent is worried about their childs mental health

• *Kooth* is also online support for young people free anonymous online support https://www.kooth.com/

• *Samaritans* helpline 24 hours per day on 116 123 (number won't show up on your bill)

Shropshire Domestic Abuse Service

https://www.shropsdas.org.uk/news/item/shropshire-domestic-abuse-service-during-covid-19 is a video on how Shropshire Domestic Abuse Service can help.

If you are worried and need someone to talk to you can always speak to your GP in confidence.

CORONAVIRUS – WE'RE HERE TO HELP

Useful contacts: We want to ensure you get the right support and advice to help you through these times.

Coronavirus helpline for non-health related enquiries – 0345 678 9028
8am to 6pm weekdays, 9am to 1pm Saturday
Email customerfirst@shropshire.gov.uk

Child welfare and safety – 0345 678 9021
For concerns about a child's safety or welfare, or for family support

Adult welfare and safety – 0345 678 9044
For concerns about a vulnerable adult's safety or welfare, or advice about adult social care

Council tax and benefits – 0345 678 9002
Email: council.tax@shropshire.gov.uk
Email: benefits@shropshire.gov.uk

Housing support, Including homelessness and prevention – 0345 678 9005
Email housing.options@shropshire.gov.uk

Schools and education (including free schools meals) – 0345 678 9008
Email customerfirst@shropshire.gov.uk

Waste and recycling, including assisted collections – 0345 678 9007
Email customerfirst@shropshire.gov.uk

Business support and advice
For business rates enquiries – email business.rates@shropshire.gov.uk
For business-related enquiries – email COVID19businessenquiries@shropshire.gov.uk
For information about help and support for businesses please visit www.investinshropshire.co.uk

To report a business which should be closed or isn't complying with social distancing requirements – 0345 678 9067 (option 3).
Email advicecompliance@shropshire.gov.uk

For advice and information about all service areas, please visit www.shropshire.gov.uk/coronavirus

For any health-related queries and issues please use the NHS 111 online service.

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BUSINESS UNIT NEWSLETTER – 14TH MAY 2020

DOMESTIC ABUSE & COVID-19

The increased isolation of families and the difficulties and pressures associated with how life has changed since COVID-19 is likely to increase the risk of domestic abuse being carried out by individuals over the age of 16:

- towards their partner, ex-partner or other family members (this can be children, siblings, parents, grandparents whether directly related, in-laws or step-family); and
- towards those who live in the same household or who they are continuing to have contact during this period due to caring or co-parenting responsibilities.

The Government have published **national guidance** to get help if you or someone you know is a victim of domestic abuse.



We have also made available key local and national contact numbers and resources for people living with domestic abuse at this difficult time. Please visit our **Love Shouldn't Hurt** webpage.

Working with people who harm

There are several key things organisations, frontline staff and volunteers could consider in working with those who pose a risk of domestic abuse during this time:

Promoting the Respect Phoneline

Respect is a national domestic abuse organisation who have a phoneline, webchat and email service as **support for people concerned about their behaviour and wanting to manage and change it.**



Respect have recently launched a social media campaign: **#NoExcuseForAbuse** to raise awareness of the Respect Phoneline More details on Respect's latest campaign can be accessed **here**.

Keep up to date with the latest practice guidance

Respect and Safe Lives have both provided specific guidance on their COVID-19 webpages (click on their icons) for practitioners who are **delivering interventions with people who are known to be committing domestic abuse**.

The evidence base for interventions with individuals who commit domestic abuse is largely based on intimate partner violence by males upon females over the age of 16 who have been convicted of domestic-abuse related crimes. It is therefore important that you therefore consider how this guidance applies to working with

Pick Up The Phone – You Are Not Alone

To help raise awareness of the range of support available to those who feel suicidal, a new Suicide Prevention Zcard designed by the Shropshire and Telford Suicide Prevention Network (with representation from across health, social care, emergency and blue light services, voluntary services, experts by experience amongst others) has been launched.

The Zcard provides;

- Brief advice and guidance on how to address concerns
- Contacts for a confidential, listening ear
- Primary contacts to seek immediate appropriate support

Useful Resources

1. Free online Suicide prevention training (20 min video on see, say, signpost): www.zerosuicidealliance.com/training

This is a great resource on how to identify risk and how to have difficult conversations, it has been widely shared amongst our networks

2. Help Is At Hand: national resource for support after suicide (physical cards available to order direct from the website for free): https://supportaftersuicide.org.uk/support-guides/help-is-at-hand

Suicide Prevention Action Group













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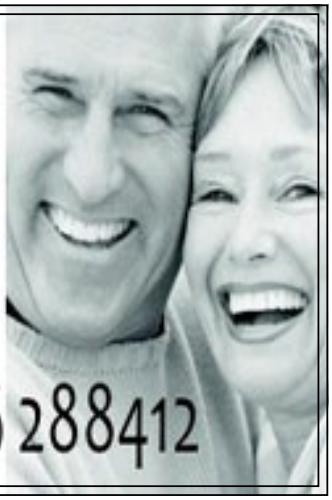
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