

# Information pack for employers

Many organisations and businesses across Cornwall may need help accessing services and support over the coming months as the pandemic continues.

Cornwall Council has a range of help on offer directly, as well as some support from our partners. We wanted to bring as much of it together as possible to support you to support your employees.

There is a wealth of information and support available to businesses and the voluntary sector in Cornwall as they navigate the coronavirus pandemic. This pack is for anyone in Cornwall who is an employer, whether you are a voluntary sector organisation, a school, an SME or a charity maintaining operations.

From financial help to assets such as posters to display in your premises and guides on what to do if there is an outbreak at your place of work, this guide aims to point you towards any type of assistance you might need for your business.

## Advice and support for employees

The Healthy Cornwall webpage contains a host of resources that organisations, businesses in Cornwall can make use of, including business support information. This includes flyers, posters, early outbreak management information tailored to a host of different business types, and website links.

It also contains advice on car sharing, details on various support services in Cornwall for your employees or volunteers, mental health and wellbeing, remote working, returning to work and help for managers.

Letters for any organisation with employees or volunteers to inform their employees in the event of a coronavirus outbreak are also available, including:

- Advice for managers and staff about how to manage suspected cases of COVID-19 in your business
- Advice for managers and staff when someone within your organisation tests positive for COVID-19
- Advice for workers who test positive
- Advice for the contacts of workers who have tested positive.

The letters and car sharing information are also available in Latvian, Lithuanian, Portuguese, Bulgarian, Polish and Romanian.

## Advice and support for self-isolating

An 'easy read' document covering Covid -19 guidance on isolating and contact with others is also available in the same languages.

There is also further advice, in addition to that from the HSE and PHE, for factories and how they can reduce the likelihood of a COVID-19 outbreak, as well as COVID-19 isolation guidance for workplaces.

For all of these resources, visit: <https://www.healthycornwall.org.uk/organisations/healthy-workplace/resources/coronavirus-business-pack/> and use the resources section.

If your employees are receiving certain benefits, are unable to work from home and are told to self-isolate by NHS Test and Trace, can now apply for a £500 government Test and Trace Support Payment. Apply online [www.cornwall.gov.uk/testandtracesupport](http://www.cornwall.gov.uk/testandtracesupport). Anyone who can't apply online should call us on **0300 1234 121** (option 5).

## Cornwall Council coronavirus information

Cornwall Council has an online hub for information on different aspects of coronavirus, including business support, financial support and advice for residents, the new self-isolation grant, the local outbreak plan for Cornwall and the Isles of Scilly and local COVID-19 data.

Visit [www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)

Anyone who needs our support can contact our dedicated support email address at [covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk) or ring **0300 1231118**.



## Support for your business

Cornwall & Isles of Scilly Growth Hub and Cornwall & Isles of Scilly Skills Hub are here to help businesses access the right support and training opportunities through a free business or skills review.

Get in touch to explore the support that may be available to your business now or in the future. The friendly team of locally based experts will work with you to navigate any questions you have on the impact of COVID-19 and how you can adapt and prepare for 2021. Please give them a call on **01209 708660**, or head to the website to find out more and request a call back. [www.ciosgrowthhub.com](http://www.ciosgrowthhub.com)

For farmers, the NFU has extensive guidance online at [www.nfuonline.com/news/latest-news/coronavirus-advice-for-employers-from-the-nfu-specialist-advice-team/](http://www.nfuonline.com/news/latest-news/coronavirus-advice-for-employers-from-the-nfu-specialist-advice-team/) which is available to all farmers and in addition NFU Members can contact NFU CallFirst on **0370 845 8458** which is the Members Helpline.

## Government advice and support

Visit the Government page below for information on working safely during coronavirus and how to make and keep your business Covid-secure. The advice is in sections tailored to different industries.

[www.gov.uk/guidance/working-safely-during-coronavirus-covid-19](http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

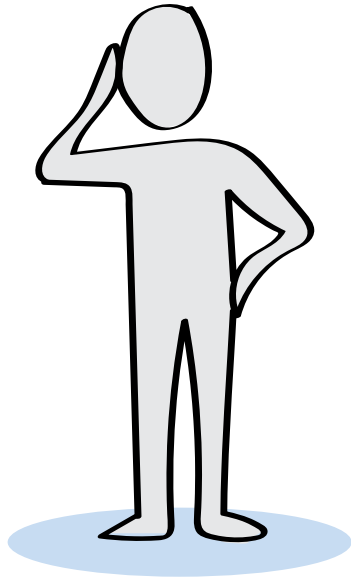
The link below contains details on stay at home guidance in the case of possible coronavirus infection.

[www.gov.uk/government/publications/covid-19-stay-at-home-guidance](http://www.gov.uk/government/publications/covid-19-stay-at-home-guidance)

The government's Coronavirus Job Retention Scheme (CJRS) - also known as the Furlough scheme - will remain open until March, with employees receiving 80% of their current salary for hours not worked, up to a maximum of £2,500.

In addition, business premises forced to close in England are to receive grants worth up to £3,000 per month under the Local Restrictions Support Grant. Find out more at:

[www.gov.uk/coronavirus/business-support](http://www.gov.uk/coronavirus/business-support)



## The NHS COVID-19 Test and Trace app

Businesses and venues across England must now have facilities to support test and trace.

Hospitality venues, close contact services, places of workshop, libraries, town halls, leisure centres all need to display a QR poster to help visitors check in if they have downloaded the new app. To find out if you need to display a code, how to do it, and what else needs to be in place visit the GOV. uk website. [www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance](http://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance)

## If you need to report any crime or anti-social behaviour

Safer Cornwall exists to help communities to be and feel safe. A wide range of services and support is available throughout Cornwall to respond to concerns about crime, anti-social behaviour and other issues that impact on community safety.

The information can be found at [www.safercornwall.co.uk/support-report/](http://www.safercornwall.co.uk/support-report/) and includes how to report anti-social behaviour and crime.

There is also information on noise nuisance, licensing complaints, drug litter, graffiti and rubbish, hate crime and if someone is sleeping rough.

## Business support service

Cornwall Council's business support service provides answers to the many questions that business owners will have during the pandemic.

The information can be found at [www.businessregulatorysupport.co.uk/our-services/covid19-business-advice/](http://www.businessregulatorysupport.co.uk/our-services/covid19-business-advice/) and includes details on Test and Trace and the NHS COVID-19 app.

There is information on the rules surrounding face coverings and tailored help for food businesses and schools.

Information on working safely during COVID-19 can also be found here, as well as help for accommodation providers.

## Support for people experiencing domestic abuse and sexual violence

There are a number of things you can do to support your staff if they are experiencing domestic abuse and/or sexual violence.

Please follow the link here [safercornwall.co.uk/domestic-abuse-and-sexual-violence-in-the-workplace/](http://safercornwall.co.uk/domestic-abuse-and-sexual-violence-in-the-workplace/) for clear guidance and information for employers to be able to identify, respond and support staff who disclose or who are suspected to be experiencing domestic abuse and/or sexual violence.

## Alcohol and drugs support

If you or someone you know needs help or support with alcohol or drugs issues call **0333 2000 325**.

"We are with you" support adults, children, young adults and older people to make positive behavioural changes. Whether that's with alcohol, drugs, or mental health and wellbeing, it is here to help people improve their lives in ways they never thought possible.

Online [www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)

YZUP (young people) [www.addaction.org.uk/services/young-addaction-yzup](http://www.addaction.org.uk/services/young-addaction-yzup)

# Mental health matters

We know this is an unsettling time and many people may be worried about the virus, school, friends, home life, jobs or money.

It's OK to not be OK. There is lots of help and support available.

If you want to talk or need help with your mental wellbeing, you can call or text:

The Cornwall and Isles of Scilly **24/7 NHS Mental Health response line**

t: **0800 038 5300**

Call **116 123** for free to talk to **Samaritans**, or email: [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours

**Citizens Advice Cornwall (03444 111 444)** for financial advice or simply text "ADVICE" for general queries or DEBT to 78866

Children and young people can get additional support:

Text "YM" to **85258** to contact the **Shout Crisis Text Line**

Reach out on the Your way live chat service [your-way.org.uk/coronavirus](http://your-way.org.uk/coronavirus)

Find help and support at [kooth.com](http://kooth.com) which is an online wellbeing community for young people

Find more advice on how to stay mentally well on the Cornwall Council website [here](#).



**If you would like this information in another format or language please contact:**

Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY

e: [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk) t: 0300 1234 100