

# Information for residents in Hull North

I continue to represent Hull North constituents at Westminster, while following public health advice. My constituency office in Hull is now closed to visitors, but our telephone line at 01482 319135 and e-mail at johnsond@parliament.uk remain open.

If you are a Hull North constituent and have contacted me with a casework problem that I can assist you with, please ensure that you provide your full name, address and telephone contact details. During this very difficult time, I am prioritising casework for constituents who need urgent help relating to Coronavirus.

**\*\*\*INFORMATION CORRECT AS OF 04/05/2020, SUBJECT TO UPDATES\*\*\***

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## COVID-19 symptoms

Please use the following links for advice on keeping yourself and others safe.

- NHS medical advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- NHS 111 advice telephone service: call 111

- COVID-19 daily symptom tracker app: <https://covid.joinzoe.com/>
- Independent fact checking service: <https://fullfact.org/health/coronavirus/>

## **Shielding the most vulnerable**

Public Health England are advising that people aged 70 or over, or with a specified underlying health condition, strictly adhere to social distancing measures. This is because they are at an increased risk of severe illness from COVID-19.

Please use the following links for more information on social distancing and vulnerable groups:

- HM Government advice on shielding and the medically extremely vulnerable: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- HM Government advice on social distancing: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>
- Hull City Council support: <http://www.hull.gov.uk/health-and-wellbeing/public-health/coronavirus-covid-19-community-support> OR call 01482 300 307.

## **NHS volunteering**

NHS Volunteer Responders has been set up to support the NHS during the COVID-19 outbreak.

Volunteers must be 18 or over, and be fit and well with no symptoms of COVID-19.

To sign up to become a volunteer, please use this link:

<https://www.goodsamapp.org/NHSvolunteerresponders>

## **Community support**

### Hull Helpline

For HCC's Coronavirus Community Support helpline:

- Call 01482 300307 Monday to Saturday, 9-5pm.

→ OR complete this online form:

[https://myaccount.hull.gov.uk/Pages/Form%20Pages/Coronavirus-\(COVID-19\)-request-for-help.aspx](https://myaccount.hull.gov.uk/Pages/Form%20Pages/Coronavirus-(COVID-19)-request-for-help.aspx)

Information on how to register for support and how to sign up for volunteering

<http://www.hull.gov.uk/health-and-wellbeing/public-health/coronavirus-covid-19-community-support>

Information on the volunteering schemes in Hull

<https://www.absolutelycultured.co.uk/whats-on/events/volunteer-community-support-and-crisis-response/>

### Food Banks

Please use this link to access information and contact details for foodbanks in Hull

<https://hull.foodbank.org.uk/>

### Mental health

Whilst we carry out social distancing measures to protect our physical health, it is possible that our mental health will suffer, particularly if we are isolated. Please find below some organisations who can provide help and support to those struggling with their mental health at this time.

Samaritans: call 116 123 helpline 24/7.

Mental health advice: <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

Practical advice from MIND: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Information for young people: <https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus-and-your-wellbeing/>

Free online mindfulness resources for staying at home and after:

<https://www.themindfulnessinitiative.org/covid19-mindfulness-for-staying-at-home-after>

### [Advice for older people](#)

Age UK have produced a guide on how to stay safe during COVID-19. This page has advice on what to do about seeking medical help for other conditions, protecting yourself from being scammed, and what you can do if you are at risk of being a victim of domestic abuse.

You can find the link here: <https://www.ageuk.org.uk/information-advice/coronavirus/staying-safe-and-well-at-home/staying-safe/>

You can also get support and advice from:

- Hull Age UK helpline: 01482 324 644 or email [hello@ageukhull.org.uk](mailto:hello@ageukhull.org.uk)
- National Age UK Advice line (8am-7pm 7 days a week): 0800 678 1174 or email [contact@age.uk](mailto:contact@age.uk)
- Domestic Abuse Helpline: 0808 2000 247 or email [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)
- The Silver Line (confidential helpline and friendship service, 24 hours a day):  
0800 4 70 80
- Action on Elder Abuse helpline: 0808 808 8141

Staying at home can be lonely, particularly if you aren't online. If you have older friends or relatives you are worried about, encourage them to sign up for telephone befriending with Age UK. Age UK will match them up with someone for weekly calls.

You can sign up using this link: <https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/>.

### [BBC Radio Humberside](#)

BBC Radio Humberside are providing public information on help and support from organisations and individuals in the Hull and Humber area.

You can email them at [makeadifferenceRH@bbc.co.uk](mailto:makeadifferenceRH@bbc.co.uk)

Or phone: 08000 66 59 59.

### Police and crime helplines

Online reporting: <https://www.humberside.police.uk/report-it>

National Domestic Abuse Helpline: 0800 2000 247 (freephone 24/7)

Hull Domestic Abuse Partnership: 01482 318 759

Women's Aid online chat: [chat.womensaid.org.uk](https://www.womensaid.org.uk)

The Men's Advice line: 0808 801 0327

## **Housing and bills**

### Private renters

The Government have brought forward measures to help renters affected by the Coronavirus. They have banned landlords from beginning eviction proceedings for three months, with a view to extending this period if needed.

To get more information use this link: <https://www.gov.uk/guidance/government-support-available-for-landlords-and-renters-reflecting-the-current-coronavirus-covid-19-outbreak>

### Mortgages

Mortgage payment holidays of up to three months are available to all homeowners who are up to date on their mortgage payments. They're also available to buy-to-let landlords whose tenants have been financially affected by the coronavirus. Landlords who take payment holidays are expected to pass on this relief to their tenants.

After three months, your lender will contact you to assess your circumstances and agree on a manageable way for you to make up the deferred payments. Lenders will provide a range of options, which may include extending your mortgage term or altering your monthly payments if it's affordable to do so.

Homeowners who are in arrears on their mortgage should contact their lender, who will review any changes to their circumstances and discuss their options.

To get a payment holiday or discuss your options, you need to contact your bank directly. Many lenders are now offering online applications, so check your provider's website in the first instance.

### [Turn2us crisis support](#)

Turn2us is a national charity that provides practical information and support to people facing financial crisis. Use their website to access a Benefits Calculator, grant search and more information: <https://www.turn2us.org.uk/>

## **Business and premises closures**

As announced by the Prime Minister on the 23rd March, the following businesses and premises must now close.

### Assembly and leisure:

- Arcades
- Betting shops, bingo halls and casinos
- Bowling alleys
- Fitness studios, gyms, swimming pools and other indoor leisure centres
- Galleries and museums
- Skating rinks
- Soft play centres and similar premises
- Spas

### Food and drink:

- Bars and nightclubs, including bars in hotels or members' clubs
- Cafes, including workplace canteens
- Public houses
- Restaurants

Exclusions: food delivery and takeaway; cafes and canteens in care homes, hospitals and schools; prison and military canteens; services providing food and drink to the homeless.

### Hotels:

- BnBs and Boarding houses for commercial use
- Campsites, Caravan parks and sites for commercial use
- Hotels & Hostels
- Hostels

Exclusions: Any of the above where people reside as an interim abode or in which key workers require accommodation.

### Non-residential institutions:

- Cinemas, concert halls and theatres
- Community centres, youth centres and similar premises
- Libraries
- Places of worship for services

Exclusions: Community centres, youth centres and similar premises hosting essential voluntary or public services, such as food banks and homeless services. Places of worship hosting socially distant funerals, livestreaming services with no audience and open to solitary prayer.

### Retail:

- Auction houses
- Car showrooms
- Hair, barbers, beauty and nail salons
- Piercing and tattoo parlours
- Massage parlours
- All other retail businesses and premises

Exclusions: Supermarkets and other food shops. Health shops and pharmacies. Medical services. Petrol stations. Bicycle shops. Home and hardware shops. Laundrettes and dry cleaners. Garages and car repair shops. Car rentals. Vets and pet shops. Corner shops and newsagents. Off-licenses. Banks and post offices. Public toilets.

### Outdoor recreation:

- Enclosed spaces in parks, including outdoor gyms, pitches, playgrounds and sports courts.

Everyone is instructed to comply with these rules in order to protect themselves and others. Closure is enforceable by law in accordance with the Health Protection (Coronavirus Business Closure) Regulations 2020.

## **Advice for Businesses**

### Business Interruption Loan

The Coronavirus Business Interruption Loan Scheme (CBILS) is now available through participating lenders. Please use the following website for information on eligibility and how to apply:

- <https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/>

The Coronavirus Large Business Interruption Loan Scheme (CLBILS) facilitates access to finance for medium and large sized businesses affected by the Coronavirus pandemic. For information and how to apply please use this link:

- <https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-schemes/clbils/clbils-for-businesses-and-advisors/>

### Coronavirus Bounce back loan

This scheme helps small and medium-sized businesses affected by coronavirus (COVID-19) to access loans of up to £50,000. The Government guarantees 100% of the loan and there won't be any fees or interest to pay for the first 12 months.

For information on how to apply, please use the following link:

- <https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-schemes/bounce-back-loans/>

## Job Retention Scheme

The online service to claim wages for employees on furlough is now available:

- Government guidance on the Job Retention Scheme:  
<https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>
- Access a claim calculator here: <https://www.gov.uk/guidance/work-out-80-of-your-employees-wages-to-claim-through-the-coronavirus-job-retention-scheme>
- Step by step guide here:  
<https://www.gov.uk/government/publications/coronavirus-job-retention-scheme-step-by-step-guide-for-employers>

After employers have made a claim, they should:

- Keep a note or print-out of their claim reference number as they won't receive a confirmation SMS or email;
- Retain all records and calculations for their claims, in case HMRC need to contact them;
- Expect to receive the funds six working days after they apply, provided the claim matches records that the Government hold for their PAYE scheme.

## Business Rates Holiday

For Government guidance on the business rates holiday for retail leisure or hospitality businesses, please use this link:

- <https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19#business-rates-relief>

For Government guidance on business rates holidays for nurseries, please use this link:

- <https://www.gov.uk/guidance/check-if-your-nursery-is-eligible-for-business-rates-relief-due-to-coronavirus-covid-19>

For expanded guidance on the scheme, please use this link:

→ <https://www.gov.uk/government/publications/business-rates-retail-discount-guidance>

### Cash Grants

Hull City Council have received money from central Government to award cash grants to businesses affected by the Coronavirus pandemic. There are two grants available to apply for, but a business may only qualify for one of these grants. For guidance and the application form, please use the following link:

→ <http://www.hull.gov.uk/business/business-grants-and-funding/coronavirus-covid-19-grant-funding-schemes>

The Government announced on 2 May 2020 a discretionary fund set up to accommodate certain small businesses who were previously outside of the Coronavirus grant scheme. Further guidance will be issued to Local Authorities soon. For more information, use this link:

→ <https://www.gov.uk/government/news/top-up-to-local-business-grant-funds-scheme>

### Statutory Sick Pay rebate

The online service for employers to reclaim SSP is not yet available. In the meantime please use the following link for guidance:

→ <https://www.gov.uk/guidance/claim-back-statutory-sick-pay-paid-to-employees-due-to-coronavirus-covid-19>

### VAT deferral

Government guidance on the deferral of VAT payments due to the Coronavirus pandemic:

→ <https://www.gov.uk/guidance/deferral-of-vat-payments-due-to-coronavirus-covid-19>

### [HMRC Time to Pay service](#)

Government guidance if you are unable to pay any tax bills because of the Coronavirus pandemic:

→ <https://www.gov.uk/difficulties-paying-hmrc>

### [Help from Hull City Council](#)

For information from Hull City Council on grant funding, the Humber Growth Hub and contact details for the business hotline, please use the following link:

→ <http://www.hull.gov.uk/business/business-grants-and-funding/coronavirus-covid-19-information-businesses>

### [Humber Local Enterprise Partnership](#)

<https://www.humberlep.org/coronavirus/>

Humber LEP are advertising a series of grants for local businesses. Email [business.investment@hullcc.gov.uk](mailto:business.investment@hullcc.gov.uk) for more information.

### [Humber Growth Hub](#)

Information on webinars for local businesses, grant support and general advice:

<https://www.humbergrowthhub.org/covid-19/>.

## **Advice for Self Employed**

### [Self-Employment Income Support Scheme](#)

The system for making a claim is not yet available. HMRC will aim to contact you by mid-May 2020 if you are eligible and invite you to claim using the online service.

For now, please use the following link for guidance on the scheme:

- <https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

### [Other assistance for the self-employed](#)

→ <https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work>

## Advice for Employees

### Job Retention Scheme

Please use the following links for Government information on the Coronavirus Job Retention Scheme, including the latest information on furloughing and eligibility:

- <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>
- <https://www.gov.uk/government/news/furlough-scheme-cut-off-date-extended-to-19-march>

### Statutory Sick Pay

The Prime Minister announced on the 4 March 2020 that Statutory Sick Pay would be made available from day one when self-isolating due to Coronavirus, instead of day four. Please use the following link for more information:

<https://www.gov.uk/government/news/sick-pay-from-day-one-for-those-affected-by-coronavirus>

### Claiming benefits

The Government have published the following website on employment and benefits support during the Coronavirus pandemic:

- <https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/>

If you need to claim Universal Credit or other benefits, your local Citizens Advice Bureau will be able to provide expert advice on your entitlements, help with housing costs and other sources of local help.

You can contact a CAB adviser, based in Hull, for free in any of the following ways:

- Connect Well Project: 01482 217 670 or email [enquiries@connectwellhull.org.uk](mailto:enquiries@connectwellhull.org.uk)
- General Adviceline 03444111444 (local rate)
- Universal Credit 0800 144 8444 (freephone)
- Any other queries: E Mail [e-advice@hull-eastridingcab.org.uk](mailto:e-advice@hull-eastridingcab.org.uk)

## [Legal information on salaries and sickness](#)

Legal Choices information: <https://www.legalchoices.org.uk/coronavirus-pay-leave-sickness-law>.

## **Travel advice**

### [Government advice](#)

I know many British citizens are currently stranded around the world due to the Coronavirus pandemic. For the most regularly updated travel information, please use the following link:

→ <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

## **Education**

### [Information on schools and exams](#)

From Friday 20 March 2020, all educational settings were closed to everyone except the children of critical workers and vulnerable children.

The Government have published a page of information relating to the decision to cancel GCSE, AS and A Level exams in 2020:

→ <https://www.gov.uk/government/publications/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020>

### [Online educational resources](#)

Online resources cannot replace a school's planned curriculum, but the Government have put together a list of free online educational resources intended to support at-home learning:

→ <https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education>

## Other sources of support

### Consumer rights

Consumer rights hub from WHICH?: <https://www.which.co.uk/news/coronavirus/>

Solicitors Regulation Authority consumer rights checklist:

<https://www.legalchoices.org.uk/coronavirus-your-consumer-rights-checklist>

### Scams

Fraudsters are taking advantage of the Government's financial measures to support people through Coronavirus.

The Government have published information on:

→ How to recognise genuine HMRC contact:

<https://www.gov.uk/government/publications/genuine-hmrc-contact-and-recognising-phishing-emails/genuine-hmrc-contact-and-recognising-phishing-emails>

→ Avoiding and reporting internet scams and phishing: <https://www.gov.uk/report-suspicious-emails-websites-phishing>

→ Examples of HMRC related bogus contact:

<https://www.gov.uk/government/publications/phishing-and-bogus-emails-hm-revenue-and-customs-examples>

Please forward suspicious emails claiming to be from HMRC to [phishing@hmrc.gov.uk](mailto:phishing@hmrc.gov.uk) and texts to 60599. If you think you may have fallen victim to a scam, contact your bank immediately and report it to Action Fraud: <https://www.actionfraud.police.uk/>.

You can also find more information on: <https://www.friendsagainstscams.org.uk/>