

Customer Service Team Guidance

Thursday 10 September 2020

Key Message

The best way to stop the spread of Coronavirus and save lives is to limit the number of people you have contact with. Key things you can do to stop the spread of Coronavirus:

- 1) Wash your hands regularly
- 2) Do not see people who you don't live with
- 3) Wear a face covering in enclosed spaces e.g. shops
- 4) Maintain social distancing at all times outside of your home
- 5) Book a free Coronavirus test, by visiting www.gov.uk/get-coronavirus-test or by calling 119.

What are the Current Local Restrictions?

Despite dedicated local efforts, the infection rate in Oldham remains high. Because of this, the Government added additional restrictions to Oldham that came into place on 22 August to curb the spread of Coronavirus. The following restrictions are still in place:

- You cannot socialise with anyone who does not live in your house (unless they are part of your [support bubble](#)).
- You must avoid using public transport, except for essential travel.
- When visiting shops, when on public transport or in other enclosed or crowded spaces you should wear a [face covering](#).
- Weddings, civil partnerships and funerals should be limited to household members and close family and no more than 20 people.
- Restaurants will also be encouraged to only seat people from the same household, who make reservations in advance, up to a maximum of six people per table.
- Residents who have recently shielded should continue to take extra care now that the shielding process has formally ended in Oldham - [Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#) - GOV.UK website
- Sports: Informal sports activity is not permitted, where this involves meeting people from outside your household. You can play a team sport only where this is formally organised by a sports club or similar organisation, and sports-governing body guidance has been issued.
- If you run a pub, restaurant, cafe, shop, place of worship, community centre, leisure and entertainment venue, or visitor attraction, you should ensure people maintain social distancing and avoid physical contact - [COVID-19 Secure guidance](#) - GOV.UK website.

These restrictions are in addition to the restrictions already in place across Greater Manchester and parts of Lancashire and West Yorkshire. There is more information at www.gov.uk/guidance/north-west-of-england-local-restrictions-what-you-can-and-cannot-do

The rule of six

From Monday 14 September, the government have said that you must not meet with people from other households socially in groups of more than six. This will apply indoors and outdoors, including in private homes.

However, here in Oldham, we are under stricter restrictions, as mentioned above, meaning that we can't meet people from outside our households in any number. This has now been the case for a couple of weeks and is not changing. Please continue to follow the guidance for Oldham and if you're unclear of anything visit www.oldham.gov.uk/coronavirus as this webpage is constantly being updated with the latest information.

Latest Figures (updated on Wednesday 9 September, next update due on Wednesday 16 September)

- Between 30 August – 5 September, Oldham had 151 new cases identified. This is an increase on the previous week's total of 138.
- Between 30 August – 5 September, Oldham had a rate of 63.7 per 100,000 population, which has increased from 58.2 the previous week.

Testing

- If you have symptoms of Coronavirus you must isolate and book a test as soon as possible.
- There are test sites available across Oldham.
- Those who test positive must isolate for ten days, while others in the household must isolate for 14 days as symptoms can take a while to appear.
- To book a Coronavirus test in Oldham, book online at www.gov.uk/get-coronavirus-test or call 119. Although booking a test is recommended, our permanent testing sites – the Honeywell Centre, Peel Street and Southgate Street, all open 8am–8pm – are accepting people without appointments.

What support is available locally?

Oldham Council, Action Together and Oldham Foodbank have set up a helpline. Anyone with worries or concerns about money, accessing food or essential supplies – please ask them to call 0161 770 7007. The Helpline is open 9am–5pm, Monday to Friday. Urdu, Punjabi and Bangla translation is available 11am–2pm.

It is normal during these uncertain and unusual times to feel anxious or low, but help is available. TOG Mind are here to support any worries around low-mood, anxiety or if someone is feeling overwhelmed. Please refer people to call 0161 330 9223 or for them to visit www.togmind.org for more information.

How can everyone keep up to date with the latest information?

The best way to keep up to date with the latest news and guidance is by visiting www.oldham.gov.uk/coronavirus and the 'I love Oldham' Facebook page.

Financial support for those on a low income

If you are on a low income and test positive for Coronavirus, or have been in contact with someone who has, you must self-isolate. However, we understand that you may be worried about the financial implications of this, so you can apply for non-repayable self-isolation funding at www.oldham.gov.uk/selfisolationpayment