

# Latest update during the COVID-19 emergency

## COVID-19

Information updates from  
Councillors Craig Duncan  
and Fraser Macpherson

**Further update – for Sunday 12th April 2020 from Councillor Fraser Macpherson and Councillor Craig Duncan :**

### SHIELDING

After some delay and technical problems with the text service, steps have been taken to protect people with the highest clinical risk – the ‘shielded’ group.

144,000 people have now been sent a letter. As people are newly diagnosed, or if clinicians feel it is required, the NHS will continue to add to the central list.

Councils, GPs and health boards will be told who is on the shielding central list.

The letter invites them to register by text. Over 24 000 people have registered so far.

Those in the ‘shielded’ group can request grocery boxes to be sent to them, free of charge. Dundee contact number – 0300 123 1403 (08:30 to 17:00). The out of hours urgent requests number is 01382 307964.

Supermarkets will provide priority delivery slots starting this coming week. People who have registered for the SMS service were sent a text on the 9th April asking if they would like their details passed to the supermarkets. Thousands have signed up already.

### NHS STAFF LISTENING SERVICE

A new Staff Listening Service is available and provides a space for staff to confidentially reflect on their experience and consider how the current situation affects them personally and professionally voice their concerns, worries and hopes without criticism.

## FINANCE

There's new guidance for mortgage providers on payment holidays for consumers in financial difficulties and use of repossession during this period:  
<https://www.fca.org.uk/news/pressreleases/new-guidance-mortgage-providers-lenders-coronavirus>

There's also measures for a temporary payment freeze on loans and credit cards and enabling customers with an existing arranged overdraft to request from their provider that up to £500 is provided interest free for up to three months:

<https://www.fca.org.uk/news/press-releases/fca-proposes-temporary-financial-reliefcustomers-impacted-coronavirus>

Advice on scams  
<https://www.fca.org.uk/news/news-stories/avoid-coronavirus-scams>

Advice on home, travel and car insurance:  
<https://www.fca.org.uk/news/press-releases/fca-sets-outexpectations-general-insurance-firms-during-coronavirus-covid-19-pandemic>

## STUDENTS

£5 million is now available to help support any university and college student struggling as a result of Covid-19 – including those attending private institutions. University and college students will be able to apply for any emergency discretionary payments directly to their own institutions.

## INFORMATION

UK Government news: [www.gov.uk/search/news-and-communications](http://www.gov.uk/search/news-and-communications)

Scottish Government Updates: [www.gov.scot/news](http://www.gov.scot/news)

Dundee City Council updates: [www.dundee.gov.uk/coronavirus-covid-19](http://www.dundee.gov.uk/coronavirus-covid-19)

Dundee community support :  
[www.dundee.gov.uk/community-support-%26-helpline](http://www.dundee.gov.uk/community-support-%26-helpline)

NHS Inform information – COVID 19: <https://www.nhsinform.scot/coronavirus>

Federation of Small Businesses: [fsb.org.uk/coronavirus](http://fsb.org.uk/coronavirus)

## SUPPORT AND ADVICE

This is an anxious and uncertain time but we want you to know that we are here to try to help constituents in whatever way that we can.

## CONTACT DETAILS

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