

maxwellbond

A GOOD NEWSLETTER

EMPOWERING NEWS AND ADVICE FROM MARKET LEADERS IN MANCHESTER

CYBER SECURITY

THE CYBER RESILIENCE CENTRE SHARES THEIR
TIPS FOR STAYING SECURE ONLINE, AT HOME

ANDY BURNHAM, GM LEP
AND THE GROWTH
COMPANY ON SUPPORTING
BUSINESS IN THE
PANDEMIC

FURLOUGHING STAFF

WHAT IT MEANS AND HOW
TO DO IT

GARETH CHIDGEY

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STEVEN

JAGGER

OWNER



What a crazy 2 weeks, I've learnt so much about myself, my team and other businesses during this period than I ever could have imagined. Despite the negativity flowing through the mainstream media, there's so much positivity out there of people stepping up and coming out of the shadows to really help people, it's hugely inspiring.

We are committed to continuing to spread the positive inspiring stories, providing advice, support, and guidance through this time. Instead of focusing on the negatives, we are searching for the opportunities. So many businesses are continuing to thrive and push forwards in the face of adversity and difficulty.

The UK Government continue to announce new ways that they are going to be helping people and businesses survive this pandemic and are truly stepping up more than I've ever seen in my lifetime. I love the quote the other day from Rishi - "It doesn't need to be perfect - we just need a system in place, By doing nothing, we just go to the wall. Talk about getting your MVP out during timed deadlines! We can all learn a lot from this.

One of the things getting me through, is, being part of such a great network of people that are helping us improve, focus on the positives and get through this tough period. Clients we work with, businesses we don't but have helped regardless, competitors in recruitment, networking groups like the RDLC are all helping us keep focus and get better. If you're not part of a group during this period, get in touch and I'll help point you in the right direction or help you myself, we wouldn't be where we are without the help.

It's natural to feel worried during this time, as an employee, business owner, parent, or family member. Uncertainty can cause concern and anxiety. That's why it is important to monitor your mindset and mental wellbeing, and focus on the things you can control. Or connect with like minded people who can help pull you through when it's a tougher day.

In this edition we look at mental health, how to ethically furlough staff, managing cyber security from a home office, and lots of positive global news and feel good stories.

I hope you enjoy the newsletter and find something of value.

Take care.

Steven



FEEL GOOD NEWS

OUR FAVOURITE VIRAL STORIES
FROM THIS WEEK

“THERE IS NOTHING IN THE WORLD SO IRRESISTIBLY CONTAGIOUS AS LAUGHTER AND GOOD HUMOR.”

Social media is tarnished with a poor reputation for fake news and negativity, so we've sourced the best of social this week!

- Eight year old Sophia had her birthday party cancelled due to Coronavirus, so her whole street came out to to their windows and doors to sing happy birthday [\[VIDEO\]](#)
- Similarly, seven-year-old Sam had to cancel his birthday party, so his friends' parents decorated their cars with banners and played music as they drove past his home in Weedon Bec, Northamptonshire [\[VIDEO\]](#)
- Grandad and Grandson play guitar and sing 'I Want to Break Free' by Queen over video call [\[VIDEO\]](#)
- 'Stockport Spider-Men' delight families in lockdown, as two men from the area dress up as the classic superheros for their daily jog [\[VIDEO\]](#) and sending out special birthday messages [\[VIDEO\]](#)
- Now Disneyland is closed, what happens to all of our favourite characters? Find out here in this hilarious musical montage from Kurt Tocci! [\[VIDEO\]](#)

Have you seen or done something that's made somebody smile or laugh this week? Let us know and we'll include it in our next edition!



POSITIVE GLOBAL NEWS

As always, we are kicking off the newsletter with our top picks of positive news from around the globe!

The UK united on Thursday 26th March to give a nationwide round of applause to all of our NHS staff: a beautiful show of unity and gratitude.

The Chancellor has announced that self-employed people will be able to claim a grant worth 80% of their average monthly profits up to £2,500.

The Government also announced that employers can furlough their staff and claim back 80% of their wages through the Coronavirus Job Retention Scheme.

London Books 300 Rooms For Rough Sleepers to help them self-isolate.

Dyson has collaborated with MHRA and NHS clinicians to design and produce ventilators to supply the NHS in the fight against COVID-19.

Headspace have partnered with the NHS to make their mindfulness app free to all NHS staff through until December 2020.

Taylor Swift has donated thousands of dollars to fans who are struggling financially because of coronavirus. Ariana Grande and Britney Spears have also done similar donations.

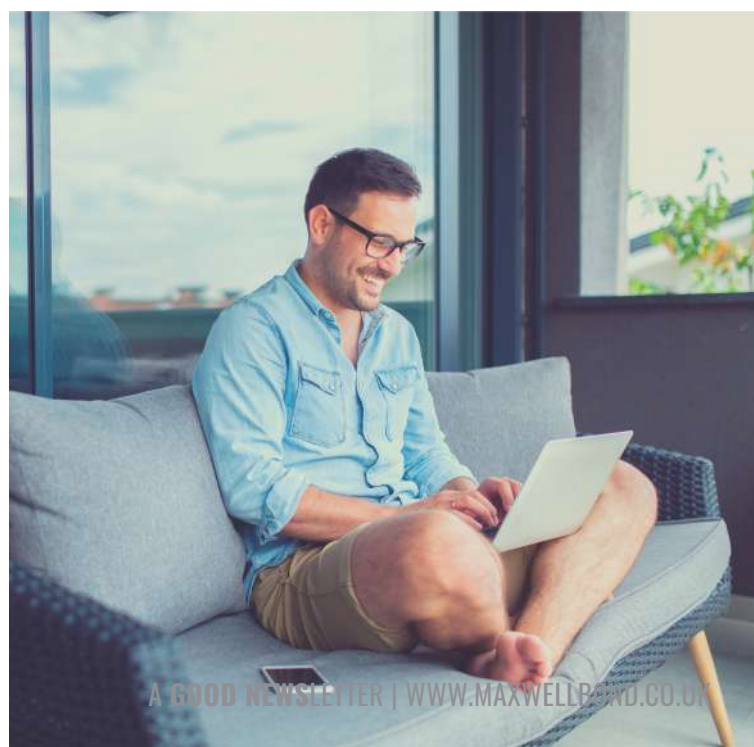
Sir Elton John hosted a live concert - from his living room - to raise money for charity and keep those on lockdown entertained. He was joined by Billie Eilish, Alicia Keys, Lady Gaga, Mariah Carey, Lizzo and more.

Germany is taking and looking after COVID-19 patients from Italy and France to relieve pressure on their healthcare systems.

Burberry has transformed its Yorkshire trench coat factory to make surgical gowns and masks.

Ralph Lauren is also going to start making medical masks and gowns to lend its support to the coronavirus fight.

One couple from East Yorkshire, were scheduled to marry last weekend. When the reception was called off, they chose to divert all of their catering to more than 400 hospital workers in Hull instead. They also still tied the knot, with just 2 witnesses instead of their 120 guests. Congratulations!



COMPANIES THAT CARE

WHICH BUSINESSES ARE SUPPORTING THEIR STAFF & THE COMMUNITY?

FOOD & DRINK



- TGI Friday's and Costa are both paying their staff in full for the next two months
- Gousto have donated the equivalent of 3000 meals to Trussell Trust foodbank network and Shelter
- TGI Friday's has donated all leftover food to charities and hospices, and have donated all Anti-Bac wipes to the NHS
- Costa are providing free drinks for NHS workers, delivering canned beverages and have promised to deliver food
- Brewdog have switched their brewery to make hand sanitisers

SUPERMARKETS



- Aldi, Sainsbury's and Tesco have all promised workers a 10% bonus
- Tesco and Asda are fully paying all staff who are self isolating for 12 weeks
- Asda are suspending all rent payments for smaller businesses in their stores
- Coop will be paying all their staff in full and are providing a weekly £20 voucher to help children who would normally rely on school dinners
- Coop are donating £1.5m worth of food to foodbanks, and are pledging £4.5 to local charities and causes

ENERGY/ FUEL



- Free fuel for emergency vehicles
- Free food & convenience purchase delivery
- Donated \$2m to WHO COVID-19 Response Fund
- £30 credit to taxis transporting NHS workers

TECH

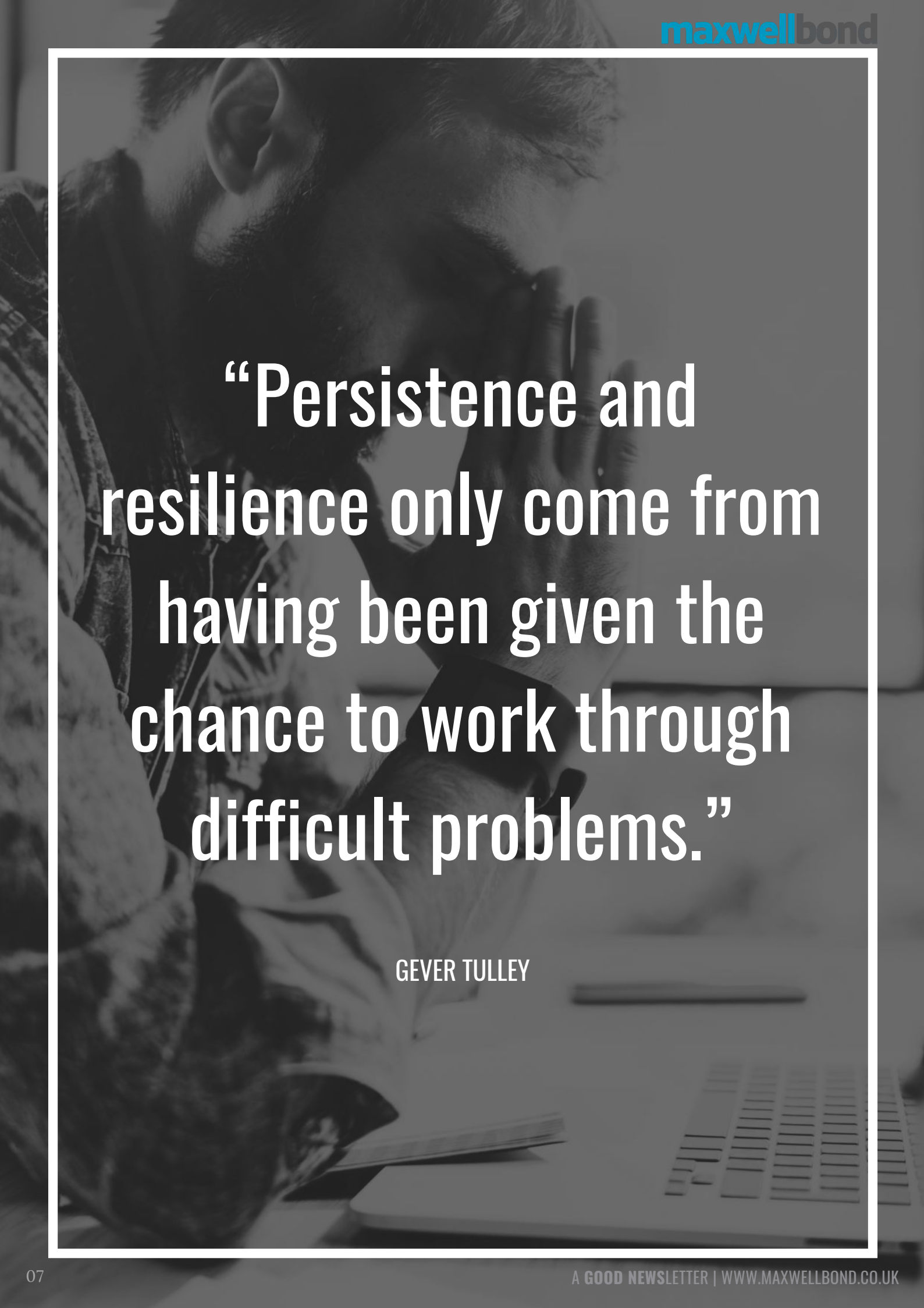


- O2, Apple, and EE are all paying their staff in full
- EE have made visits to the NHS website free, even if you don't have any data left
- Apple have donated millions of masks for healthcare workers and have expanded their own leave policies

RETAIL



- The Body Shop and Superdrug will pay all staff in full
- Superdrug have put aside a £40m package to support staff
- The Body Shop has donated thousands of products to the NHS
- TKMaxx has donated all food to foodbanks and hospitals



**“Persistence and
resilience only come from
having been given the
chance to work through
difficult problems.”**

GEVER TULLEY

IT'S OKAY NOT TO BE OKAY

WHAT YOU ARE FEELING IS NORMAL

During times of uncertainty, it is completely normal to feel overwhelmed, stressed, worried, and anxious. Especially during the current Coronavirus pandemic, which is a completely new experience for most people around the world.

A common trigger of anxiety in situations like this, is the huge amount of uncertainty and the rapid unfolding of new information and news. Most people in this scenario will be wanting concrete, guaranteed answers and outcomes, which are not available.

This can increase anxiety and the physical responses that come from this feeling. Anxiety brings with it lots of different physical feelings. This can include a racing heart, chest pain, sweatiness and a shortness of breath. These are normal responses to anxiety, although you might be inclined to ask yourself "what if this is Coronavirus". Worries like this are also normal.

Many of us also have, not only ourselves to worry about, but elderly relatives, vulnerable friends or family, and younger children or dependants. It is natural to worry more about others than you normally would given the current pandemic, and for the most part we cannot control many of the factors that are making us anxious.

No matter how much we want it, we can't get a sense of certainty right now. So, allow yourself to feel what you're feeling, and know that it's okay to have down days and to feel low at times. People also all feel things at different times, so you might not experience anxiousness at the same time as other people, or at all.

It can be tempting to spend a lot of time looking at the news and reading stories on social media. However, it often makes us feel worse. So, if you're going online to look for updates then try to do it only once or twice a day, at specific times, and only use trusted sources, such as the GOV website or the NHS website.

Whilst we can't always control our anxiety, we can find ways to manage them. Some of these methods might include:

- Be kind to yourself, by being patient, and by eating healthy, getting enough water and sleep, and trying to get out for exercise
- Be kind to each other. We are all in the same position, and therefore supporting each other will make everybody feel a little bit better and a little less alone as we remain in isolation
- Try using breathing techniques to manage physical symptoms of anxiety if needed
- Take time to do things you enjoy such as art, reading, playing games, and watching films
- Staying in touch with friends and family is important to maintain social bonds and to combat loneliness
- Whilst mental health services are currently in high demand there are a number of online tools and apps such as Headspace which aim to improve mental wellbeing and health

It's important to remember that we are all in this together and you are never alone. Every person can experience anxiety in different ways, and it's important to find healthy coping mechanisms which work for you.




Click here for Helplines & Resources

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SUPPORTING BUSINESSES THROUGH COVID-19

WITH ANDY BURNHAM, THE GROWTH COMPANY, AND GM LEP



On Wednesday 1st April, The Growth Company and the Greater Manchester Local Enterprise Partnership (GM LEP), invited Andy Burnham to join them for a short webinar on supporting businesses through the current pandemic.

They outlined the government's current schemes that are available for businesses struggling under the current health and economic situation, and also highlighted that they are pushing for more clarity on a lot of the grey areas.

On a positive note, all speakers were keen to express their love for Manchester, and its ability to survive and thrive in times of hardship. Whilst Andy Burnham ensured everyone was aware that April will be "the hardest month so far", Lou Cordwell (GM LEP) highlighted Manchester's biggest strengths.

"OUR BIGGEST STRENGTHS ARE WHAT THEY HAVE ALWAYS BEEN. COLLABORATION, TO BE GOOD PEOPLE, TO SHOW KINDNESS, AND TO LOOK AFTER EACH OTHER. PLUS OUR INGENUITY AND CREATIVITY, ABILITY TO BE ENTREPRENEURIAL, TO SHOW TENACITY, AND WORK TOGETHER."

Andy also highlighted his role in advocacy at a national level for all those living in Greater Manchester, as he will continue to push for clarity and answers to questions from occupants.

Questions include the distinction between essential and non-essential businesses and the eligibility criteria for some schemes. In the meantime, Mark Hughes (The Growth Company), urges businesses to fully explore the options that have been made available to them.

Manchester has quickly adapted to the changing landscape. In just two weeks so much has changed, and by mid April the building of the Nightingale Hospital in Manchester Central should be complete. Andy describes Manchester as:

"AN AMAZING PLACE. IN TIMES LIKE THESE PEOPLE AND BUSINESSES STEP FORWARDS"

Additionally, a Friday night virtual talent platform has also been set up, to fundraise and support the nighttime economy which is undoubtedly struggling at present.

Greater Manchester has recently released £5 million to pay for hotel accommodation for all those sleeping rough to help them self isolate. So far, 500 people have been accommodated, and a lot of hotels have really stepped up to help. This number is expected to double in the coming days and weeks.

Moving forwards, this is a national effort. This isn't going away soon, so we need to come together and accept and offer help where we can.

FURLOUGHING STAFF

Furloughed workers are employees who are unable to work due to the coronavirus pandemic and in normal times would usually be made redundant or laid off. The government will pay a percentage of the wages to these type of employees as businesses will now be able to access support to continue paying part of their staff's wages, to avoid redundancies.

Under the Coronavirus Job Retention Scheme, all employers in the UK will be able to access support to continue paying part of employees' salaries who would otherwise have been laid off during the ongoing health crisis.

The Government have agreed to provide companies who furlough staff a maximum grant per employee, covering the lower of:

- 80% of 'an employee's regular wage'
- £2,500 per month

Plus the associated employers' national insurance contributions (NIC) on this amount and the minimum automatic enrolment employer pension contributions on that wage.

Once the employee has been informed about being furloughed, they should sign a new temporary contract outlining their furlough. For companies looking for a starting point on this, please turn over to find a basic template.

The Job Retention Scheme will be backdated up to March 1st 2020, and employers will be able to apply for the grants up to the date of furlough.

This has huge benefits to both the employer and the employee. The employee will continue to be paid and has a sense of job security, meaning less financial pressure and stress. Plus, an 80% wage packet for most, when considering lower commuting costs is definitely manageable.

The employer can better manage their cash flow and can save money on one of their biggest costs: staffing. This improves business stability and resilience, whilst reducing nationwide redundancies. It also means that businesses can keep staff on the books, so that when things return to normal, businesses can hit the ground running.

All companies are eligible for the grant, and all employees on the payroll from 28 February 2020 are eligible.

More information is available [here](#) and to request an editable version of the form overleaf, please get in touch.



AGREEMENT FOR FURLOUGH LEAVE

Employee Name: _____

This is a variation to your contract of employment, designed to implement and take advantage of the Government's Coronavirus Job Retention Scheme.

1. We agree that from [DATE] you shall be on Furlough Leave. This means your contract of employment continues, but you shall not be required to come into work. We will pay you [80%] / [100%] of your salary during that time.

2. Your Furlough Leave shall end on the earliest of the following events:-

(a) the Government's Coronavirus Job Retention Scheme ending (At present Furlough Leave is intended to last for March, April and May 2020 but you acknowledge and agree that if extended by the Government this arrangement may also be extended by us accordingly.)

(b) either you or us ceasing to be eligible for funding under that scheme; or,

(c) us deciding to cancel Furlough Leave and bring you back to work.

3. During your Furlough Leave, you may not work for any other organisation, or on your own account. If you do, you must tell us, and you may be liable to repay any sums we have paid you under this scheme if we become liable to repay it to the Government.

4. When your Furlough Leave ends, while we will always endeavour to provide you with work, in the event of insufficient work being available you agree we are entitled to place you on short time or lay you off without any pay except for statutory guarantee payments. *


SIGNED: _____
Employer

DATE: _____

SIGNED: _____
Employee

DATE: _____

*This clause applies only to employers with a lay off clause in contracts of employment. Otherwise omit clause 4.



you always pass
FAILURE
on your way to
SUCCESS.

MICKEY ROONEY

RUNNING A CLOUD COMPANY IN COVID TIMES



Gareth Chidgey talks on running a business during a pandemic, remote working, and the future of flexibility in the workplace.

Gareth Chidgey is the CEO of Cloud Platform Group, a Cloud Migration and DevOps Consultancy which helps to design, build, and support cloud infrastructure in businesses. As a business which focuses primarily on leveraging the cloud, disaster recover, and systems migration, it's reasonable to say that Gareth's cloud based business is quite resilient in the current climate.

Lot's of businesses are looking to move onto the cloud now that most companies are decentralised and working from home. Gareth describes the Coronavirus pandemic, as a "push towards the cloud", which is a much more secure, reliable, and efficient way for businesses to operate.

In it's entirety, the business has been running now for 8 years, the majority of which Gareth spent as a contractor. In the wake of IR35 reforms, he planned ahead and changed his company structure to make himself a permanent employee. When setting up his consultancy, he hired other former contractors, ensuring that he took on all of the top skills available to him.

Despite having had investors pull out due to the current pandemic, Gareth has pushed forward entirely self-funded, and has several people, including an experienced CTO, lined up ready to join his company once COVID-19 has passed. Effectively he has a talent pipeline ready to go, so he can hit the ground running with the top talent as soon as he can.

With plans to build up and hit a £25m turnover in 5 years, and with no doubts that he can achieve this, Gareth's ambition and determination is inspirational. Already, he has six people working around the world, and highlights the increasing trend of businesses using the cloud. Uptake in the cloud, his flexible approach, and current relevance of his work is sure to provide a large business boost, hence the importance of getting his talent pipeline prepared.

Rather than relying on a centralised IT team and an onsite kit, where someone has to be physically present to fix any issues, Cloud Platform Group offers a decentralised option, with information stored in data servers around the world which will fix themselves.

This will become increasingly important to businesses who will continue to support remote working after COVID-19 has passed. Gareth's main focus at the moment is adding value to his customers, and planning for the future, explaining that "we can't all stop forever. The supply chain will normalise at some point to an extent, although I do anticipate some changes."

On remote working, Gareth admits that he finds it easy under normal circumstances, but says that he, and all other work from home veterans are in the same place as new remote workers at the minute, given the restrictions about how often we can go out to socialise. "It's hard to be a teacher, CEO, and parent. But, less pollution, staff are more productive. I think that offices will get smaller and businesses will learn to trust their people to self-manage.

If working from home normally, Gareth said his top tips include going into office once a week, seeing friends, and getting outside. He also highlights the importance of investing in your home set up if this is something you are going to be doing long-term. Also ensuring you are scheduling your day, stopping for lunch and switching off outside of your working hours. On a personal note, he added that "a decent coffee machine helps me get through the morning".

Gareth expects that remote working and flexibility in the workplace will become more accepted and more 'normal' after this pandemic, and that it is something that businesses really need to adapt towards, especially if they want to widen their talent pools and remove unnecessary geographical restrictions.

As someone who has been running tech teams for 20 years, Gareth states that he doesn't care how a task gets done, as long as it gets done, saying "who's better to work out how to approach a task than the experts you have hired to do them?". He further explained that by giving less instructions, it creates more enjoyment for his teams.

"It's important that businesses learn to trust their people. There's no need for micromanagement. We are all adults and it's about trusting people to self-manage"

Gareth is helping companies set up virtual call centres completely free of charge, for businesses of a reasonable size (up to 100 people), to help businesses thrive and survive despite current challenges.

Additionally he has co-founded a non-profit called 'Worldwar C', an e-healthcare pandemic platform, which aims to utilise technology to distribute information and statistics on COVID-19 to fight against the ongoing pandemic. This is a great display of genuine care and compassion for the wider community.



WEBINAR

OPTIMISE REMOTE ONBOARDING

GET GUIDANCE ON BEST PRACTICE AND PROCESSES FOR REMOTE ONBOARDING FROM MARKET LEADING EXPERTS IN THE FIELD, AS THEY ANSWER YOUR QUESTIONS.

**WHAT WOULD YOU LIKE TO LEARN?
SUBMIT YOUR QUESTIONS TODAY**

CONTACT STEVEN.JAGGER@MAXWELLBOND.CO.UK

COMING SOON



INCREASED IMPORTANCE OF CYBER SECURITY

As the coronavirus pandemic continues to disrupt global health, economic, political and social systems, it also poses an increased risk of cyber attacks as more people begin to rely on digital infrastructure to conduct business and manage data.

Now that many people are working from home, and most children are learning online, the Internet has become the primary channel for effective human communication as we work, live, learn, and support one another remotely.

In the current scenario, a cyberattack that deprives organizations or families of access to their devices, data or the internet could be catastrophic: and in a worst-case scenario, could cause widespread infrastructure failures that take entire communities, cities, and services offline.

Furthermore, cyber-criminals exploit times of panic and crisis. As people are more likely to make mistakes they wouldn't normally make. Already we have seen text messages being sent on mass to individuals, claiming that they are the Government, and that the individual is being fined for being outdoors.

Inadvertently cyber-risk increases with more time spent online. For example, users could fall for "free" access to obscure websites or pirated shows, opening the door to likely malware and attacks. Clicking on the wrong link could be devastating.

That's why it is more important than ever to remain vigilant and to take every step possible in ensuring you are working from home securely as a business. To support you through this challenge, we spoke to The Cyber Resilience Centre for Greater Manchester, who have put together some basic tips for everyone working at home. Please see the next page for this information.

CYBER SECURITY ADVICE FOR REMOTE WORKERS DURING COVID-19

Since the outbreak of COVID-19, the National Cyber Security Centre has reported a number of online attacks on businesses of all sizes. At Maxwell Bond, we take the security of our employees and clients very seriously, so we spoke to the Cyber Resilience Centre for Greater Manchester, who advised the following.

Password Guidance

Ensure the password you are using is unique for each account you create. This is especially important with the current increase in remote working as lots of new accounts are being created. Length is the key to a strong password, and the NCSC suggests using 3 random words to use in a sentence, e.g. "hammer carrot concrete".

A password manager helps manage passwords and store them securely. This avoids staff having to remember hundreds of unique passwords. Take the time to pick a suitable password manager for your business.

For more information on passwords and management systems, please visit the NCSC website: <https://www.ncsc.gov.uk>.

Update Devices

Waiting for a device to update can be frustrating, but software updates are essential to increase the security of your system - whether that is a laptop, tablet or mobile phone. A device that is not updated regularly can be vulnerable to easy to execute cyber attacks.

If you cannot update the device when prompted, schedule this in and stick to the schedule.

Staff Communications

Create an emergency group chat for staff that is only to be used for online concerns. This will help staff efficiently communicate any issues, and put into place effective solutions quickly.

When choosing a platform, use something easy to access and widely trusted. You may already have some of these systems in place for work such as: Microsoft Teams, Google Hangouts, Slack and WhatsApp.

Be Vigilant of Emails and Messages

Cyber criminals use times of crisis to their advantage, often sending malicious emails and messages with the aim of installing malware on your work system. Staff should take the time to check email addresses and be cautious of links and attachments from unknown senders.

There has also been an increase in reports of online attackers using text messages. These can easily be spoofed and so extra care should be taken when clicking links.

Don't Compromise GDPR

Staff should continue to follow the company's GDPR policy regardless of where they are working. Have a remote working policy also so that staff understand the importance of storing client and business data appropriately.

Staff should have access to a protected online storage account at all times.

Share this advice!

COVID-19 is having a huge impact on businesses in the UK and around the world. Please share this advice with your networks.

If you would like any further advice or support, you can contact the Cyber Resilience centre via info@cyberresiliencecentre.com or visit their website at <https://cyberresiliencecentre.com>.

SOLUTIONS

Maxwell Bond are here to help you thrive through challenging times

POSITIVE BUSINESS NEWS

- Avoid the doom and gloom, hear from the businesses making positive steps and thriving
- Gain tips from best in class performers
- Hear from positive role models to empower and inspire you
- Gain live market intel and hear from leaders driving business continuity and agility

VERSATILE HIRING METHODS

- Can't go onsite but still hiring?
- Free offsite interview space
- Free video interviewing facilities
- Hear the best practices from hiring managers and candidates who are adapting and thriving in a difficult market

GUIDANCE ON BEST PRACTICE

- Remote working guidance
- Interviewing video remote
- How to manage remote teams
- Tips on protecting your mental health
- How to onboard new starters virtually from day 1 with case studies

ETHICAL RECRUITMENT

- Freezing recruitment, pulling offers, and making redundancies is never easy
- Free, confidential advice from experience consultants who can empathise and educate you on best practices from tried and tested methods



maxwellbond LATEST COVID-19 UPDATE

**ALWAYS CHECK THE NHS AND
GOVERNMENT WEBSITES FOR THE
LATEST ADVICE & INFORMATION TO
ENSURE YOU HAVE ALL OF THE FACTS**

WHAT WE KNOW

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called Coronavirus.

LOCKDOWN

Everybody must stay at home. Only leave your home for essential shopping, for medical reasons, one form of exercise per day, or to care for elderly or vulnerable people.

All non-essential shops have been closed and employees across all sectors should be working from home as much as possible.

If outside the home, stay two metres apart from other people, do not congregate, and don't meet up with friends or family.

The police have been given the power to manage these new restrictions, including fines and the ability to break up gatherings of more than two people.

Additionally all couples who do not live together have been advised to make the decision to either stop seeing each other in person, or to move in together. This is to minimise travel and to keep everybody safe.

The government are allowing all children with separated parents to move between homes to minimise emotional distress to children and parents.

RISK FACTORS

Those who are classed as high-risk include anybody who is 70+, has a long-term condition, are pregnant, or have a weakened immune system.



**CONTACT US
TODAY**

maxwellbond

WE WANT TO HEAR FROM YOU!

If you have a story to share, questions to ask, or topics you want to see covered in our newsletter, please get in touch!

**BETHANY.STEVENS@MAXWELLBOND.CO.UK
WWW.MAXWELLBOND.CO.UK
0161 359 3280**