

March 2020 - Coronavirus Bulletin to all Felixstowe households



NEWS UPDATE



A message from the Mayor of Felixstowe

Dear Resident, I hope that you are keeping well during these unprecedented times. Please make sure that you are following the national advice at www.nhs.uk/coronavirus.

Staying at home at this time will protect the NHS and save lives. **Even if you are on your own, you are not alone.**

To signpost just some of the ways you can access support or offer your help, Felixstowe Town Council has put together this information sheet. This will be particularly useful to those of you who may not be able to get help online as it contains phone numbers wherever possible. As things are evolving on an almost hourly basis, we know that any info we give here is subject to change. Therefore, we have tried to ensure this only contains sustainable sources of help. We also know that there is so much more support available than we are able to cover here which is increasing all the time. **So, if you need help but are unsure of who to contact, please use the new Suffolk Freephone Helpline 0800 876 6926.** You can also email us at Felixstowe Town Council via enquiries@felixstowe.gov.uk. If we cannot help directly, we will put you in contact with someone who can.

The fantastic efforts of volunteers and local groups are providing the isolated and vulnerable with the help and support they need so that no one is left forgotten and alone. To support the volunteer effort, we have introduced a quick-decision grants scheme totalling £25,000 for local organisations and charities who are carrying out beneficial work in the community. See our website for details. In addition, the Town Council has donated £10,000 to the Felixstowe Relief Charity, which will help those that need it most. See details on the next page. Local authority staff are working tirelessly to collect rubbish, serve the community and carry out essential services needed by us all during this period, and I would like to thank each and every one of them for their continued efforts. If you have symptoms of the coronavirus (a high temperature or a new, continuous cough) use the 111-coronavirus service online to find out what to do: www.111.nhs.uk/covid-19. To reduce demand on call centre staff and unnecessary delays for those that genuinely need to use the telephone service, **please only call 111 if you cannot get help online.** This bulletin is also available online at www.felixstowe.gov.uk where it will be kept up to date should any information change.

As a town we will get through this together. By helping one another we can make Felixstowe a better place to live. In the meantime, be kind, stay home, stay safe.

Nick Barber - Mayor of Felixstowe



Contacting Felixstowe Town Council:

Email: enquiries@felixstowe.gov.uk

Tel: General Enquiries 01394 282086 Mon-Thurs 9am-4pm.

Weddings, Allotments, Cemetery 01394 288191 Tues-Fri 9am-4pm.

Website: www.felixstowe.gov.uk

Suffolk County Council Registrars: 0345 607 2050 or email: ipswich.registrars@suffolk.gov.uk



FELIXSTOWE
TOWN COUNCIL

Contacting East Suffolk Council:

Email: customerservices@eastsuffolk.gov.uk

Tel: 0333 016 2000

Website: www.eastsuffolk.gov.uk



EASTSUFFOLK
COUNCIL

What We All Need To Do To Stop The Spread Of Infection

- Stay Home. Protect the NHS. Save Lives.
- Wash your hands with soap and water often - do this for at least 20 seconds.
- Use hand sanitiser gel if soap and water are not available.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin immediately and wash your hands afterwards.
- Keep at least 2 metres (3 steps) away from other people, if you need to go outside.
- **Don't touch your eyes, nose or mouth if your hands are not clean.**

Want to Help?

Sign up as a NHS Volunteer at
www.goodsamapp.org/NHS

Tribe Volunteer - Social Action app has been created; this is where groups can add information about what they are offering to local people.
Local people can also use this to request support.

HOME, BUT NOT ALONE

Connecting volunteers and vulnerable people in Suffolk

DOWNLOAD

Tribe - Volunteer
APP TO VOLUNTEER



Need a volunteer's help? Call: **0800 876 6926**

#COVID19SUFFOLK

High-Risk and Higher Risk Groups

All high-risk individuals and higher risk groups have been identified by the NHS nationally and a letter has been distributed that provides details of how to access support with food, medicines etc. if you don't have friends and family who can help you.

If you need help, please contact the Suffolk Freephone Helpline: 0800 876 6926

Please note: This is not a general Coronavirus helpline; it is intended only for those who need help and who can't get that help from family and friends.

The phone call will get triaged and delegated to the local communities officer. The communities officer will then contact the individual to assess their needs and match them with a suitable service. This includes voluntary and statutory position.

The Felixstowe Peninsula communities officer is Chloe Lee.

Pastoral Support

All church buildings are now closed for the foreseeable future. However, faith groups are still functional and anyone requiring help, in the first instance should contact a local church by phone or email.

Details can be found on the Churches Together website at
www.churchestogetherfelixstowe.org

Grocery and Food Supplies

Only essential grocery and food shops will remain open in the immediate future. This includes local independents. Please note many will deliver locally. It is best to contact each individually.

There is a list of independent shops at:
www.visitfelixstowe.org.uk/shopping

Felixstowe Relief Charity (Charity No. 1182192)

The Town Council has donated £10,000 to the Charity which has set up a Coronavirus Support Committee to assist individuals in need across Felixstowe and support the volunteer effort. Immediate short-term financial support may also be available.

Contact Darren Aitchison (Trustee) via email
darren.aitchison@felixstowe.gov.uk or phone Darren on
07479 556736.

A justgiving.com page is being set up to receive donations.

Citizens Advice

Felixstowe Citizens Advice have suspended face-to-face appointments for the time being but please contact them if you need advice via any of the methods below:

Email: advice@felixstowecab.org.uk

Tel: **0300 330 9016**.

Let the advisor know if you'd like to use either Skype or FaceTime to communicate.

More advice is available on the website:

www.felixstowecab.org.uk and on Twitter [@felixstowecab](https://twitter.com/felixstowecab)

Business Support

East Suffolk Council recognises the unprecedented disruption caused by Covid-19.

The Government has announced a package of measures to provide support for businesses to ensure the impact of COVID-19 is minimised.

To find out the latest please visit:

www.eastsuffolkmeansbusiness.co.uk

Email: economicdevelopment@eastsuffolk.gov.uk

Tel: **03330 162000**

BASIC Life Pop Up Shops (Food Banks)

Basic Life have re-purposed their two charity shops in Felixstowe and Walton into emergency resource centres and offer food and other essentials by appointment only (collection and/or delivery).

Email: basiclife@live.co.uk

Website: www.basic.org.uk

Tel: **F'stowe 01394 272618 / Walton 01394 279400**

Other Help for Adults and Young People

Suffolk Mind offers support to anyone who may be struggling at this difficult time. Call **0300 111 6000** or visit
www.suffolkmind.org.uk

Leeway provides free and confidential support to anyone experiencing domestic abuse. Call **0300 561 0077** or visit
www.leewayssupport.org

Level Two Youth Project offers help and advice to young people in Felixstowe. Call **07724 356723** or visit
www.leveltwo.org