



November 2020 COVID19 Bulletin to all Felixstowe households and shared across the Felixstowe Peninsula Community Partnership area

A message from the Mayor of Felixstowe



Dear Resident, following the announcement of a further national lockdown from 5th November, we wanted to reach out and let you all know that there is plenty of support available locally should you need it, regardless of your circumstances.


This bulletin outlines the ways in which some of our superb community groups are able to assist this season and how you can get in touch or contribute. Groups such as the BASIC Life Charity, Salvation Army, FACTS and Felixstowe Helping Hands are among many that are geared up ready to help wherever it is needed. Together with your local authorities and coordinated health groups there is a comprehensive range of accessible community services across the Felixstowe peninsula.

If you need urgent support and are not sure who to ask, please call the **Home But Not Alone Suffolk Freephone Helpline: 0800 876 6926** or visit www.suffolk.gov.uk/home-but-not-alone

A big thank you to everyone who is providing or offering help at this time.

We may never fully realise the extent of the impact that Covid-19 has had on our lives but we know that it has affected us all, in many ways. We also understand how the risks to our wellbeing are not limited to the direct threat of the coronavirus to our health, but also by the affect it has on our domestic, economic and social lives. The impact of isolation, loneliness and restricted social interaction on our mental and physical health cannot be overstated, so – following the government advice first and foremost—please do whatever you can to stay in contact with family and friends, look after yourselves, get out and about when possible, and enjoy our wonderful town. Importantly, if you know someone who is on their own, please try to find time to reach out and make contact with them. Let them know: **even if you are on your own, you are not alone.**

In the meantime, please do continue to **#stickwithitsuffolk** and make sure that you are following the latest national advice at www.gov.uk/coronavirus so we can help keep Felixstowe one of the safest places to be.

Best wishes everyone,  Mark Jepson - 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

Contacting East Suffolk Council:

Email: customerservices@eastsuffolk.gov.uk

Tel: 0333 016 2000

Website: www.eastsuffolk.gov.uk



Can You Help Felixstowe this Christmas?

The Salvation Army is not able to offer its usual Christmas Dinner in their church building this year but will be helping local vulnerable families and individuals by bringing them Christmas dinner and Gifts of Joy this Christmas. Gifts of Joy may be a food hamper, toys and gifts or just some basic essentials that could make all the difference to people during what could otherwise be a challenging time.

If you need help, or want to help, this Christmas please contact gemma.saxton@salvationarmy.org.uk or call Gemma Saxton on 07726 278637.

Donate a Gift

New, unwrapped, toys and gifts can be dropped off at the East of England Coop, Gt. Eastern Square or at the Felixstowe Salvation Army, Cobbold Road, IP11 7EL

Deliver Christmas Dinner

Donate a spare hour or two on Christmas Day to help bring dinner to those in need.

Refer Someone in Need

If you know someone that might need help, get in touch or put them in touch with us.

NEWS UPDATE

Advice and Support For All

The **Suffolk Advice and Support Service (SASS)** was launched in October to provide a single point of access to advice and support services available to all residents in Suffolk.

SASS will either provide you with the advice and guidance you need or will signpost you to a support agency in your local area who will be on hand to have a chat with you.

The phonenumber, 0800 068 3131, is open from 9am to 5pm Monday to Friday.

The phonenumber is being delivered by Citizens Advice Suffolk Alliance, which includes all 8 Bureaus across Suffolk, and Ipswich Housing Action Group and Anglian care Trust. See more at: www.suffolk.gov.uk/suffolk-advice-and-support-service

The Felixstowe branch of **Citizens Advice** can also be contacted for advice via any of the methods below:

Email: advice@felixstowecab.org.uk

Tel: 0300 330 9016

Website: www.felixstowecab.org.uk

Twitter: [@felixstowecab](https://twitter.com/felixstowecab)

Facebook: www.facebook.com/FelixstoweCitizensAdvice

BASIC Life and Community Pop Up Shops

The **BASIC Life charity** continues to offer support through their shops in Felixstowe and Walton which have reopened to the public. Their community pop-up shops are also operational once again, offering referral-free food support for anybody at various locations in Felixstowe four to five days a week.

Email: basiclife@live.co.uk

Website: www.basic.org.uk

Tel: Felixstowe 01394 272618 / Walton 01394 279400

Support Local Businesses

Our high street has been made more pedestrian-friendly and venues across the town have put excellent measures in place to provide a safe, welcoming and enjoyable experience. Help them by supporting the Felixstowe economy and shop local whenever you can and insofar as restrictions allow.

Many of our fantastic local independent shops are open and continue to make deliveries to those that may not be able to get out and about.

For a list of independent shops see:

www.visitfelixstowe.org.uk/shopping

Remember to observe:



HANDS



FACE



SPACE

...and download the NHS Track and Trace app if you can.

The free NHS COVID-19 app is a vital part of the NHS Test and Trace service in England. Get help downloading the app

www.covid19.nhs.uk/help-downloading

Financial Support

Felixstowe Town Council has a streamlined grants process to enable community organisations and charities to get a quick decision on funding. See www.felixstowe.gov.uk/grants or contact us via the details on the front page to find our more and apply.

The **Felixstowe Peninsula Community Partnership** has launched a new Small Grant Scheme which is available to voluntary and community groups across the peninsula to help tackle isolation and loneliness, mental health and emotional wellbeing, physical health, financial hardship and educational attainment.

Contact Chloe Lee by emailing chloe.Lee@eastssuffolk.gov.uk or phone **07557 486172**

The **Felixstowe Relief Charity (Charity No. 1182192)** exists to help those in times of hardship and need and is ready to assist individuals and groups across Felixstowe and immediate short-term financial support may also be available.

Contact Margaret Morris margaret.morris@felixstowe.gov.uk or phone **01394 274345**.

Felixstowe Helping Hands

Felixstowe Helping Hands has a well-established group of volunteers ready to offer shopping collection, dog walking, prescription pick up, delivery of orders or a friendly voice to anyone that needs it during this time. If you need help, or want to volunteer, please visit their Facebook page

www.facebook.com/groups/640348386531100 or contact Darren Aitchison darren.aitchison@felixstowe.gov.uk or phone **07479 556736**.

Felixstowe Area Community Transport

Felixstowe Area Community Transport Services (FACTS) provide essential travel to medical appointments and are able to offer a variety of journeys in a Covid-secure way.

To access their services, call the office on **01394 282857** or visit www.factsbus.org.uk

Pastoral Support

Places of worship had opened again to carry out services with a reduced capacity to maintain social distancing. During lockdown they will revert to conducting services online. Please contact your local church by phone or email. Details can be found on the website www.churchestogetherfelixstowe.org

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

Suffolk Carers Matter offers tailored information, emotional support, advice and guidance to unpaid carers. Call the Advice Line 0800 068 3131 or visit suffolcarersmatter.org.uk