

Advice and Support

A number of advice and support services are available in this area during the coronavirus pandemic. Details are as follows:

'Home But Not Alone' - Suffolk County Council and partners support

On Tuesday Suffolk County Council and its partners launched a new app and helpline to support Suffolk people. The 'Home But Not Alone' campaign aims to connect people and groups who want to volunteer in their communities with neighbours who are most in need. All details and offers of support can be logged and matched using a new app, Tribe Volunteer, and the freephone helpline 0800 876 6926 will be staffed from 9am to 5pm, seven days a week..

Suffolk Refugee Support

Offering a telephone service on 01473 400785 on a Monday, Tuesday and Friday 9.30am - 4.30pm (their normal drop in hours) for Refugees and Asylum seekers. Clients will be asked to provide their name, number and a reason for calling and then a designated member of the advice team will call them back.

Suffolk Refugee Support is also regularly calling those clients who they believe are most vulnerable and thinking and working towards remote ways to continue to engage those clients who had been attending their groups.

Suffolk Coalition of Disabled People

Is offering a telephone contact service – for people who are disabled, carers or anyone in isolation that wants someone to chat to. They can be contacted via the methods below, Monday - Saturday 8am - 8pm:

Tel: 07718 563751

Email: Enquiries@scodp.org.uk

Contact page of the website: www.scodp.org.uk/contact

They will be able to call people back so long as they have an individual's name and telephone number – they do not need other details. They are also happy to accept referrals if given the permission to pass on the above details.

Suffolk Police

The Neighbourhood Partnership Team at Suffolk Police are aware of the wider impact of the Coronavirus on its communities. From a policing perspective, please be assured that their role remains the same. Police officers and police staff will continue to protect the public, investigate crime and bring offenders to justice.

The control room staff will continue to assess every incident reported to the police and will deploy resources accordingly. As you would expect, priority will be given to incidents where the public are at imminent risk of harm.

The police would like to reassure the community that they will continue to have measures in place to ensure the most vulnerable people in the community are protected.

Like other organisations, the police are experiencing increased demand on its services. They would encourage the public to use online reporting wherever possible for non-urgent reports. If this is not possible, please use 101. However, if an incident is taking place at the time this should be reported immediately on 999.

Although community engagement officers are not currently able to carry out their normal role with face to face public engagements, they will still be undertaking their work on the telephone and on social media.

<https://www.suffolk.police.uk/contact-us/other-contact-options/community-engagement-officers>

The police's diverse communities coordinator, Ginny Shoesmith is also still available for you to contact.

Virginia.Shoesmith@suffolk.pnn.police.uk

Suffolk Healthwatch

Suffolk Healthwatch has direct communication with commissioners and providers of local services, including senior NHS and social care leaders. They can share the things people tell us to help them adapt what they are doing to tackle coronavirus in Suffolk.

This virus is new territory for the NHS and social care services. No one knows exactly how it will impact on the delivery of local care, but people will have

different experiences depending on their needs and the severity of their symptoms.

Suffolk Healthwatch is interested in hearing about how this virus outbreak may be changing the way in which you access local services, particularly if you rely on them for regular care. You can also tell them about how services responded to you if you have become unwell with COVID-19 symptoms.

Feeding back is simple and the easiest way is to use the [Feedback Centre](#). You can also call on freephone **0800 44 88 234** or email info@healthwatchsuffolk.co.uk.

Please be considerate when you are visiting services and follow NHS advice. We all need our health and care providers to remain safe in order that they can look after us.

Government and NHS advice for staying safe when accepting help from others

This document contains some important information about how to stay safe whilst accepting help from others.

The image is a black poster with white and blue text. At the top left is the HM Government logo. At the top right is the NHS logo. The title is 'How to stay safe when accepting help from others'. Below the title are five bullet points of advice. At the bottom right is a green-bordered box with the text 'CORONAVIRUS PROTECT YOURSELF OTHERS & THE NHS'.

HM Government

NHS

How to stay safe when accepting help from others

- If you are receiving voluntary help do not share financial details like credit/debit card numbers or personal information.
- If someone you don't know calls at your home, always ask for ID and always ensure you are comfortable sharing details like your phone number or address.
- Only provide information on a need to know basis and if you have seen ID. Do not feel pressured into providing information.
- If you have doubts about those who are approaching you, and are concerned, it is advised that you don't engage, and report serious suspicious behaviour to the police.
- Remember that genuine volunteers have been instructed not to enter your home and should all have documentation proving their status.

CORONAVIRUS
PROTECT YOURSELF OTHERS & THE NHS