

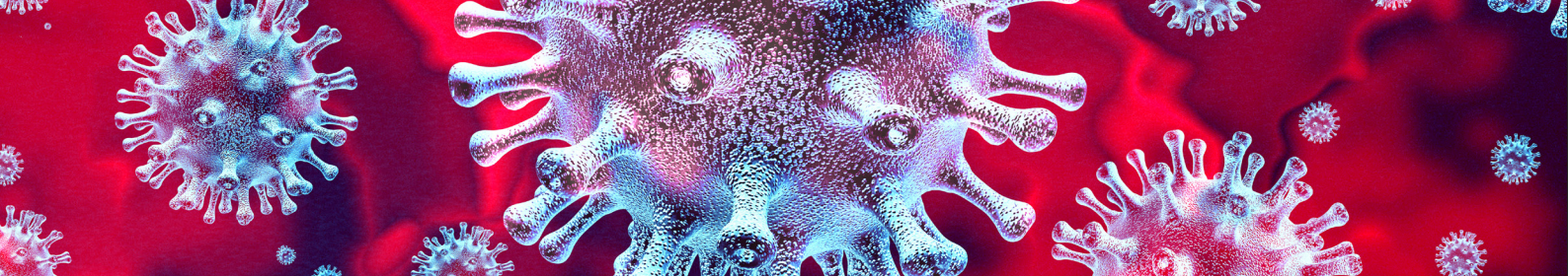


Coronavirus (COVID-19)

Supporting your local communities



#supportingthechichesterdistrict



Supporting your local communities

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The Government has written to those people who are most likely to be at severe risk from the coronavirus and they have been asked to stay at home for 12 weeks. As part of this, the Government has put support in place so that these people have food, medication and support.

Working with West Sussex County Council, we are supporting those who do not fall under this category, but are vulnerable and need support. The majority of these people will be able to rely on the help of friends, family and neighbours to provide them with essential items. However, our focus is on those who do not have any support.

Our support will be co-ordinated through a community hub, run by West Sussex County Council. You can contact the Community Hub if you, or someone you know, need help, or if you want to volunteer your services in these difficult times. This will be available seven days a week and staff will be on hand to respond to enquiries from 8am-8pm. The team will be contacting the most vulnerable to tell them how to get help.

The best way to contact the hub is online; if you have access, go to www.westsussex.gov.uk/covid19communityhub. A dedicated telephone help line is also available for residents who are unable to go online: **033 022 27980**. We are trying to keep the resources available through the hub for those who are most vulnerable, so if you do have support in place already, such as from family or friends, then please continue to use their support.

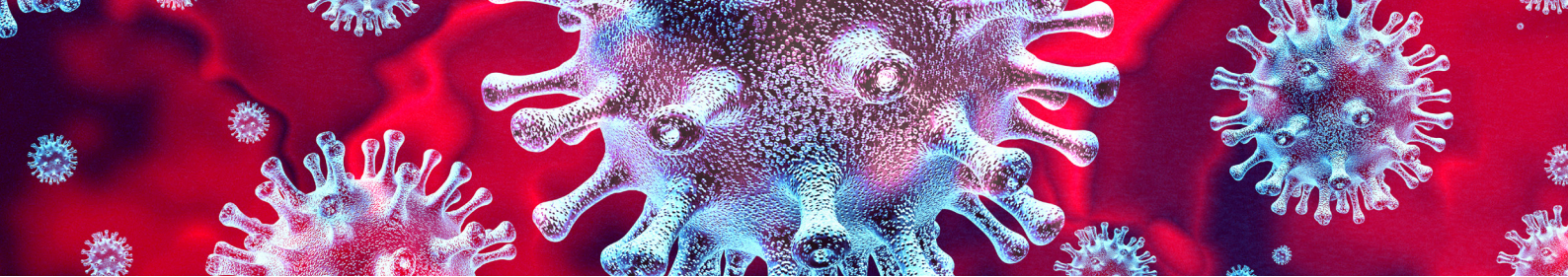
We are also aware of all of the incredible support that is already in place within our communities and we are in awe of those who are going above and beyond to help the most vulnerable. From the bottom of our hearts – thank you. In order to help you with this vital work, we have pulled together some guidance and important information to help you, and to ensure your safety and the safety of those people you are supporting. Inside this pack, you'll find a list of key contacts, resources, and information in one place, which we hope you can share with your community during this challenging time.

By working together we can make a huge difference.

Thank you again.

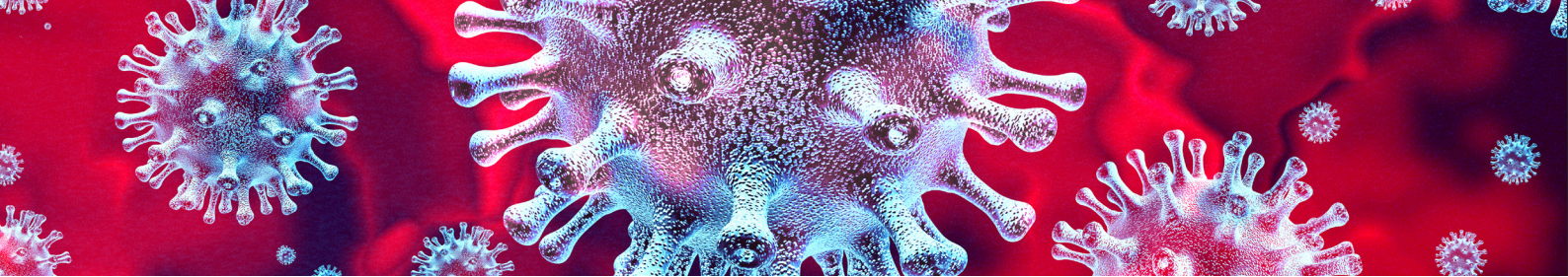
Cllr Eileen Lintill

Leader of Chichester District Council



Contents

Health advice	4
Useful websites for information on COVID-19	5
Useful contact numbers	5
Chichester District Council support	6
Support for the vulnerable	7
Social media	8
Useful contacts - Organisations	9
- Gas, electricity and water	10
- Support groups	10
Volunteering	12
How to stay safe when accepting help from others	14
Looking out for our neighbours	15



Health advice

The NHS has some simple advice to avoid catching or spreading COVID-19:



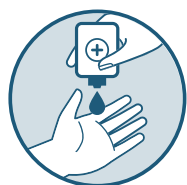
Stay at home advice – www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/



Wash your hands with soap and warm water often – do this for at least 20 seconds.



Always wash your hands when you get home.



Use hand sanitiser gel if soap and water are not available.



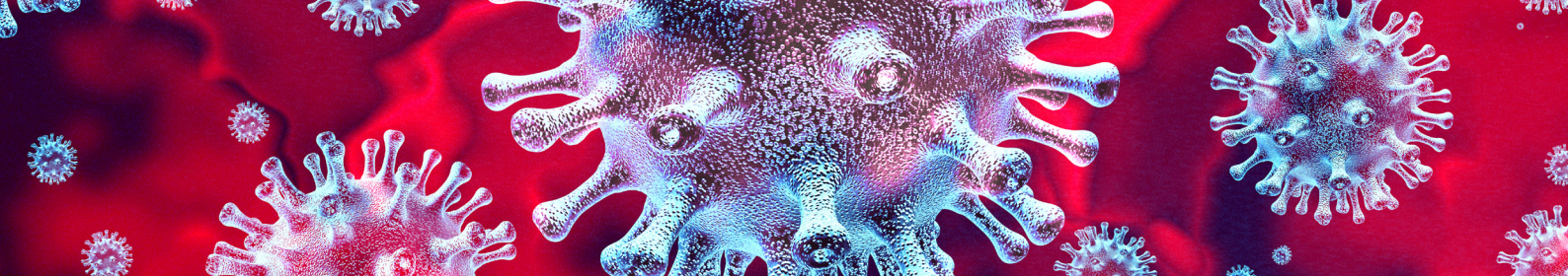
Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.



Put used tissues in the bin straight away and wash your hands afterwards.



Try to avoid close contact with people who are unwell.



Useful websites for information on COVID-19

The following links provide useful, factual and regularly updated information on COVID-19, please feel free to share these with your communities.

- **NHS stay at home advice:** www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice
- **Overview of COVID-19** – what is it?: www.nhs.uk/conditions/coronavirus-covid-19
- **Common questions and answers on COVID-19** including advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel: www.nhs.uk/conditions/coronavirus-covid-19/common-questions
- **NHS 111** – information can be found on: <https://111.nhs.uk/covid-19>
- **Chichester District Council's COVID-19 information page:** www.chichester.gov.uk/coronavirus
- **The NHS Every Mind Matters website** has some really simple useful tips and advice to support good mental health: www.nhs.uk/oneyou
- **Public Health Campaign Resource Centre (you'll need to register)** – <https://campaignresources.phe.gov.uk/resources/campaigns> for the latest posters, videos and social media graphics. Some are enclosed.

Useful contact numbers

NHS 111: only call 111 if you cannot get help online

Chichester District Council: 01243 785166

West Sussex County Council: 01243 777100



Chichester District Council support

We want you to know that we are here to support you through this challenging time. Whether you are struggling to pay your bills; are vulnerable and need support; are at risk of homelessness; or are worried about your business - we are here to help.

Our services are available online at www.chichester.gov.uk and our teams can also be reached directly by email. We realise not everyone has online access and so our friendly customer care team are also available to take your calls on **01243 785166**. All we ask is that you please bear with us. At times our lines may be busy, which is why our online services are always the quickest option, but we are always here to help you.

You can also access lots of information on how we can support you at this difficult time at www.chichester.gov.uk/coronavirus. We have provided government advice, frequently asked questions, and highlighted the additional support that the Government has put in place for both those who are struggling financially and local businesses.

Council Tax and Benefits



E: taxation@chichester.gov.uk
E: benefits@chichester.gov.uk
www.chichester.gov.uk/counciltaxandbenefits

Support for the Vulnerable



T: 03302 227980
www.westsussex.gov.uk/covid19communityhub

Volunteering



Voluntary Action Arun and Chichester (VAAC)
E: volunteernow@vaac.org.uk
www.vaac.org.uk

Housing and Homelessness



E: housingadvice@chichester.gov.uk
www.chichester.gov.uk/housing

Supporting businesses



E: business.support@chichester.gov.uk
www.chichester.gov.uk/business

Collecting your rubbish



E: wasteandrecycling@chichester.gov.uk
www.chichester.gov.uk/wasteandrecycling



For more updates make sure you sign up to our email newsletter at www.chichester.gov.uk/newsalerts

Support for the Vulnerable



Are you self-isolating and need support?

As a council, we are working in partnership with West Sussex County Council, which has developed a Community Hub to support the most vulnerable residents in our communities.

You can contact the Community Hub if you, or someone you know, need help, or if you want to volunteer your services in these difficult times. This will be available seven days a week and staff will be on hand to respond to enquiries from 8am-8pm.

The best way to contact the hub is online; if you have access go to **www.westsussex.gov.uk/covid19communityhub**

A dedicated telephone helpline is also available for residents who are unable to go online: **033 022 27980**.

We are trying to keep the resources available through the hub for those who are most vulnerable, so if you do have support in place already, such as from family or friends, then please continue to use their support.

Keep in touch with our latest updates

Sign up to our email newsletter at **www.chichester.gov.uk/newsalerts**



www.chichester.gov.uk/coronavirus



www.facebook.com/ChichesterDistrictCouncil



www.twitter.com/ChichesterDC



Social media

As a council, we are regularly updating our social media accounts to provide our residents and businesses with the very latest updates. Please follow us at:



www.facebook.com/ChichesterDistrictCouncil



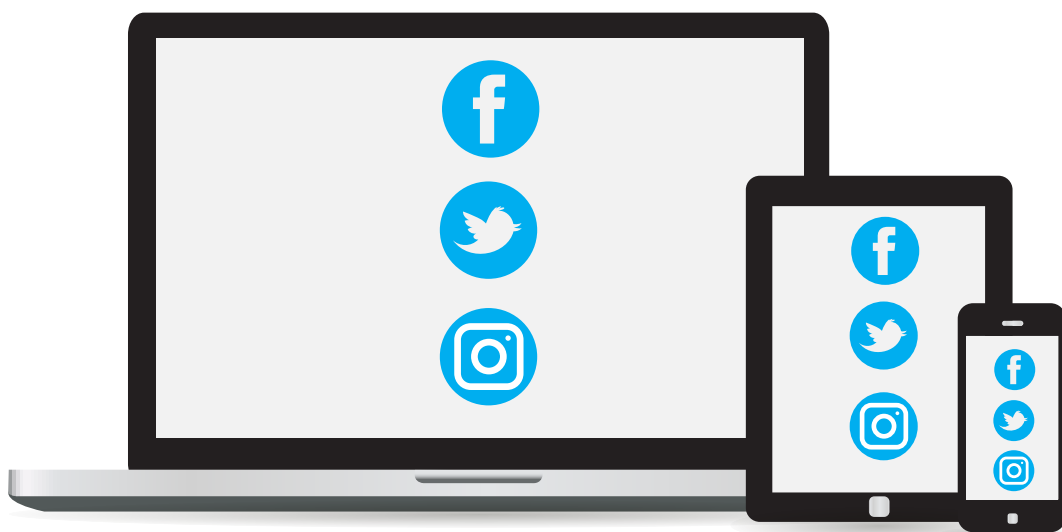
www.twitter.com/ChichesterDC

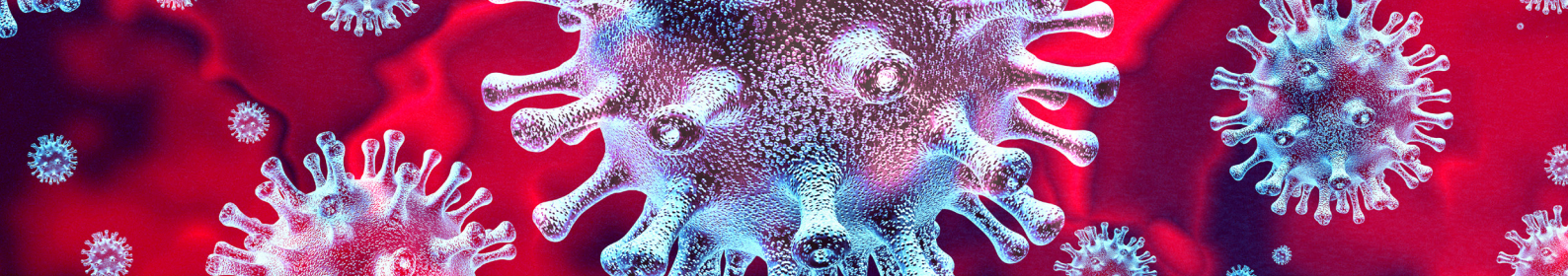


www.instagram.com/chichesterdc

The following Twitter (www.twitter.com) accounts will also be regularly posting out the latest factual advice and information related to COVID-19:

- **Public Health England:** [@PHE_UK](https://twitter.com/PHE_UK)
- **Department of Health and Social Care:** [@DHSCgovuk](https://twitter.com/DHSCgovuk)
- **NHS England:** [@NHSEngland](https://twitter.com/NHSEngland) - The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'
- **Sussex Police:** [@sussex_police](https://twitter.com/sussex_police)
- **West Sussex Fire & Rescue Service:** [@WestSussexFire](https://twitter.com/WestSussexFire)

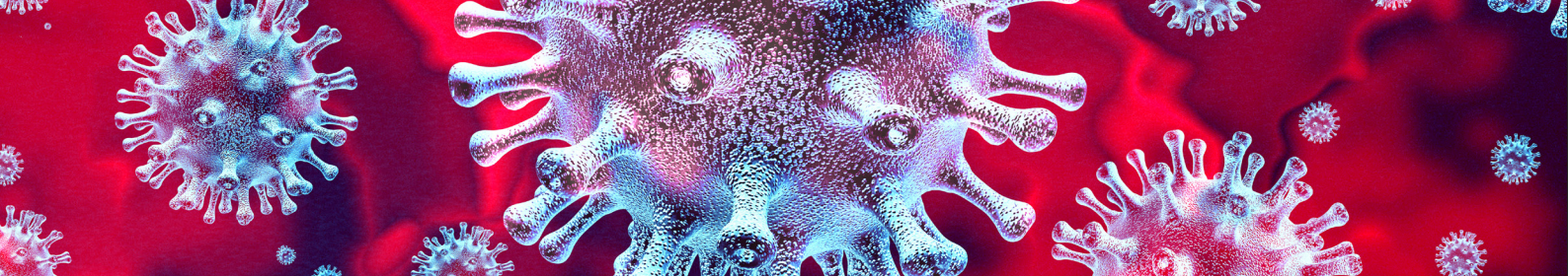




Useful contacts

Organisations

Organisation/Issue	How they can help	Contact details	Telephone No.
Understanding Universal Credit	Advice on new benefit claims when unable to work.	www.understandinguniversalcredit.gov.uk/coronavirus	0800 328 5644
Chichester Foodbank	Running by appointment only so clients must ring to book a slot to pick up items. Only for clients who are in food poverty - not just in isolation and can't get a delivery.	https://chichesterdistrict.foodbank.org.uk	01243 773687
GOV.uk	You can register as being vulnerable which will enable you to ask for help with food delivery etc.	www.gov.uk/coronavirus-extremely-vulnerable	Online only
NHS free prescription delivery service	Delivers prescriptions to your door.	www.pharmacy2u.co.uk	0113 265 0222
Arun and Chichester Citizens advice	Phone/webchat/email service only.	Adviceline can be accessed by calling or 0300 3300 650 (if calling from a mobile). Webchat: www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you	0344 477 1171
National Domestic Abuse helpline	Advice for people at risk of domestic abuse.	www.nationaldahelpline.org.uk	0808 2000 247



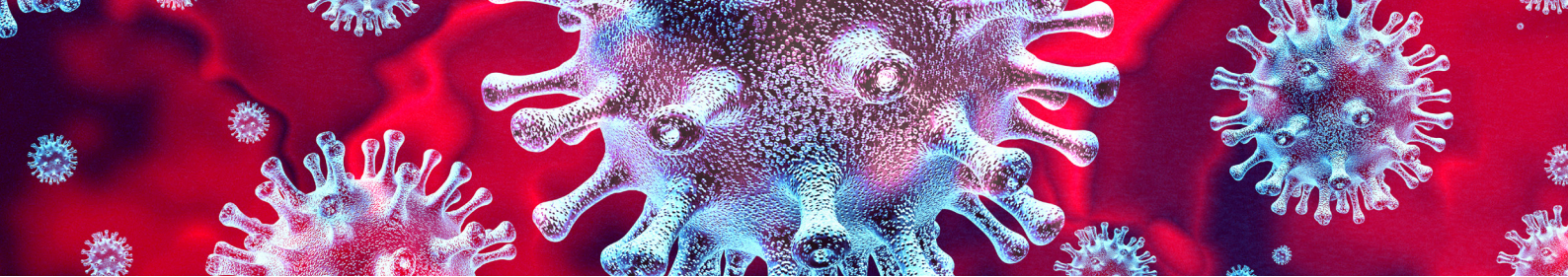
Organisation/Issue	How they can help	Contact details	Telephone No.
StepChange	Debt advice.	www.stepchange.org	0800 138 1111
Christians Against Poverty (CAP)	Debt advice.	www.capuk.org	0800 328 0006

Gas, Electricity and Water

Organisation/Issue	Contact details	Telephone No.
British Gas	www.britishgas.co.uk	0333 202 9802
Scottish Power	www.scottishpower.co.uk	0800 027 0072
NPower	www.npower.com	0800 073 3000
E.ON	www.eonenergy.com	0345 052 0000
EDF Energy	www.edfenergy.com	0333 200 5100
SSE-S	www.sse.co.uk	0345 070 7373
Southern Water	www.southernwater.co.uk	03303030368
Portsmouth Water	www.portsmouthwater.co.uk	023 9249 9888
National Grid	www.nationalgridet.com	105

Support groups

Organisation/Issue	Support	Contact details	Telephone No.
The Calm Zone	Support for mental health illnesses or crisis during isolation.	www.thecalmzone.net	0800585858
Sane	Open 4.30-10.30pm daily for support with mental health illnesses.	www.sane.org.uk	Website only
Give us a shout	24/7 text service, completely free for anyone who is struggling to cope or needs immediate help.	www.giveusashout.org	Text 85258.



Organisation/Issue	Support	Contact details	Telephone No.
MIND	Still providing phone appointments, text and online.	www.westsussexmind.org	01903 277000
NHS one you website	Online resources for mental health support while isolating	www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips	Online
Elefriends	Online support for mental health.	www.elefriends.org.uk	Online community
Qwell	Online counselling and wellbeing for adults	https://qwell.io/	Online
CALM (app and online)	Online resources for reducing anxiety during COVID-19 outbreak.	https://blog.calm.com/take-a-deep-breath	Online
The Help Hub	Currently still being developed but aims to help people with anxiety about coronavirus	www.thehelpub.co.uk/?fbclid=IwAR2_dIN_LK-pc-LD1OHgW06CtMWcz_ieSguu3luc2Ntr7yrbhyYUW6qUz_mY	Online
The Silver Line Helpline	Social isolation and loneliness support.	www.thesilverline.org.uk/what-we-do/	0800 4708090
Talking point	Online community (for dementia patients or carers of) where people can speak to other people in a similar situation. Free to access 24/7.	www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community	Online
iTalk	Accepting referrals for phone support only.	www.italk.org.uk/home/covid-19-coronavirus-updates	023 8038 3920
Safe in Sussex	Help for people at risk of domestic abuse.	www.safeinsussex.org or email info@safeinsussex.org	0330 333 7416 Monday to Friday, 9.30am – 4pm.



Volunteering

We are very lucky that we have so many generous people in the district, who are willing to give up their time to help others.

If you are one of the amazing people helping to support your local community, here are some key tips to ensure your safety, and the safety of those who you are assisting:



Make sure you explain to the person you are helping who you are and which community group you are working with. If you have ID, please show it.



At the time of writing this, the Government has advised us to go out for exercise once a day. Why not use this time to run errands helping a local neighbour, family member or community?



If you are a dog walker, the RSPCA has issued advice for people wishing to support key workers, or those who are self-isolating or shielding, by taking their dogs out for a walk. You can find more information at: www.rspca.org.uk/coronavirus/dogwalking



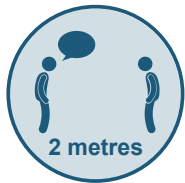
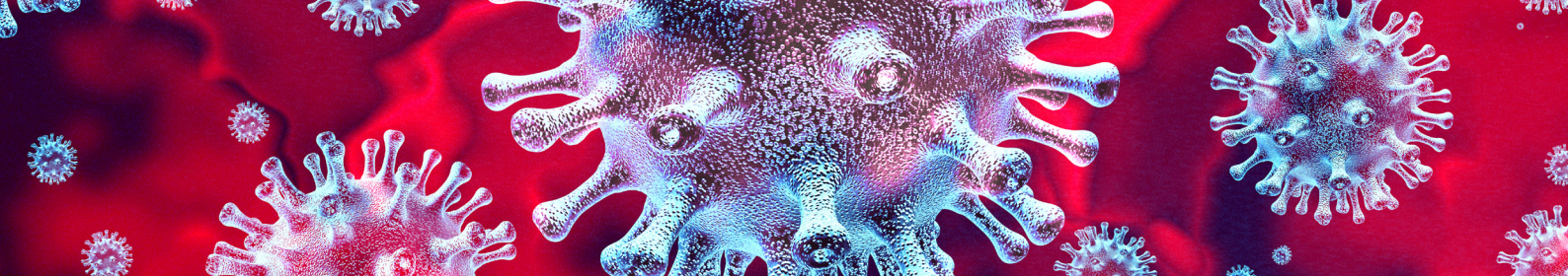
If you are delivering something, we would advise you always wear gloves.



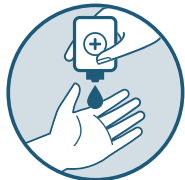
If you are delivering food or a prescription, always leave it at the door for someone to collect. Keep your distance and do not enter the property.



If you are collecting food for someone, try and add it to your normal food shop – rather than making multiple journeys.



Make sure you keep two metres between you and anyone else you may come across while out of your home.



Carry some hand sanitiser (if you have any).



Make sure you wash your hands for 20 seconds before you leave your house and when you return.



If you have any of the known symptoms (persistent cough/high fever) please stay at home for seven days (if you live alone) or 14 days (if you live in a household).



Try and find out if the person(s) has family, neighbours or friends who are also helping them.



If not, and they need further support, please encourage them to call **033022 27980** or apply via www.westsussex.gov.uk/covid19communityhub



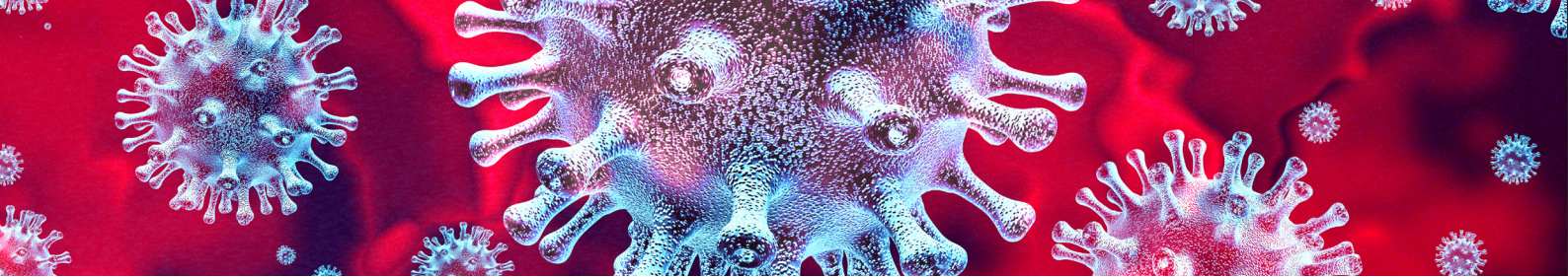
Please share our messages and help us make sure that people are aware of the support that is available.



Do not take someone's bank card or personal information.



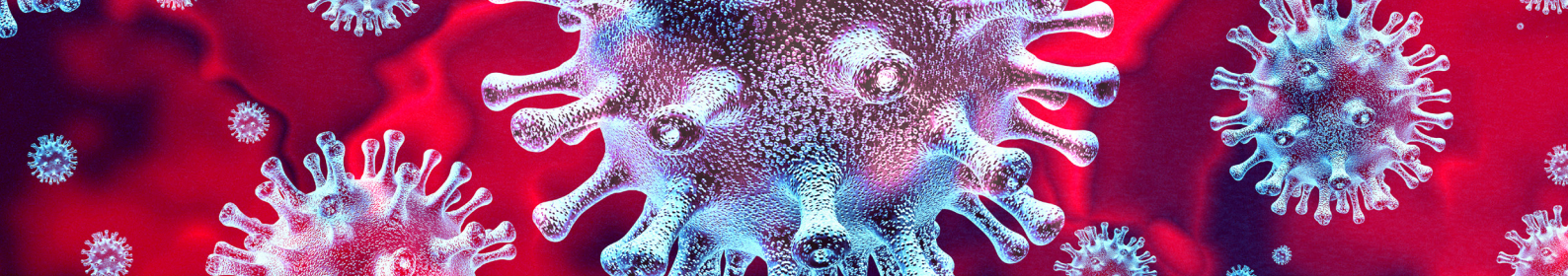
Thank you for your help – you truly are amazing!



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.





Looking out for our Neighbours

It is now more important than ever that we reach out to the people around us.



This could include offering to pick up shopping or medication, checking in with a friendly phone call, or making sure people can access the help that they need.

Remember:

- You should not go into anyone's home.
- Stay at least 2m away from anyone you do not live with.
- Items should be left on the doorstep.
- If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, you must stay at home.
- Do not take someone's bank card or personal information.

For more information while volunteering, and for a **Help Your Neighbour** flyer to put through your neighbours' doors to offer help, which includes advice on how to stay safe while volunteering, visit www.chichester.gov.uk/helpyourneighbour



A Community Hub has been established by West Sussex County Council who are coordinating support for the most vulnerable people. Please let them know if you need help at this difficult time. Visit www.westsussex.gov.uk/covid19communityhub or contact the Helpline on **033 022 27980** for further details.



Chichester District Council

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Tel: 01243 785166 www.chichester.gov.uk

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