

SOURCES OF HELP AND INFORMATION DURING COVID-19

This is by no means an exhaustive list and we will be updating it when and where we can. If you know of an initiative or area of interest which is missing, please contact the Parish Clerk on botesdale_pc@btopenworld.com or rickinghall_pc@btopenworld.com

We realise that most of this information relies heavily on access to the internet. This is where we are relying on you to identify any neighbours or family members who might benefit from the information but who are not on the internet. Pop a postcard through the door letting them know what's available, depending on their needs and circumstances.

Above all, stay home, stay well and stay safe. You can find advice and guidance about Covid-19 related scams at <https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/>

KEY LINKS FOR COVID-19 DAILY INFORMATION

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.suffolk.gov.uk/coronavirus-covid-19/latest-information/>

<https://www.midsuffolk.gov.uk/features/our-covid-19-response/>

<http://www.botesdalehealthcentre.nhs.uk/>

BUSINESSES / EMPLOYERS

Government support for businesses: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

Coronavirus Business Interruption Loan Scheme:

<https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/>

Advice for employers:

<https://www.acas.org.uk/coronavirus>

Mid-Suffolk District Council Business Grants Fund:

<https://www.midsuffolk.gov.uk/news/payment-of-covid-19-business-grants-fund/>

Advice and support for businesses:

<https://www.newangliagrowthhub.co.uk/covid-19-business-toolkit/><https://www.suffolkchamber.co.uk/business-support/coronaviruscovid-19/>

COMMUNITY GROUPS / CHARITIES

Professional free support for groups affected by Covid-19:

<https://www.suffolkprohelp.org.uk/>

Funding is available from the District Council for groups providing a Covid-19 related service: Call 01449 724658 or email BMSDCGrants@baberghmidsuffolk.gov.uk

If you can provide support, help get the news out by registering with Community Action Suffolk <https://www.communityactionsuffolk.org.uk/coronavirus-community-emergency-response/> or with a new Suffolk-focused community service called Home, but Not Alone by downloading the Tribe Volunteer app.

DOMESTIC ABUSE & SEXUAL VIOLENCE

Please find below a list of current commissioned services for Domestic Abuse and Sexual Violence across Suffolk and the status of those services during the COVID19 crisis in the event that they are needed:

Bury Women's Aid (Bury Refuge)

Refuge full and referrals currently suspended in order to provide a safe service for residents.

Lighthouse Women's Aid (Ipswich Refuge)

Referrals currently suspended in order to provide a safe service for residents.

Domestic Abuse Outreach Service (ACT) – 0800 977 5690

Open as normal for referrals although staff are working from home so telephone and video messaging support being offered.

Norfolk and Suffolk Victim Care – 0300 303 3706

Open as normal for referrals and providing telephone support.

Sexual Assault Referral Centre – 0300 123 5058

Survivors in Transition – 01473 232499 / 07765 052282

Open for referrals, telephone support being provided.

Suffolk Rape Crisis – 0800 085 0520

Open for referrals, telephone support and online counselling being provided.

Fresh Start New Beginnings – 01473 353355

Open for referrals, telephone support being provided.

Lighthouse Outreach Centre – 01473 228270

Telephone support being provided, centre closed.

Bury Womens Aid Outreach Centre – 01284 753 085

Telephone and video support being provided, helpline open, centre closed.

EMPLOYEES

Government support for employees: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees#sick-pay>

Government support for the self-employed:

<https://www.understandinguniversalcredit.gov.uk/new-to-universal-credit/self-employment/>

Advice for employees:

<https://www.acas.org.uk/coronavirus>

FINANCIAL HELP

General advice:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873676/Covid-19_fact_sheet_18_March.pdf

Mid Suffolk Citizens Advice Bureau: They will be providing advice via phone and email until further notice. Telephone 0300 3301151 or at <https://www.midsuffolkcab.org.uk/contact-us/>. Help to Claim line for Universal Credit 0800 144 8444.

Claiming benefits:

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Access to food/supplies:

If you are struggling to afford food, please go to the nearest foodbank which is Hope Church, Vince's Rd, Diss IP22 4HG, Mon-Thurs 10-12pm, Fri 11-12pm. You can now self-refer.

<https://waveney.foodbank.org.uk/get-help/>

HELPING THE ELDERLY

If you can help immediate neighbours or friends with shopping, etc or a friendly phone call, please let them know while maintaining safe social distancing practices.

Please see more information under "Help for the Self Isolating" on our local service.

Age UK Suffolk:

The Home Help service is co-ordinating requests for shopping deliveries for Home Help clients and the wider community. If you are worried about how you are going to get your shopping, please contact the service on 01473 357070 or home.help@ageuksuffolk.org.

Information & Advice 01473 351234

Befriending 01473 353061

Volunteering 01473 298684

HELP FOR THE SELF ISOLATING

Government advice on self-isolating:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Access to food/medicine/supplies:

There is a local service for Botesdale, Redgrave and Rickinghall which can help with shopping, picking up prescriptions, posting mail, walking dogs, light gardening or just providing a friendly phone call. Please contact one of the following:

Revd. Chris Norburn (Church of England), 01379 898685, revchris@rbrchurch.org.uk

Mr. Brian Shurmer (Botesdale Methodist Chapel), 01379 890898, b.r.shurmer42@gmail.com

Mr. Kev Gladwell (Parkview Chapel), 07557 784152, kevin@parkviewchapel.co.uk

Age UK Suffolk has the Home Help service for older people – just call 01473 357070 or home.help@ageuksuffolk.org

'**Home, But Not Alone**' has been set up to link local Suffolk volunteers with those needing support such as delivering groceries or medication in line with Government social distancing guidelines. Download the free **app, Tribe Volunteer** from [Apple App Store](#) or [Google Play Store](#). Those in need can seek information on support with care needs, loneliness and to connect with community support. The telephone number 0800 876 6926 and will be staffed from 9am to 5pm, seven days a week.

If you are struggling to afford food and self-isolating, please call the Waveney Foodbank on 07484 394749. <https://waveney.foodbank.org.uk/get-help/>

Loneliness:

Coffee and Friends Events (C-A-F-E) - <https://ruralcoffeecaravan.org.uk/isolation-inspiration-information/> for more information and to join email info@ruralcoffeecaravan.org.uk

HOUSING

General advice:

https://england.shelter.org.uk/housing_advice/coronavirus

Mid-Suffolk District Council advice:

<https://www.midsuffolk.gov.uk/housing/advice-for-our-tenants-coronavirus-covid-19/>

MENTAL HEALTH

Government advice and support:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

General advice:

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

Getting help – these are just some of the services providing a friendly voice on the line for a chat or some advice:

Children and Young People’s Hub: A new phonenumber has been launched to help Norfolk’s children and young people during the Coronavirus pandemic. If you or someone you know doesn't feel safe, text 07480 635060 or call 0344 800 8029 for help and advice. Find out more at <https://www.norfolk.gov.uk/c.../children-and-young-peoples-hub>

Cruse Bereavement Care: The Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. The number to call is 0808 808 1677. Find out more at <https://www.cruse.org.uk/get-help/helpline>

First Response: This is a 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support. Call 0808 196 3494 (Freephone).

Kooth: This is a free online counselling and emotional wellbeing support service for young people aged between 11 and 18-years-old which has now been extended to all young adults up to the age of 25. Go to www.kooth.com to get in touch.

National Autistic Society: Contact the helpline on 0808 800 4104 or fill out an online enquiry form at <https://www.autism.org.uk/enquiry>

The Mind Infoline: An information line to answer questions about types of mental health problems, where to get help, drug and alternative treatments and advocacy. Call 0300 123 3393 or email info@mind.org.uk

Rethink advice and information line: Practical advice on different types of therapy and medication; benefits, debt, money issues; police, courts, prison; and your rights under the Mental Health Act. Call 0300 500 0927

Samaritans: For emotional support 24 hours a day, in full confidence call 116 123

Shout Crisis Text Line: If you’re experiencing a personal crisis, are unable to cope and need support, Shout can help with urgent issues such as suicidal thoughts; abuse or assault; self-harm; bullying and relationship challenges. Text **Shout** to 85258

Silver Line: For this free confidential helpline providing information, friendship and advice to older people 24 hours a day, call 0800 470 8090

PARISH COUNCIL

The Parish Councils have cancelled all meetings until further notice but can be contacted for help and advice on 01379 890141 or email botesdale_pc@btopenworld.com or rickinghall_pc@btopenworld.com. We will be updating our Facebook page regularly with useful information.

PARISH MAGAZINE

Please note that the content will be reduced due to events being cancelled, etc. A small number of printed copies will be produced and delivered to those we know would like to receive them, and do not have online access. A handful of printed copies will also be available at locations to be advised nearer the publication date. An online copy will be available as usual at www.stmarysrickinghallinferior.onesuffolk.net/parish-magazine/

PUBLIC TRANSPORT

Public transport operating on a reduced scale throughout the County - New timetables are in place as of 24 March for most public transport services, including buses, trains and community transport until further notice. Suffolk County Council advises those who must use public transport to check with their local provider first, for bus or community transport go to www.suffolkonboard.com or call 0345 606 6171.

Concessionary bus passes may be used at any time in the day during the coronavirus outbreak. As of 19 March, concessionary travel restrictions for elderly and disabled bus pass holders are lifted.

SEXUAL HEALTH

Terrence Higgins Trust in Suffolk will continue making free condoms available to people in Suffolk, to reduce the risk of unintended pregnancy and transmission of sexually transmitted infections (STIs). Condoms are freely available by post to anyone aged 16 or over. People can request up to two packs of condoms to be posted to them by visiting <https://www.tht.org.uk/.../order-free-condoms.../suffolk-condoms> and completing the webform. Alternatively, people can contact sexualhealthsuffolk@tht.org.uk and request a pack of six regular condoms. We will need a name, age and full postal address including postcode in order to send condoms by Royal Mail in a discrete envelope. With consent, key/support workers can place an order on behalf of a person aged 16 or over.

Young people aged 16 to 24 can continue to request chlamydia testing kits to be sent to their home by visiting www.youngandfree.org.uk

They can also access information and advice about many aspects of sexual health, including relationships, consent, condoms (including demonstration video), contraception, chlamydia and other STIs.

VOLUNTEERING/EMPLOYMENT OPPORTUNITIES

Local Services:

If you are fit and healthy, and able to offer help to local residents (see details under "Help for the Self Isolating") please call Revd. Chris Norburn (Church of England), 01379 898685, revchris@rbrchurch.org.uk

Farm Employment Appeal:

<https://www.fwi.co.uk/business/coronavirus-urgent-appeal-for-brits-to-work-on-farms>

Feed the Nation:

<https://placeuk.com/?fbclid=IwAR1XfvVI6uMPPF580ED3PivJodnRslotD2O6ggzcmU-ZpWxeE-8jHe-kzpw>

Home But Not Alone Service:

<https://www.suffolk.gov.uk/council-and-democracy/council-news/show/home-but-not-alone>

NHS Volunteer Responders: Call 0808 196 3382.

West Suffolk Hospital Appeals:

<http://mywishcharity.wsh.nhs.uk/Charity/Home.aspx>

WASTE AND WASTE COLLECTION

Mid-Suffolk District Council advice:

<https://www.midsuffolk.gov.uk/waste-services/covid-19-collection-changes/>