**Useful Contact Details – East Suffolk Communities Team**

(Updated 02 April 2020)

**Social Services**

Customer First via the portal system:

<https://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/suffolk-adult-care-portal/>

Telephone: 0800 917 1100

**Drug or Alcohol Users**

**Turning Point** - support for anyone with drug and/or alcohol problems

Telephone: 0300 123 0872

Website: www.wellbeing.turning-point.co.uk/Suffolk/

**Suffolk Family Carers** - support for anyone caring for a loved one with drug and/or alcohol problems

Telephone: O1473 835477

Website: www.suffolkfamilycarers.org

**Alcoholics Anonymous (AA)** - AA meetings have moved online, and details can be found on the website. Local and national helplines are available 24 hours a day, 7 days a week to provide support to anyone struggling with their alcohol use.

National helpline: 0800 9177 650

Local helpline (Suffolk excluding Waveney): 01473 212224

Local helpline (Waveney and Norfolk): 01603 621128

Email: help@aamail.org

www.alcoholics-anonymous.org.uk

**Narcotics Anonymous (NA)** - NA meetings have moved online, and details can be found on the website.

Helpline: 0300 999 1212 provided 10am-midnight, 7 days a week

Website: www.ukna.org

**SMART Recovery** - all face-to face SMART Recovery meetings have been postponed until further notice but you can access online meetings via the website.

Website: www.smartrecovery.org.uk

**Al-Anon Family Support** - All Al-Anon meetings are currently suspended but help is available via the helpline, email and the ‘getting help’ section of their website.

Helpline: 0800 0086 811 (Provided 10am-10am, 7 days a week)

Email: helpline@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

**Hearing or Sight Loss**

If you are contacted by anyone with a sight or hearing loss who are finding it very difficult to deal with the Covid regulations and the effect on their daily life, **Sensing Change** provides a range of services to adults with sight or hearing loss.

Website: [www.sensingchange.org.uk/](http://www.sensingchange.org.uk/)

Sensing Change, Stone Lodge Community Centre, Hawthorn Drive, Ipswich, Suffolk IP2 0QY

Email: [info@sensingchange.org.uk](mailto:info@sensingchange.org.uk)

Text: 07739 249056 / Fax: 01473 263029 / Minicom: 01473 604345

Phone: 01473 260030

**Waveney Deaf Children’s Society**

The group has suspended all events and activities until the situation has resolved but are available if parents need advice re: supporting deaf children.

Email [waveney@ndcsgroup.org.uk](mailto:waveney@ndcsgroup.org.uk)

Suffolk Sight – Waveney

Jenny Strak is Community Worker for the Lowestoft area. She is working from home on making and receiving telephone calls with members offering support and advice. Please only refer people who need help, support and advice who do have a visual impairment.

Helpline number: 01502 717159. It is also an answer machine and if anyone leaves a message she will pick it up and call back.

**Dementia**

The **Alzheimer’s Society** can answer questions about dementia and help people who might find it difficult to follow the NHS advice about coronavirus.

Call the Dementia Connect support line on 0333 150 3456.

Visit the website for the most up to date information and advice.

Join the online community Talking Point to connect with others affected by dementia

Use the Dementia Connect online support tool to find dementia information and support

They created advice and practical tips for people living with dementia and those supporting them – either in the same household or from a distance, to help during the coronavirus pandemic. These include:

* Helping prevent the virus from spreading by washing your hands often with soap and water (or if this isn’t possible, a hand sanitiser). And cleaning things you handle a lot such as remote controls and taps.
* Arranging getting essentials like medicine and food, by speaking to your GP or local pharmacy, using online delivery services, or asking a friend, family member or community volunteer for help.
* Making a plan of what to do if you or the person you care for become unwell, such as leaving the number(s) to call prominently displayed.
* Staying active with gentle exercises and activities like reading, jigsaw puzzles, listening to music, knitting, watching or listening to the TV and radio.
* Keeping connected with family and friends by phone, post, email or Skype. This is a challenging time for everyone, but a phone call can make all the difference.

**Dementia Together (Sue Ryder)** have an East Suffolk Link Worker, who have a phone line run by volunteers 08081 688000.

**Disability**

**Disability Advice North East Suffolk** are continuing to offer advice and support to anyone with a disability and/or long-term health condition and their carers. Amongst other things they are still able to provide phone appointments to assist with welfare benefits claims and issues.

Phone: 01502 511333 - leave a clear message including a contact phone number.

Email: [info@danesonline.co.uk](mailto:info@danesonline.co.uk). The answerphone and inbox will be monitored daily

**Bereavement**

**Suffolk Cruse Bereavement Care** are supporting clients by telephone.

Contact Line number is 01473 230888.

E-mail: [support.suffolk@cruse.org.uk](mailto:support.suffolk@cruse.org.uk)

Website: www.suffolkcruse.co.uk

Cruse National Helpline 0808 808 1677

**Families**

**Suffolk Family Focus** are continuing to support families in the East Suffolk district by telephone, Skype and email and are accepting new referrals. Suffolk Family Focus help families affected by domestic abuse (Family Intervention Officers are Domestic Abuse Champion trained), physical and mental health, drug and/or alcohol misuse, crime and anti-social behaviour, educational attendance, access to benefits and much more. This service is particularly relevant now but also for future referrals.

Referrals or an informal chat can be had with Ayesha – 07920 088660 (Monday, Tuesday and Wednesday mornings) or Nicki – 07880 149865 (Wednesday, Thursday and Friday mornings)

**Homestart** is still supporting families but by phone and still accepting new referrals. If people call the normal number and leave a message they are being picked up and transferred to the co-ordinators but it is probably easier at the moment to use the online referral form on the website - www.homestartinsuffolk.org

Phone: 01502 507988/507989

**The Source** - in families, Mums and Dads will be trying to find the best way to share with their children, to talk about, what’s now happening and why the usual daily patterns of life are changing for their children, for everyone. I think that’s not easy, to convey calm and reassurance when there are some very stark messages/news coming in from all around us, on social media, radio, television, in papers and conversations. A page has been created to collate all resources for children and young people:

www.thesource.me.uk/home/latest-news-and-views/coronavirus-advice-and-support-page/

**Mental and Physical Wellbeing**

**Wellbeing Suffolk** are offering a range of online Webinar’s to help support people through the Coronavirus pandemic.

* . Online Everyday Wellbeing with Coronavirus Support
* . Online improving your sleep
* . Online Coronavirus and working from home/in isolation
* . Online Coronavirus and not being in work
* . Online introduction to Mindfulness

You can also get access to a new self-guided Mindful Living Course. More support is in the pipeline and you can read more about how Wellbeing are making changes to their service in response to the coronavirus on their website. For that and access to the online support go to…

<https://www.wellbeingnands.co.uk/suffolk/>

**ActivLives** want people to stay connected and as active as possible while they are having to self-isolate at home, so please visit their website: [www.activlives.org.uk](http://www.activlives.org.uk) or Facebook page.

This includes up to date information and a variety of activities that will keep your mind and body active over the coming weeks. There are exercise videos that can be done safely at home - https://activlives.org.uk/activhome/, weekly quizzes, singing videos on our Facebook page -facebook.com/activlives and they are currently working on a fun reminiscence, arts and photography project.

**Money**

Where residents have not paid their Council Tax in March, ARP do not plan to send the statutory reminder usually sent later in the month and have temporarily put on hold recovery action, including court action. Instead, they will send a softly worded letter later next month inviting people to complete our on line contact from or, if they can’t to call them, to access a range of help including reprofiling their instalments or claiming DWP benefit as detailed below.

Where customers are working age and not receiving Council Tax Support and are not an existing DWP benefit recipient, they should claim **Universal Credit** and not complete the Council’s on line Council Tax Support claim, as DWP share data with us thereby avoiding the need for customers to unnecessarily complete two claim forms and supply evidence to two separate bodies.

They should do this via www.gov.uk. If they are unable to access the website, they can call the:

Universal Credit helpline: 0800 328 5644, Monday to Friday, 8am to 6pm

Textphone: 0800 328 1344

For Pensioners - single claim by phone to DWP who share data with us to avoid separate LA claim and evidence gather. Customer should call:

Pension Credit claim line: Telephone: 0800 99 1234, Monday to Friday, 8am to 7:30pm

Textphone: 0800 169 0133

NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 99 1234

If the above does not apply customers can complete our on-line claim form – it does point folk to claim via DWP.

**Business Support**

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

**Self-employment Support:**

• The Self-employment Income Support Scheme will support self-employed individuals (including members of partnerships) whose income has been negatively impacted by COVID-19. The scheme will provide a grant to self-employed individuals or partnerships, worth 80% of their profits up to a cap of £2,500 per month

• Deferral of Self-Assessment income tax payments due in July 2020 and VAT payments due from 20 March 2020 until 30 June 2020

• Grants for businesses that pay little or no business rates – Find out more here

• Increased amounts of Universal Credit – Find out more here

• Business Interruption Loan Scheme – Find out more here

• If you’re a director of your own company and paid through PAYE you may be able to get support using the Job Retention Scheme – Find out more here

**Local Authority administered by Anglia Revenues Partnership:**

• A 12-month business rates holiday for all retail, hospitality and leisure businesses in England – No action required as this is automated

• Small business grant funding of £10,000 for all businesses in receipt of small business rate relief or rural rate relief – You do not need to be apply, if you are eligible you will be contacted in April

• Grant funding of £25,000 for retail, hospitality and leisure businesses with property with a rateable value between £15,000 and £51,000 – You do not need to be apply, if you are eligible you will be contacted in April

**HMRC:**

• Coronavirus Job Retention Scheme – HMRC are working urgently to set up a system for reimbursement

• Deferring VAT and Income Tax payments – No action required as this is automated

• Statutory Sick Pay relief package for SMEs – Further details will be available once legislation has been passed

• HMRC Time to Pay Scheme – Please patiently call HMRC’s dedicated helpline: 0800 024 1222

British Business Bank:

• The Coronavirus Business Interruption Loan Scheme offering loans of up to £5 million for SMEs through the British Business Bank – Available now

Bank of England:

• A new lending facility from the Bank of England to help support liquidity among larger firms, helping them bridge coronavirus disruption to their cash flows through loans – Available now

**Support for the cultural sector:**

Earlier this week Arts Council England announced a £160m emergency response package to support individual artists, freelancers and cultural organisations. This will help individuals and organisations focus on two things: sustaining their livelihoods and businesses, and developing creative responses to the Covid-19 crisis, to help buoy the public for its duration. This will comprise of:

• £20m for creative practitioners and freelancers

• £50m for organisations who aren’t in our National Portfolio

• £90m for National Portfolio Organisations

Artists and a wide range of creative practitioners will be eligible for cash grants up to £2,500. Alongside a £16m fund which ACE will administer, ACE are also planning to make additional grants of up to £4m to benevolent funds, for other cultural workers. Further details to be announced early April.

The relevant links for each of these support packages can be found at East Suffolk Means Business.

East Suffolk Council Economic Development Team will update our website and our social media channels once more current information is available:

Website - https://eastsuffolkmeansbusiness.co.uk/business-support/resources/covid-19/

Twitter - @ESMBiz

Facebook - https://www.facebook.com/EastSuffolkMeansBusiness/