

Your Covid-19 Community Response Group Bulletin



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A huge and continued thank you to all of the mutual aid, community groups and Good Neighbour Schemes in Suffolk that have been incredible this year and ensuring that everyone has access to some friendly local help.

Christmas this year is going to be like no other and we know many of you will be giving your time to help those around you. This newsletter is to provide you with some helpful information and contact details should you need support over the festive period.

Wishing you all a healthy and happy Christmas and New Year

Suffolk Collaborative Communities Board

Home but Not Alone

Home, But Not Alone
Supporting vulnerable people in Suffolk

The Home, But Not Alone free phoneline is for people who need **urgent** help and support during the Coronavirus pandemic. It is only for people who do not have support available from friends, family or neighbours and are struggling for food, medicines or other essential supplies.

Coronavirus Emergency Phoneline
0800 876 6926

9am-5pm every day
For all other enquiries please visit: www.suffolk.gov.uk/homebutnotalone



If you live in Suffolk and you are classed as clinically extremely vulnerable, the Home, But Not Alone helpline is in place to assist you with any questions you may have, or in locating additional support you may need.

The phone number has not changed. Support can be accessed on 0800 876 6926.

- The service is open during office hours. From 2pm on Christmas Eve, bank holidays and weekends the service is covered by an emergency out of hours service.
- Emergency food parcels are available in different locations across the county and can be provided by the councils if necessary.
- Information has been shared regarding pharmacy opening times can be found here: [Suffolk.xlsx \(england.nhs.uk\)](#)
- The Clinically Extremely Vulnerable list has been updated this week and HBNA staff will be making contact with those who have been added.

<https://www.suffolk.gov.uk/coronavirus-covid-19/home-but-not-alone/>

NHS Responders



These volunteers help people:

- Avoid busy places by collecting their shopping, medicines and other important items
- Have regular contact with other people by making regular friendly phone calls
- Get to medical appointments by giving lifts.

To arrange support for yourself or someone you know call 0808 196 3646 (8am to 8pm, 7 days a week).

Message Cascaders



It is incredibly confusing to know what the latest information is and what is reliable source or fake news. Suffolk County Council have set up a Message Cascader's scheme, and you are asked to join and help share the correct information in your communities. Each piece of information that is released is dated so you can check that it is up to date, it also has clear branding so you will get to recognise it.

Please visit

<https://www.suffolk.gov.uk/coronavirus-covid-19/suffolks-response/message-cascaders/> to become a Message Cascader.

Here is a helpful infographic for the Christmas Day Bubbles.

Suffolk Collective
Suffolk partners and agencies
working together

suffolk
Resilience

MESSAGE CASCADERS

CHRISTMAS BUBBLES

Now 25 December 2020 ONLY

What can I do differently on Christmas Day 25 December?
The social contact rules are different. However, to protect our loved ones, particularly if they are vulnerable, this will mean that it isn't possible to celebrate Christmas or other festivities, in the way you normally would.

You can form an exclusive 'Christmas bubble' made up of people from no more than three households. But you cannot form a bubble with anyone from a Tier 4 area. You can only be in one Christmas bubble on 25 December ONLY.

If you're already in a support bubble
Existing support bubbles count as one household towards the three household limit. So, you can form a Christmas bubble with up to two other households, as well as anyone you are already in a bubble with.

If you're in a childcare bubble you can continue to use this bubble, but only for **childcare** purposes and where you have no alternative. **But**, if you want to meet **socially**, your childcare bubble will count as two households towards the three household limit for Christmas bubbles.

Separated parents of children under 18
Children (aged under-18) whose parents do not live together may be part of **both parents'** Christmas bubbles, if their parents choose to form separate bubbles. Nobody else except children under 18 should be in two bubbles.

Whenever you are out of your home, remember **'Hands. Face. Space'**. Keep to the **rule of 6** if meeting with anybody outside of your Christmas bubble, and **only meet outside**. Make sure **indoor spaces are well ventilated** by opening windows and doors.

STICK WITH IT SUFFOLK *Stick With It Suffolk - enjoy Christmas safely*
www.suffolk.gov.uk/message-cascaders 012/2020

Finding a Good Neighbour Group or Mutual Aid



For Suffolk Good Neighbour Network information, including where there are existing groups and helpful info you can visit <https://suffolkgoodneighbours.co.uk/> and our Facebook page

<https://www.facebook.com/suffolkgns>.

We are welcoming new groups all the time to the network; if you would like to receive regular support and link with groups similar to your own, please email jane.arkley-crouch@communityactionsuffolk.org.uk.

If you're looking for Coronavirus support in areas where we don't have a group on our list, then you can access a list of mutual aid and community groups here <https://www.communityactionsuffolk.org.uk/covid-19/covid-19-community-groups/>

Running your Group Safely



For instant access resources to support you in your activities throughout the Covid-19 pandemic, Community Action Suffolk have put together a number of resources including quick glance guides, risk assessment templates etc. <https://www.communityactionsuffolk.org.uk/covid-19-response/covid-response-communities/>

Please do ensure any activity you are volunteering to offer or taking part in, is in line with the latest Government and NHS Covid guidelines for your area:

General Coronavirus Guidance: <https://www.gov.uk/coronavirus>

GOV.UK - How to help safely:

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/>

NHS Covid Guidance:

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

Worried about Someone?



If you are worried about someone, then please follow your Safeguarding Policy, if you don't have one then please visit [Adult abuse and safeguarding | Suffolk County Council](#) for information on what to do.

Scams



Unfortunately, the pandemic has given an opportunity for scammers to take advantage. Please visit to get regularly updated by Suffolk Trading Standards of the scams that are going about so you can help protect yourself and others.

<https://www.suffolk.gov.uk/community-and-safety/suffolk-trading-standards/become-a-consumer-champion/>

Facebook



Community Action Suffolk administrate a Facebook group for leaders of community groups that are enabling local people to be supported by volunteers during Covid-19. It is worth joining if you haven't already, lots of information and space for peer support. Lots of volunteer leaders have posted questions.

<https://www.facebook.com/groups/237328697662269>

