Coronavirus – Community support to help you

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| **Location / Provider** | **Support on offer** | **Contact details** |
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| **Government** | The NHS is writing to people identified as at risk of severe illness if they catch coronavirus. This is because an underlying disease or health condition would make them more likely to be admitted to hospital than others.  **Please see if you can register as an extremely vulnerable person so you can ask for help getting deliveries of essential supplies like food.** | <https://www.gov.uk/Coronavirus-extremely-vulnerable> |
| Local community / council support | Check out local towns – here is a selection of what’s on offer |  |
| **Surrey wide**  **For anyone living in Surrey** | To help direct local residents who need support to various services who can help them. Support includes; picking up shopping, prescription collections or having someone who can be a telephone friend. Please use the online request forms if you can. | <https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/community-support/need-help>  0300 200 1008 Mon to Fri, 9am to 5pm  Weekends 10am to 2pm |
| **West Sussex wide**  **For anyone living in West Sussex** | To help direct local residents who need support to various services who can help them. Support includes; picking up shopping, prescription collections or having someone who can be a telephone friend. Please use the online request forms if you can.  If you are urgent need, for example you will run out of food or medication in the next three days call the helpline. | <https://www.westsussex.gov.uk/leisure-recreation-and-community/supporting-local-communities/community-hub-covid-19/>  [0330 222 7980](tel:033%20022%2027980) Lines open 8am to 8pm |
| **Local District and Borough Councils** | Most councils are coordinating local community hubs to signpost people who need support. Some are providing direct support too. | Contact your local District or Borough Council (who you pay your Council Tax to) during office hours. |
| **Crawley Borough** | Crawley Community Help Hub – Crawley Borough Council is coordinating a signposting service to help you get the support you need. Will also be providing direct support | [Crawley.gov.uk/coronavirus](file:///C:\Users\lizc\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\4OLR5FAA\Crawley.gov.uk\coronavirus)  To get help and support please call: 01293 438000 |
| **Horsham District** | Horsham Community Hub. The District Council is working closely with the local voluntary groups. You can register online for support and will be linked in to local groups. | <https://www.horsham.gov.uk/community/coronavirus-community-support>  If you cannot use the internet please call 01403 215100 |
| **Surrey wide** | The Brigitte Trust has extended their telephone support service to offer emotional support to any adult with a life limiting illness in the Surrey area who is vulnerable, lonely, isolated, bereaved or a carer who needs someone to chat to | Contact Service Co-ordinator Sarah Pattenden on 07469 932192 or email [sarah.pattenden@brigittetrust.com](mailto:sarah.pattenden@brigittetrust.com) |
| **Tandridge District Council** | The Council website shows the local community initiatives that are offering help | <https://www.tandridge.gov.uk/Your-council/Coronavirus>  If you cannot use the internet call 01883 722000 during office hours |
| **Tandridge Voluntary Action**  **(Tandridge District - Oxted, Caterham, Godstone)** | Linking vulnerable people to local support available | <https://tva.org.uk/covid-19-and-tandridge-voluntary-action/>  01883 722593  For more information please email: [julia@tva.org.uk](mailto:julia@tva.org.uk) |
| **Chaldon and Caterham Cares** | A hardship fund has been set up for people living in Chaldon and Caterham  struggling financially and need a one off injection of money up to £200 to help them get through the next few weeks.  Access to the fund is by a very short application. | [chaldonhardship@gmail.com](mailto:chaldonhardship@gmail.com)  01883 336631 |
| **Reigate and Banstead Borough Council** | The Council can signpost you to organisations who will offer support or in emergency situations can arrange for direct delivery of food. | Monday to Friday 9am – 5pm  01737 276000 |
| **Voluntary Action Reigate and Banstead (VARB)**  **(Reigate, Redhill, Merstham, Horley)** | Holds information about local groups providing support for vulnerable people – Please get in touch if you’re local to any of these areas | <https://www.varb.org.uk/blog/2020/03/19/register-here-to-become-a-covid-19-community-support-volunteer/>  01737 763156 |
| **Mole Valley**  **(Dorking and Leatherhead)** | Leatherhead Rotary Club is keeping an up-to-date website with information about businesses in Mole Valley who continue to trade and can offer you home delivery | <https://www.rotary-ribi.org/clubs/page.php?PgID=801567&ClubID=1460> |
| **West Sussex Age UK** | Offering Information and advice, telephone befriending, doorstep deliveries, welfare and safety support and wellbeing advice | **Email:** [Information@ageukwestsussex.org.uk](mailto:Information@ageukwestsussex.org.uk)  01903 731800 |
| **Haywards Heath** | Haywards Heath COVID19 Mutual Aid links local volunteers with vulnerable people. Supported by Haywards Heath Town Council | <https://haywardsheath.gov.uk/news/Important-Documents-Information-for-COVID-19-Mutual-Aid-Working-Together-to-support-Haywards-Heath.aspx>  01444 635002 |
| **Burgess Hill Community** | Facebook group in Burgess Hill called Burgess Hill Helper Army. Group of volunteers who are offering to do vulnerable peoples or people who are unable to get out shopping, collect their prescriptions etc | Facebook - Burgess Hill Helper Army |
| **Balcombe Parish Council** | Balcombe village has set up a helping network - making sure people get food and medicines collected and delivered, through to providing pet care, urgent DIY, or regular contact to let someone know they’re aren't forgotten | Parish clerk Jemma McCarthy on 01444 811833 or [parish.clerk@btconnect.com](mailto:parish.clerk@btconnect.com) |
| **East Surrey – Brigitte Trust** | The Brigitte Trust is providing emotional support via telephone (enhanced befriending scheme) and signposting people to other local sources of support | <http://www.brigittetrust.org/>  01306 881816 |
| **The Westway Caterham** | The Westway team can support people with shopping, delivering medication and hot meals | Contact Claire Richards on 01883 347230 |
| **Age UK Surrey** | Providing a telephone service where possible | 01483 503414 |
| **Mental wellbeing** |  |  |
| **Mental Health helplines** | Helplines and support groups that offer expert advice  Mind provides a telephone information line to signpost to local services | www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/  0300 123 3393 Mon to Fri, 9am to 6pm |
| **NHS mental wellbeing** | Free and paid for NHS apps to support mental wellbeing | <https://www.nhs.uk/apps-library/category/mental-health/>  <https://www.nhs.uk/oneyou/every-mind-matters/> |
| **Mind** | Coronavirus and wellbeing information | <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>  0300 123 3393 Monday to Friday 9am to 6pm |
| **Shout** | Crisis text line | <https://www.giveusashout.org/>  Text 85258 |
| **Foodbanks** |  |  |
| Food banks | Haywards Heath foodbank  East Grinstead Food bank  Redhill Food bank  Horley Food bank  Caterham Food bank  Horsham Food bank  Reigate (Loveworks food bank)  Dorking Food bank | https://haywardsheath.foodbank.org.uk/  <https://eastgrinstead.foodbank.org.uk/>  <https://www.redhillfoodbank.org.uk/>  <http://www.horleyfoodbank.com/>  <https://caterham.foodbank.org.uk/>  <https://horshamdistrict.foodbank.org.uk/>  <https://www.loveworks.org.uk/>  <https://dorkingarea.foodbank.org.uk/> |
| **Signposting services** |  |  |
| **West Sussex Wellbeing** | Signposting service – Information about groups and services for local residents. Covers all district and boroughs in West Sussex.  One to one appointments (by phone) with wellbeing advisors to support physical and emotional wellbeing | [www.westsussexwellbeing.org.uk](http://www.westsussexwellbeing.org.uk)  [www.midsussexwellbeing.org.uk](http://www.midsussexwellbeing.org.uk)  [www.crawleywellbeing.org.uk](http://www.crawleywellbeing.org.uk)  [www.horshamwellbeing.org.uk](http://www.horshamwellbeing.org.uk) |
| **East Surrey Wellbeing Prescription** | Information and signposting service – information about local services  One to one phone appointments (by phone) with wellbeing advisors to support physical and emotional wellbeing | <https://www.wellbeingprescription.org> |
| **West Sussex District and Borough director of services** | Information on services for older people  Crawley  Mid Sussex  Horsham | http://www.crawley.gov.uk/pw/Community\_and\_Neighbourhoods/Community\_Directory/index.htm  <http://www.community-connections.org.uk/>  <https://www.horsham.gov.uk/community/older-peoples-directory-of-services> |
| **SSAFA** | The Armed Forces Charity – Supports anyone who has served in the forces | <https://www.ssafa.org.uk/>  0800 731 4880 |
| **Surrey Information Point** | Information on care and support services in across Surrey | <https://www.surreyinformationpoint.org.uk/>  <https://www.surreycc.gov.uk/social-care-and-health/adults> |
| **West Sussex Information Point** | Information on care and support across West Sussex | [www.westsussexconnecttosupport.org](http://www.westsussexconnecttosupport.org)  <https://www.westsussex.gov.uk/leisure-recreation-and-community/supporting-local-communities/community-hub-covid-19/> |
| **Welfare** |  |  |
| **Surrey Welfare Rights Unit** | Offering benefits advice | <https://www.swru.org/> |
| **National - Citizens Advice** | Welfare benefits and legal advice | <https://www.citizensadvice.org.uk/> to find local services  National number: [03444 111 444](tel:03444111444) |
| **National – Pensions Service** | Information about pensions | <https://www.gov.uk/contact-pension-service> |
| **National – Department for Work and Pensions** | Information and links about benefits, pensions and jobs | <https://www.gov.uk/government/organisations/department-for-work-pensions> |
| **Carer Support** |  |  |
| **West Sussex Carer Support** | Helpline and online support for carers. Main focus on:   * Emotional support * Carer Contingency Planning * Carers Assessments * Practical guidance (including equipment and grants) * Information | <https://www.carerssupport.org.uk/>  0300 028 8888  Email: [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk) |
| **Surrey Action for Carers** | Helpline and online support for carers:   * One-to-one phone support instead of home visits * An extended Carer Information Centre, with more staff to take your questions by phone and email * Increased website information | <https://www.actionforcarers.org.uk>  0303 040 1234 |
| **Telephone support** |  |  |
| **National Age UK** | Call in Time is a free telephone friendship service for people 60 and over. Callers are matched with a likeminded person who's keen to make a new friend, and every week they'll give them a call | <https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/> |
| **National - Silverline** | The Silver Line is a confidential, free helpline for older people across the UK open every day and night of the year. Our specially trained helpline team can:   * Offer information, friendship and advice * Link callers to local groups and services * Offer regular friendship calls * Protect and support older people who are suffering abuse and neglect | <https://www.thesilverline.org.uk/>  0800 470 80 90 |
| **Priority Services register** |  |  |
| **West Sussex and East Surrey** | Priority Services Register Additional support in the event of a power cut. Includes a priority number to ring and tailored support for the individual provided through charity partners. Through this people can register for the priority register for water companies | <https://www.ukpowernetworks.co.uk/power-cut/priority-services-register>  **0800 029 4285** |
| **Cancer** |  |  |
| **National - Macmillan** | Coronavirus information for people living with cancer, who have previously had cancer, are caring for people with cancer, are worried they have cancer or who need to self-isolate | <https://www.macmillan.org.uk/cancer-information-and-support/get-help/physical-help/cancer-and-coronavirus>  0808 808 00 00 Monday to Friday 9am to 5pm |
| **National - Cancer Support** | Telephone support groups | <https://www.cancersupportuk.org/> |
| **Dementia** |  |  |
| **Alzheimer’s Society** | For up to date information on dementia services including Dementia Connect Support Line | <https://www.alzheimers.org.uk/get-support/coronavirus-covid-19>  0333 150 3456 Monday to Wednesday 9am – 8pm  Thursday and Friday 9am – 5pm  Saturday and Sunday 10am – 4pm |