

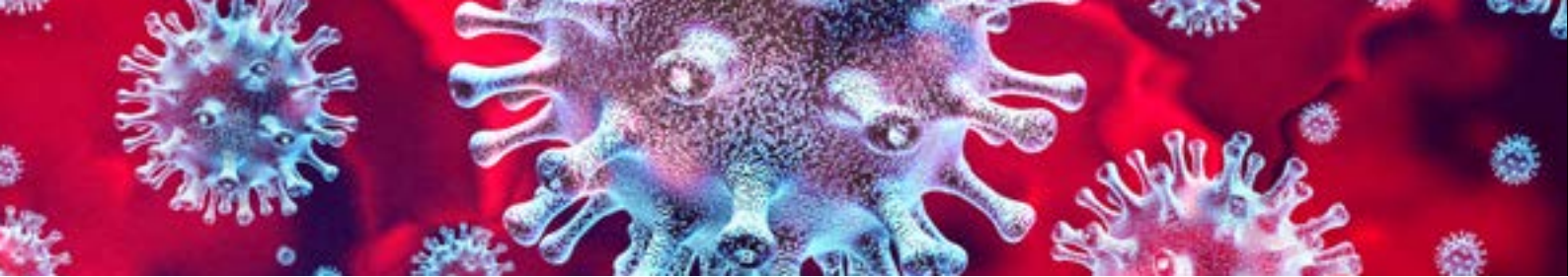


**Coronavirus (COVID-19)**

# Supporting your local communities

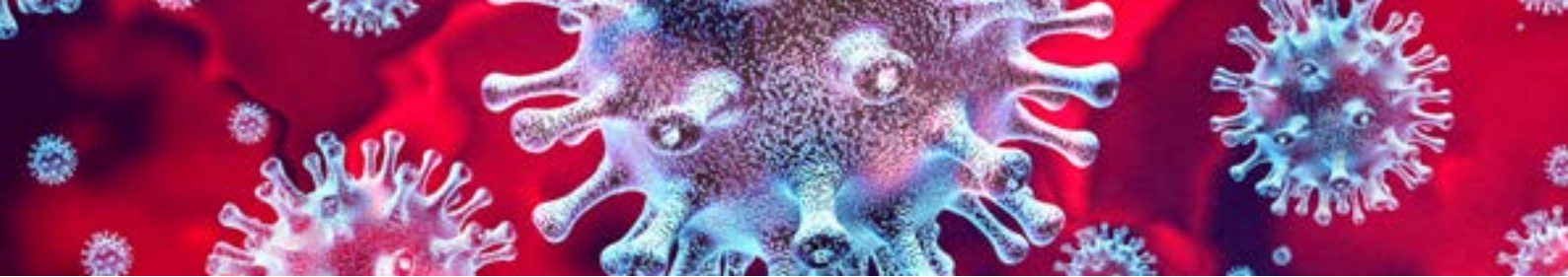


**#supportingthechichesterdistrict**



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# Health advice

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



Latest advice – [www.nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/) and [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

There are three simple actions we must all do to keep on protecting each other



**Wash hands** - keep washing your hands regularly

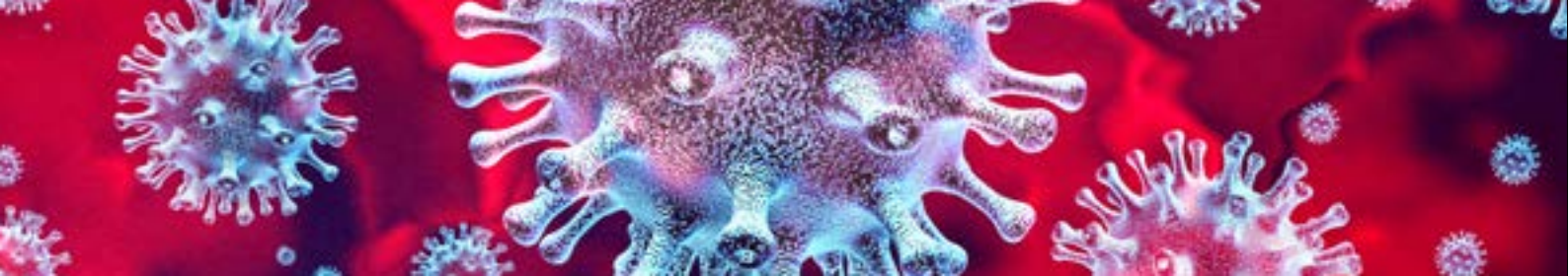


**Cover face** - wear a face covering in enclosed spaces



**Make space** - stay at least 2 metres apart - or 1 metre with a face covering or other precautions

To find out the latest advice, please see [www.chichester.gov.uk/coronavirus](https://www.chichester.gov.uk/coronavirus) or [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)



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.

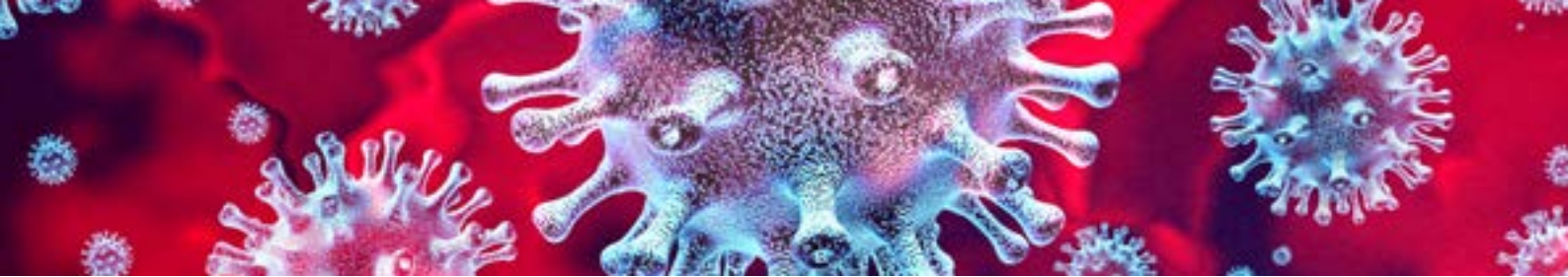


Put used tissues in the bin straight away and wash your hands afterwards.



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 advice:** [www.nhs.uk/conditions/coronavirus-covid-19/](http://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.gov.uk/coronavirus](http://www.gov.uk/coronavirus)
- **NHS 111** – information can be found on: [111.nhs.uk/covid-19](http://111.nhs.uk/covid-19)
- **Chichester District Council's COVID-19 information page:** [www.chichester.gov.uk/coronavirus](http://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](http://www.nhs.uk/oneyou)

## 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](http://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](http://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](mailto:taxation@chichester.gov.uk)  
E: [benefits@chichester.gov.uk](mailto:benefits@chichester.gov.uk)  
[www.chichester.gov.uk/counciltaxandbenefits](http://www.chichester.gov.uk/counciltaxandbenefits)

## Support for the Vulnerable



T: 03302 227980  
[www.westsussex.gov.uk/covid19communityhub](http://www.westsussex.gov.uk/covid19communityhub)

## Volunteering



Voluntary Action Arun and Chichester (VAAC)  
E: [volunteernow@vaac.org.uk](mailto:volunteernow@vaac.org.uk)  
[www.vaac.org.uk](http://www.vaac.org.uk)

## Housing and Homelessness



E: [housingadvice@chichester.gov.uk](mailto:housingadvice@chichester.gov.uk)  
[www.chichester.gov.uk/housing](http://www.chichester.gov.uk/housing)

## Supporting businesses



E: [business.support@chichester.gov.uk](mailto:business.support@chichester.gov.uk)  
[www.chichester.gov.uk/business](http://www.chichester.gov.uk/business)

## Collecting your rubbish



E: [wasteandrecycling@chichester.gov.uk](mailto:wasteandrecycling@chichester.gov.uk)  
[www.chichester.gov.uk/wasteandrecycling](http://www.chichester.gov.uk/wasteandrecycling)



For more updates make sure you sign up to our email newsletter at [www.chichester.gov.uk/newsalerts](http://www.chichester.gov.uk/newsalerts)

# Support for the Vulnerable



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. The community hub is available seven days a week and staff will be on hand to respond to enquiries from 8am until 8pm.

The best way to contact the hub is online; if you have access go to **[www.westsussex.gov.uk/covid19communityhub](http://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](http://www.chichester.gov.uk/newsalerts)**



**[www.chichester.gov.uk/coronavirus](http://www.chichester.gov.uk/coronavirus)**



**[www.facebook.com/ChichesterDistrictCouncil](http://www.facebook.com/ChichesterDistrictCouncil)**



**[www.twitter.com/ChichesterDC](http://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](https://www.facebook.com/ChichesterDistrictCouncil)

 [www.twitter.com/ChichesterDC](https://www.twitter.com/ChichesterDC)

 [www.instagram.com/chichesterdc](https://www.instagram.com/chichesterdc)

The following Twitter ([www.twitter.com](https://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)

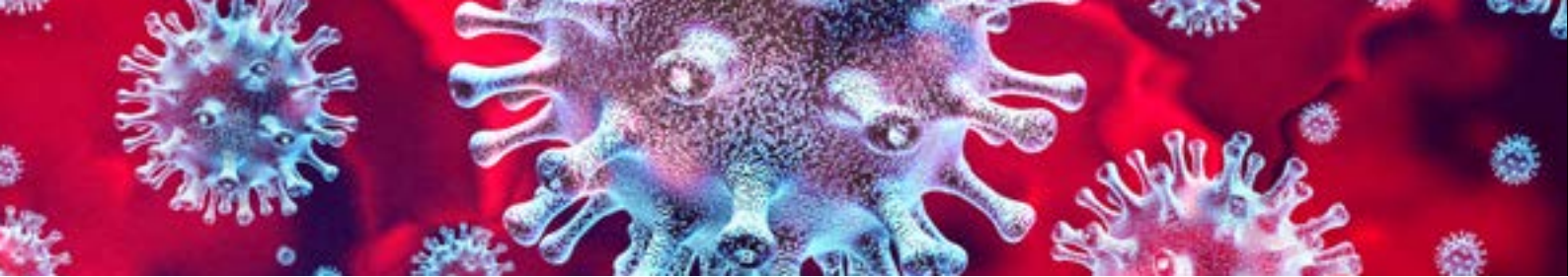




# Useful contacts

## Organisations

Organisation/Issue	How they can help	Contact details	Telephone No.
<b>Understanding Universal Credit</b>	Advice on new benefit claims when unable to work.	<a href="https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/">https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/</a>	0800 328 5644
<b>Chichester Foodbank</b>	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.	<a href="https://chichesterdistrict.foodbank.org.uk">https://chichesterdistrict.foodbank.org.uk</a>	01243 773687
<b>GOV.uk</b>	You can register as being vulnerable which will enable you to ask for help with food delivery etc.	<a href="http://www.gov.uk/coronavirus-extremely-vulnerable">www.gov.uk/coronavirus-extremely-vulnerable</a>	Online only
<b>NHS free prescription delivery service</b>	Delivers prescriptions to your door.	<a href="http://www.pharmacy2u.co.uk">www.pharmacy2u.co.uk</a>	0113 265 0222
<b>Arun and Chichester Citizens advice</b>	Phone/webchat/email service only.	<b>Adviceline can be accessed by calling or 0300 3300 650 (if calling from a mobile).</b> <b>Webchat: <a href="http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service">www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service</a></b>  <a href="http://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you">www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you</a>	0344 477 1171
<b>National Domestic Abuse helpline</b>	Advice for people at risk of domestic abuse.	<a href="http://www.nationaldahelpline.org.uk">www.nationaldahelpline.org.uk</a>	0808 2000 247



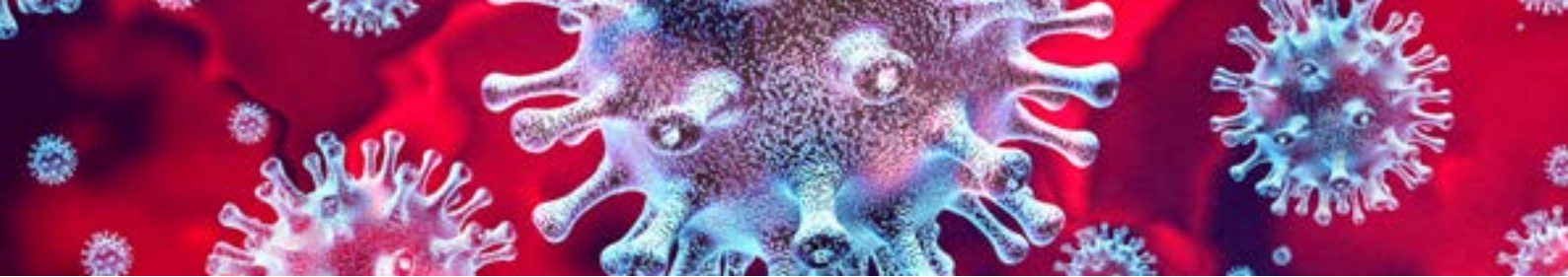
Organisation/Issue	How they can help	Contact details	Telephone No.
<b>StepChange</b>	Debt advice.	<a href="http://www.stepchange.org">www.stepchange.org</a>	0800 138 1111
<b>Christians Against Poverty (CAP)</b>	Debt advice.	<a href="http://www.capuk.org">www.capuk.org</a>	0800 328 0006

## Gas, Electricity and Water

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

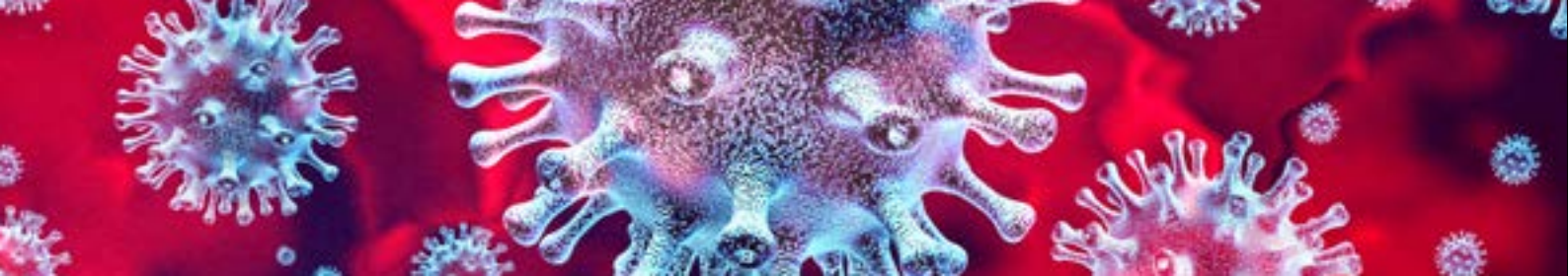
## Support groups

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



Organisation/Issue	Support	Contact details	Telephone No.
<b>MIND</b>	Still providing phone appointments, text and online.	<a href="http://www.westsussexmind.org">www.westsussexmind.org</a>	01903 277000
<b>NHS one you website</b>	Online resources for mental health support while isolating	<a href="http://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips">www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips</a>	Online
<b>Side by Side</b>	Online support for mental health.	<a href="http://www.sidebyside.mind.org.uk/">www.sidebyside.mind.org.uk/</a>	Online community
<b>Qwell</b>	Online counselling and wellbeing for adults	<a href="https://qwell.io/">https://qwell.io/</a>	Online
<b>CALM (app and online)</b>	Online resources for reducing anxiety during COVID-19 outbreak.	<a href="http://www.calm.com/blog/take-a-deep-breath?utm_source=lifecycle&amp;utm_medium=email&amp;utm_campaign=difficult_times_nonsubs_031720">www.calm.com/blog/take-a-deep-breath?utm_source=lifecycle&amp;utm_medium=email&amp;utm_campaign=difficult_times_nonsubs_031720</a>	Online
<b>The Help Hub</b>	Currently still being developed but aims to help people with anxiety about coronavirus	<a href="http://www.thehelpub.co.uk/?fbclid=IwAR2_dIN_LK-pc-LD1OHgWO6CtMWcz_ieSguu3luc2Ntr7yrbhyYUW6qUz_mY">www.thehelpub.co.uk/?fbclid=IwAR2_dIN_LK-pc-LD1OHgWO6CtMWcz_ieSguu3luc2Ntr7yrbhyYUW6qUz_mY</a>	Online
<b>The Silver Line Helpline</b>	Social isolation and loneliness support.	<a href="http://www.thesilverline.org.uk/what-we-do/">www.thesilverline.org.uk/what-we-do/</a>	0800 4708090
<b>Talking point</b>	Online community (for dementia patients or carers of) where people can speak to other people in a similar situation. Free to access 24/7.	<a href="http://www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community">www.alzheimers.org.uk/get-support/dementia-talking-point-our-online-community</a>	Online
<b>iTalk</b>	Accepting referrals for phone support only.	<a href="http://www.italk.org.uk/home/covid-19-coronavirus-updates">www.italk.org.uk/home/covid-19-coronavirus-updates</a>	023 8038 3920
<b>Safe in Sussex</b>	Help for people at risk of domestic abuse.	<a href="http://www.safeinsussex.org">www.safeinsussex.org</a> or email <a href="mailto:info@safeinsussex.org">info@safeinsussex.org</a>	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.



One of the ways many people are helping during this crisis is to run errands for local neighbours, or family members. This can make a huge difference to those who are isolating or have health issues.



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](http://www.rspca.org.uk/coronavirus/dogwalking)



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

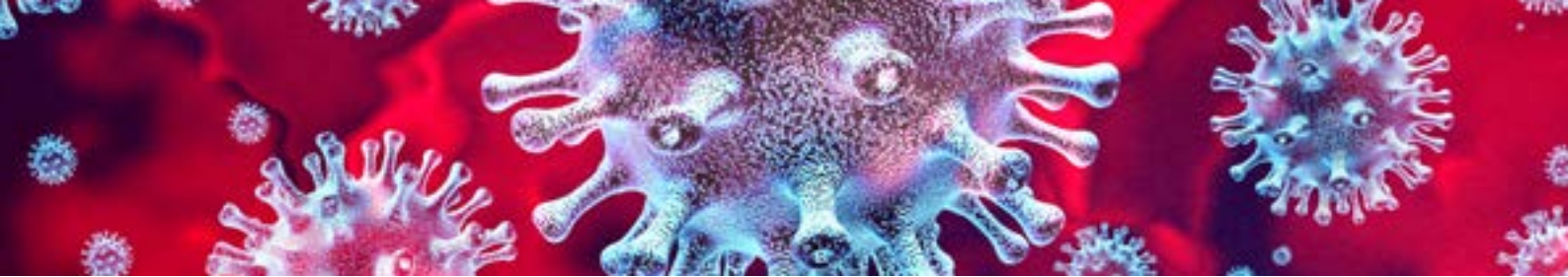


If you are delivering food or a prescription, always leave it at the door for someone to collect. Keep your distance and do not enter the property.



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.



Please stay at home if: you have been instructed to do so by NHS Test and Trace; if you have any of the known symptoms (a high temperature, a new continuous cough, or a loss or change to your sense of smell or taste); or if someone in your household or support bubble has symptoms or tests positive. Follow NHS advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/>



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](http://www.westsussex.gov.uk/covid19communityhub)



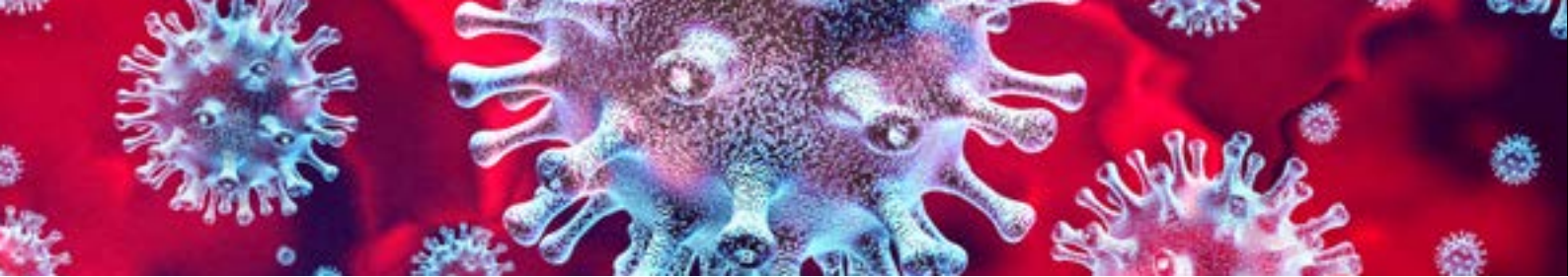
Please share our messages and help us make sure that people are aware of the support that is available.



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



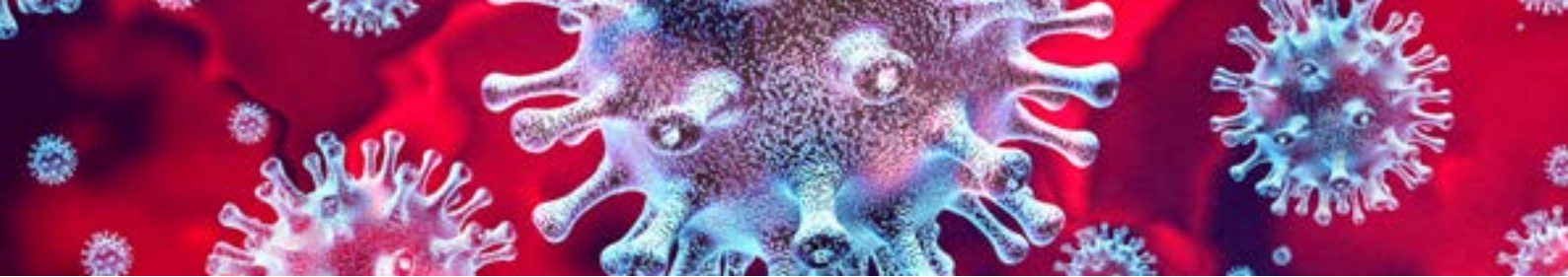
Thank you for your help – you truly are amazing!



# 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.
- If you’re delivering something, leave the items on the doorstep, and wear a mask and gloves.
- 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](http://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](http://www.westsussex.gov.uk/covid19communityhub) or contact the Helpline on **033 022 27980** for further details.





## **Chichester District Council**

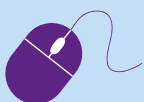
East Pallant House, 1 East Pallant, Chichester, West Sussex PO19 1TY

**Tel: 01243 785166** [www.chichester.gov.uk](http://www.chichester.gov.uk)

 [www.facebook.com/ChichesterDistrictCouncil](https://www.facebook.com/ChichesterDistrictCouncil)

 [www.twitter.com/ChichesterDC](https://www.twitter.com/ChichesterDC)

 [www.instagram.com/chichesterdc](https://www.instagram.com/chichesterdc)



**For more updates make sure you sign up to our email newsletter at**  
**[www.chichester.gov.uk/newsalerts](http://www.chichester.gov.uk/newsalerts)**