



PEACEHAVEN TOWN COUNCIL

DIRECTORY OF HELP & SUPPORT

Version8 – 2/04/2020

Government Sources of Advice

The coronavirus situation is fast-moving and there is an increasing amount of misinformation online. We should be using government advice to inform decisions and be checking that advice regularly.

- The [government's main source of advice on coronavirus](#) includes information on the social distancing alongside a wide range of other information
- If you would like to keep up-to-date with the government information as it comes out then you can [sign up to their Covid-19 response bulletin](#)
- [Public Health England \(PHE\)](#) has FAQs that will be updated regularly
- This guidance, developed with the Department for Business, Energy and Industrial Strategy, aims to [assist employers and businesses in providing advice to their staff](#)
- You may find the advice from [ACAS](#) useful in considering any employment-related matters that may impact your local council
- For further reading, the Local Government Association has published a very [useful list](#) of different government advice sources

IMPORTANT

CONTACT INFORMATION



NORTH WARD

Cllr. Dawn Paul: Cllr. Emilia Simmons:

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EAST WARD

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WEST WARD

Cllr. Alan Goble: Cllr. David Seabrook:

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Cllr Gloria Hill: Cllr Job Harris:

01273 579305 01273 583050

Cllr Lyn Mills: Cllr Ron White:

07976910182

Peacehaven Town Council Office Contact Information:

Phone: 01273 585493

Email: info@peacehaventowncouncil.gov.uk

Facebook: [@peacehaventowncouncil](https://www.facebook.com/peacehaventowncouncil)

Twitter: [@ptcinformation](https://twitter.com/ptcinformation)

Coronavirus (COVID-19) – ESCC help and support

The worldwide spread of coronavirus is rapidly evolving. East Sussex County Council is working with partners in the NHS, Public Health England and other services to manage the situation and to help and protect you.

We'll keep this page updated with the latest links with support and advice for residents and businesses in the county.

[Coronavirus – request support](#)

Are you unable to leave home due to coronavirus? Do you need help?

[Coronavirus – volunteer to help](#)

Are you free to volunteer to help someone else? Can you give money? Are you a community group that needs extra volunteers?

[Coronavirus – health advice](#)

NHS advice about staying at home, symptoms, and what to do if you are at high risk.

[School and nursery closures – key workers](#)

Advice for key workers regarding a school or nursery place for your child.

[Service updates](#)

Find out how coronavirus is affecting the services we deliver and how we are protecting the most vulnerable.

[Employment and financial support on GOV.UK](#)

Check what benefits you can get and your rights if your hours are cut or you're laid off. And what to do if you cannot pay your tax bill on time.

[Local advice for businesses](#)

Guidance for businesses and employers including loan schemes and support packages on South East Business Hub.

[Updates for providers in adult social care & health](#)

The latest guidance for our service providers in East Sussex.

Coronavirus (COVID-19) – LDC Help & Support

Request support for vulnerable residents

Lewes District and Eastbourne Borough Councils are working in collaboration with partner organisations, voluntary and community groups. Our aim is to support those classified as “extremely vulnerable” who may require additional support during the Covid-19 (coronavirus) outbreak.

A Covid-19 (coronavirus) community hub has now been set up to support the extremely vulnerable members of our community to provide them with the support they need to allow them to stay at home.

If you need to contact the council to request support, please use our online form:

[Request support now](#)

Read the latest updates from the councils on coronavirus (COVID-19):

- [Advice from the government and NHS](#)
- [Statements from the Lewes and Eastbourne councils](#)
- [Council offices](#)
- [Community information packs](#)
- [Council Tax](#)
 - [Advice from the government and NHS](#)
 - [Statements from the Lewes and Eastbourne councils](#)
 - [Council offices](#)
 - [Waste and recycling services](#)
 - [Information for businesses](#)
 - [Advice for homeless applicants](#)

- [Advice about claiming Universal Credit](#)
- [STEPS To Stay Independent](#)
 - [Eastbourne Food Bank](#)
 - [Fitzjohns Food Bank](#)
 - [Lewes Food Bank - Landport](#)
 - [Lewes Food Bank - Malling](#)
 - [Newhaven Food Bank](#)
 - [Ringmer Food Bank](#)
 - [Seahaven Food Bank](#)
 - [Seahaven Storehouse](#)
- [Pest control](#)
- [Crematorium and cemeteries](#)
- [Theatres and events](#)
- [Keep me posted](#)

The Deans Senior Tea Club – Befriending Service

For anyone who would like a chat – 01273 582333

Local Help-Deans and Havens

<https://www.facebook.com/groups/localpals> which is being run by a local running group RunPals based in Saltdean with the full support of Peacehaven Town Councillor Dawn Paul. Our main aim is to provide help and supplies to Seahaven foodbank at Denton Island who provide food parcels to those most in need in the communities between Saltdean and Seaford. We have already had one big food and essentials collection which has been dropped off to Denton Island and have an active fundraiser <https://www.gofundme.com/f/deans-amp-haven-foodbank-fundraiser> which has raised over £1500 in the first week. We are in constant contact with the food bank and have the support of Lidl's in Newhaven where we do much of our shopping to keep the foodbank well stocked. We also have an active bank of willing volunteers to assist with essential chores for those who are in self isolation. If you need help please contact us through our Facebook page, our email localdeans@gmail.com or via Mobile Number 07966842232.



Vulnerable and no support? You will get the help you need



People who received a letter from the NHS because they are at high risk if they catch the Coronavirus and don't have a support network of friends and family around them, are reminded to visit www.gov.uk/coronavirus-extremely-vulnerable or call 0800 0288327, the government's dedicated helpline.

For people at high risk, the government's measures will make sure they get the essential food and medicines they need

by following the advice in the letter.

Additionally, we want vulnerable residents who are not in the high risk group, but are isolating and also don't have any support from friends or family, to go onto the website www.lewes-eastbourne.gov.uk/requestsupport and complete the online form.

Those without access to the internet should telephone 01273 099956 (Lewes district) / 01323 679722 (Eastbourne).

We will put people in touch with the voluntary organisation or other community resource that is best suited to them.

Our main objective is to have a system in place to fill any gaps in the government's plans and help ensure those that need help, receive it.

The council is coordinating the community response alongside 3VA, the voluntary sector specialists, and have seconded staff to them to increase their capacity during the current crisis.

The days and weeks ahead will be tough for everyone, but if the government's plans need supplementing or if our fantastic voluntary sector calls for more help, the council's contingency planning will kick in quickly and our staff will mobilise with all the resources we have available.



Sussex Crisis Fund

The Sussex Crisis Fund has been set up by Sussex Community Foundation to support community and voluntary sector organisations in Sussex who are leading efforts to support people most affected by the coronavirus outbreak. It is primarily designed to help fund the urgent needs facing communities as the virus affects them and to support for organisations with funding needs to enable them to adapt and respond to the crisis.

Emergency grants of up to £5,000 are offered to charities and community groups which are responding to the immediate crisis in the community and helping those most affected. The fund is also open for applications from Sussex town and parish councils in places where the local voluntary organisations are not able, or need parish council support, to do the work required.

Please email the Grants team at grants@sussexgiving.org.uk for more information or visit www.sussexgiving.org.uk/apply

The Sussex Crisis Fund is also welcoming donations – large or small – at www.totalgiving.co.uk/appeal/sussexcrisisfund

The Sussex Crisis Fund supports community and voluntary sector organisations who are leading efforts to support people most affected by the coronavirus outbreak. It is primarily designed to help fund the urgent needs facing our communities as the virus affects them and to support for organisations with funding needs to enable them to adapt and respond to the crisis.

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We are gathering information about priority needs and will use this to strengthen and develop the criteria.

Timescales

We will be responding to grant requests as soon as we can, aiming for decisions on emergency requests within 2–3 weeks.

What can I apply for?

Funding is offered to organisations delivering activities and services to support people who are directly suffering as a result of the coronavirus outbreak.

Examples of the kinds of things that might be funded

- Organisational running costs including volunteer expenses, staff costs, and transport
- Small capital costs to support operational activity relating to the crisis
- Specific costs that enable the charity to adapt to enable them to respond to the crisis (e.g. computer equipment to enable staff or volunteers to work remotely).

How to apply

Applications are to be made online. Click here to access the form directly or type this URL into your browser: <https://ukcf.secure.force.com/forms/SCF/SussexCrisis>

Examples of the kinds of projects and activities that might be funded

- Supporting the ongoing needs of vulnerable people to ensure that their health and wellbeing is maintained
- Activities that relieve pressure on local statutory services, particularly emergency or health and social care provision, or complement their response
- Groups and activities that support vulnerable people self-isolating (older people, people with pre-existing medical conditions etc.)
- Foodbanks and organisations working to combat hardship caused by the pandemic including child hunger

- Community response coordination
- Organisations that have been specifically established to respond to the crisis
- Volunteer costs for new and existing organisations responding to the effect of the crisis
- Additional costs of working remotely and adapting services delivered in the wider community
- Emotional support, mental health and bereavement support

At a later point, should funds allow, the fund may provide:

- Larger grants of up to £10,000 to organisations meeting the above criteria and/or
- Support for organisations that provide support for vulnerable groups to counter the loss of income and fundraising which can be directly linked to the pandemic.

COVID-19 Mutual Aid Group

I just wanted to make you aware that Peacehaven has a local volunteering hub in place and operating.

The Peacehaven Covid-19 Mutual Aid Group and have already linked up with Lewes District Council, East Sussex County Council, other Sussex Mutual Aid groups plus 3VA and the strategic planning team.

We have flyers and posters that are slowly working their way through the residents and a page in the April issue of the Peacehaven Directory.

You can find us online on

[Www.peacehavencovidmutualaid.uk](http://www.peacehavencovidmutualaid.uk)

Or on Facebook: <https://www.facebook.com/groups/555758008632231/>

Kind regards,

Torsten de Lange
Founder & Admin
Peacehaven Covid 19 Mutual Aid



Lewes District Citizens Advice

15 - 19 Chapel Street
Newhaven
BN9 9PN
@Lewescab1



Southover House
Lewes
BN7 1AB

37 Church Street
Seaford
BN25 1HG

www.lewesdistrictcab.org.uk

Contact : Jackie Wilkes 01273 007556

For immediate release

Lewes District Citizens Advice announces emergency changes to services

Lewes District Citizens Advice has announced that face-to-face advice services in all their offices have been suspended for the foreseeable future.

People who have already booked appointments should not attend and should call **01273 007557**

There are a number of ways people can continue to get advice during this time.

- General advice will be given via our Adviceline which people can reach by calling **03444 111 444**. This is open Monday to Friday from 9am to 5pm.
- Email advice is available via www.eastsussexcab.co.uk
- Chat online to an advisor by visiting our website at citizensadvice.org.uk/contact-us.
- Advice on consumer issues (e.g. issues related to products or services) can contact the Citizens Advice consumer helpline on 0808 223 1133 or chat online to an advisor on our website.
- To make a new claim for Universal Credit call the Universal Credit Help to Claim line on 0800 1448444.

Waiting times for these services may be longer than usual as we adapt to our new patterns of working.

Jackie Wilkes, Chief Officer of Lewes District Citizens Advice, said:

“Citizens Advice is here to give people the knowledge and confidence they need to find their way forward in these difficult times. You can find frequently updated advice on a range of issues related to the Coronavirus outbreak at citizensadvice.org.uk/coronavirus. We offer advice over the telephone and via email. People looking for advice can go online to www.lewesdistrictcab.org.uk”



Coronavirus - Funding

The latest on funding opportunities during the crisis

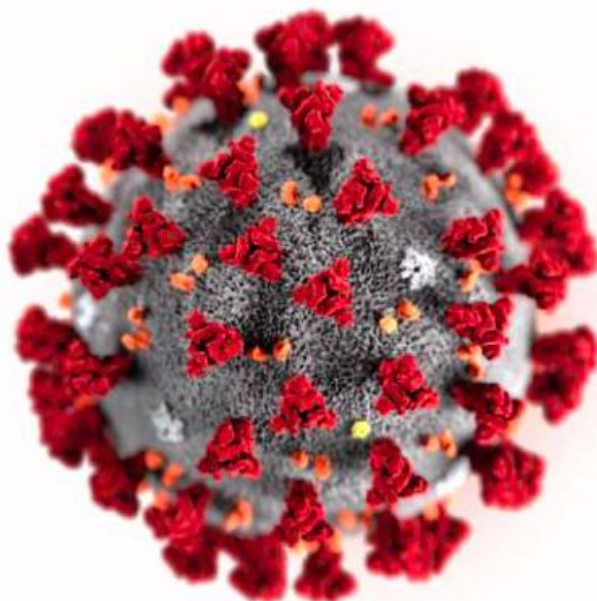
COVID 19 - Volunteering response

3VA is working closely with our statutory partners, and Rother and Hastings Voluntary Actions to strengthen and support a community response to the crisis. We aim to help volunteers to connect with groups offering help. If you would like to volunteer in response to Covid-19, please complete a [volunteering form](#).

We have created the following pages to support groups and volunteers responding to the crisis which we will keep up to date on a daily basis:

- [Community help](#)
- [Five ways to help](#)
- [Coronavirus - funding](#)
- [Health & Safety and Safeguarding Advice](#)
- [Volunteering](#)
- [Your organisation and the impact of coronavirus](#)
- [Coronavirus - what 3VA is doing](#)

Coronavirus



In response to this public health crisis, 3VA is taking the following actions:

- Sharing what we know of [community responses](#) via our website and social media.
- Making sure [NHS/Government advice to everyone on staying safe and minimising risk of infection](#) is on our website.
- Offering advice to any groups responding and to individuals who want to volunteer.
- Compiling a wide range of [resources to help your organisation](#), including [funding opportunities](#).
- Reaching out to new groups that are springing up and offering support.
- Putting up on our website our [expert advice/resources/materials about volunteering for groups and for individual volunteers](#).
- Finding out how people are responding through surveys with small groups and larger organisations and through our own local intelligence.
- Connecting people together including new responders and existing sources of support in the community.
- Enabling peer support and connections between voluntary sector leaders responding to the crisis.
- Working with partner organisations from all sectors on the most effective responses to this crisis.

If you are involved in community responses, please do reach out to us for any support we may be able to offer or connections we may be able to make. You can contact us by email: info@3va.org.uk or by phone: [01323 639 373](tel:01323639373).

Following the Government's recommendation on increased social distancing, all 3VA training courses and networking events are cancelled with immediate effect until the end of April 2020. Those who booked their places on our upcoming training courses will be contacted in due course. Thank you all for your understanding and support.

Local Businesses

C R ALLEN TUNING

At this difficult time, we would like to offer the amazing NHS staff and any healthcare workers our support! We will give you priority bookings for any work needed on your vehicle, FREE loan vehicle while your vehicle is in for repair, FREE vehicle check overs or puncture repairs.

We also offer FREE local collection and delivery. 🚚

We will look to keep our business open until we are told to close by the government or till unable to do so.

We are following social distancing rules, and are using gloves and disinfectant on our premises and vehicles.

> Our reception door will open at all times and only one person at a time allowed in reception area.

If you know anyone who may need our help, please put them in touch

We can also be contacted out of hours on our normal number 01273 584987.

We are open till 6pm

Together we can beat this 👍

Utilities

Gas & Electric

If you have a prepay meter tell them if you are self isolating and they will send you out 2 weeks worth of gas/electricity or if you have a smart meter they will top you up.

British Gas 0333 202 9802

EDF 0333 200 5100

EON 0345 052 000

N POWER 0800 073 3000

SCOTTISH POWER 0800 027 0072

SSE 0345 026 265

FOOD DELIVERY SERVICES-

Company	Telephone number	Website to view menus	Area
Mother Theresa's	01323 441114	https://www.mothertheresas.co.uk/	Across all areas of Sussex
Get Presto	01273 422913	https://getpresto.co.uk/	Across all areas in Sussex
Wiltshire Farm Foods	01323 760008	https://www.wiltshirefarmfoods.com/	East Sussex (Saltdean to Hastings)
Oakhouse Foods	01273 582260	https://www.oakhousefoods.co.uk/	Across all areas in Sussex
Elite Foods	01273 616402	https://www.elitefinefoods.co.uk/ Groceries delivery/ click and collect open to all from this wholesale warehouse.	Across all areas in Sussex
Kempton House	07821 515118	Delivering Cooked Lunches to the most vulnerable on Monday, Wednesday and Friday Please email: kemptonhousedaycentre@gmail.com	Peacehaven
CTLA	01273 517332	Delivering essential shopping and prescriptions to your doorstep https://www.ctla.org.uk/	Peacehaven

In addition here are national food delivery companies. You can order via their website

<https://deliveroo.co.uk/>

<https://www.just-eat.co.uk/>

<https://dinner2go.co.uk/>

<https://www.ubereats.com/gb>