

# TELSCOMBE TOWN COUNCIL DIRECTORY OF HELP & SUPPORT TO OUR RESIDENTS



The Coronavirus (Covid-19) situation is fast-moving and there is an increasing amount of misinformation online. We should be using Government advice and be checking that advice regularly.

## Government Sources of Advice

- 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 is released 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 employees 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.

# COUNCILLOR CONTACT INFORMATION



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

**Fareshare are still collecting from our foodbank at Telscombe Civic Centre. If you have any donations please drop them off at the Civic Centre. Ring the intercom, leave your donation by the door and we will pop out and bring it in.**

**THANK YOU**  **FareShare**  
fighting hunger, tackling food waste



## 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 are laid off. Also what you can 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.
- [Grants and Funding](#)  
Resources and grants available for the voluntary sector

## Coronavirus (COVID-19) – Lewes District Council Help & Support

### Request support for vulnerable residents

Lewes District and Eastbourne Borough Councils are working in collaboration with partner organisations, voluntary and community groups. Their 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 their online form (click link below):-

## **[REQUEST SUPPORT NOW](#)**

Read the latest updates from the Councils on Coronavirus (COVID-19) from the following topics:-

### **Residents' Services (click on the links below)**

[Waste and recycling](#)

[Housing - Council tenants](#)

[Housing - homelessness](#)

[Cemeteries and crematorium](#)

[Council tax](#)

[Pest control](#)

[Financial support for households](#)

[Theatres and events](#)

### **Community support (Click on the links below)**

[Community information packs](#)

[Request support](#)

[Volunteering and food banks](#)

[If you are worried about someone](#)

### **Food Bank Contacts (Click on the links below)**

[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](#)

### **Help for businesses (Click on the links below)**

[Business support](#)

[Self-employed Income Support  
Scheme](#)

[Coronavirus job retention scheme](#)

[Deferring VAT and other payments](#)

[Statutory sick pay relief](#)

[Business rates](#)

[Grants, funding and loans](#)

[Coronavirus Business Interruption  
Loan Scheme](#)

[Time to Pay Service](#)

**Government Advice**  
**(Click on the links below)**

[Advice on claiming Universal Credit](#)

[Our summary of government and NHS advice](#)

[Latest information on GOV.UK](#)

[NHS website - Coronavirus symptoms and guidance](#)

## **The Deans Senior Tea Club – Befriending Service**

For anyone who would like a chat – 01273 582333

## **Local Help - Deans and Havens**

[RunPals](#) is being run by a local running group RunPals based in Saltdean. Their main aim is to provide help and supplies to the Seahaven foodbank at Denton Island who provide food parcels to those most in need in the communities between Saltdean and Seaford. They 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> has raised over £1500 in the first week. They are in constant contact with the food bank and have the support of Lidl's in Newhaven where they do much of their shopping to keep the foodbank well stocked. They 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 them through their Facebook page, email [localdeans@gmail.com](mailto:localdeans@gmail.com) or via mobile number 07966 842232.

## **The 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](mailto:grants@sussexgiving.org.uk) for more information or visit <https://sussexgiving.org.uk/apply-for-grants/how-it-works/>. The Sussex Crisis Fund is also welcoming donations – large or small – at [www.totalgiving.co.uk/appeal/sussexcrisisfund](http://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. 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. They are gathering information about priority needs and will use this to strengthen and develop the criteria.

**Timescales:** They will be responding to grant requests as soon as they 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>
- 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 co-ordination.
- Organisations that have been specifically established to respond to the crisis.
- Volunteer costs for new and existing organisations responding to the affect 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

There is a local volunteering hub in place and operating. The Peacehaven Covid-19 Mutual Aid Group have already linked up with Lewes District Council, East Sussex County Council, other Sussex Mutual Aid groups plus 3VA and the strategic planning team. They 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 them at

[Peacehaven Covid Mutual Aid Group](#) or on Facebook  
<https://www.facebook.com/PeacehavenCovid/>

Torsten de Lange is the Founder and Admin of Peacehaven Covid 19 Mutual Aid



## Lewes District CAB

- General advice will be given via their Adviceline, which is open Monday to Friday from 9am to 5pm - 03444 111 444
- Email advice is available via [www.eastsussexcab.co.uk](http://www.eastsussexcab.co.uk)
- Chat online to an advisory by visiting our website at [citizensadvice.org.uk/contact-us](http://citizensadvice.org.uk/contact-us)
- Advice on consumer issues (eg issues related to products or services) You can contact the Citizens Advice consumer helpline on 0808 223 1133 or chat online to an advisor on their website
- To make a new claim for Universal Credit call the Universal Credit Help to Claim line on 0800 144 8444

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

## 3VA COVID 19 - Volunteering

3VA is working closely with their statutory partners and Rother and Hastings Voluntary Actions to strengthen and support a community response to the crises. They 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](#).

They have created the following pages to support groups and volunteers responding to the crisis which they 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](#)

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

## Utilities

### Gas & Electric

If you have a prepay meter tell them if you are self-isolating and they will send you out two 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

## Local Businesses

### C R Allen Tuning

At this difficult time, they would like to offer the amazing NHS staff and any healthcare workers their support! They 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. They also offer FREE local collection and delivery.

They will look to keep their business open until they are told to close by the Government or until they are unable to do so.

They are following social distancing rules, and are using gloves and disinfectant on their premises and vehicles. Their reception door will open at all times and only one person at a time will be allowed in the reception area.

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

They can also be contacted out of hours on their normal number 01273 584987

They are open till 6pm.

### Sussex Driving School

John Rennie is offering lifts to help vulnerable people and NHS staff. Please call on 07717 101 713.

## Local Food Delivery / Take Away Services

Company	Telephone	Website	Area
Mother Theresa's	01323 441114	<a href="https://www.mothertheresas.co.uk/">https://www.mothertheresas.co.uk/</a>	Sussex
Get Presto	01273 422913	<a href="https://getpresto.co.uk/">https://getpresto.co.uk/</a>	Sussex
Wiltshire Farm Foods	01323 760008 01903 206777	<a href="https://www.wiltshirefarmfoods.com/">https://www.wiltshirefarmfoods.com/</a>	Saltdean to Hastings Arundel to Saltdean
Oakhouse Foods	01273 582260	<a href="https://oakhousefoods.co.uk">https://oakhousefoods.co.uk</a>	Sussex
Elite Foods	01273 616402	<a href="https://www.elitefinefoods.co.uk/">https://www.elitefinefoods.co.uk/</a> Groceries delivery / click & collect open to all from this wholesale warehouse	Sussex

Kempton House	07821 515118	Delivering cooked lunches to the most vulnerable on Monday, Wednesday and Friday. Please email <a href="mailto:kemptonhousedaycentre@gmail.com">kemptonhousedaycentre@gmail.com</a>	Peacehaven
CTLA	01273 517332	<a href="https://ctla.org.uk/">https://ctla.org.uk/</a> Delivering essential shopping and prescriptions to your doorstep	Peacehaven
Apetito Services (meals on wheels)	01903 718893	<a href="https://www.apetito.co.uk/meal-services-for-local-authorities/">https://www.apetito.co.uk/meal-services-for-local-authorities/</a>	West Sussex and Lewes

There are also national food delivery companies – order via their website:

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

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

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

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

## Where to get help with your Shopping

<a href="https://www.gov.uk/coronavirus-extremely-vulnerable">https://www.gov.uk/coronavirus-extremely-vulnerable</a> This service is free. You can register yourself or someone else.	<b>Get coronavirus support as an extremely vulnerable person</b> Register if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you'll be able to ask for help getting deliveries of essential supplies like food. If you're not sure whether your medical condition makes you extremely vulnerable, register anyway.
<a href="https://www.ageuk.org.uk">https://www.ageuk.org.uk</a>	<b>Services</b> <b>Information and Advice:</b> including information on social care, housing and welfare benefits. Telephone befriending. A friendly chat if you're feeling lonely or isolated. <b>Doorstep Deliveries:</b> we can deliver meals, groceries and essential medication to your doorstep, as well as knitting kits, CDs/DVDs, books and jigsaws to stave off boredom. <b>Welfare and Safety Support:</b> helping the most vulnerable with tasks such as cleaning, shopping and laundry, as well as offering respite for carers. <b>Wellbeing Advice:</b> we can share the information on healthy living, nutrition, hydration and exercises that can take place in the home or garden.

East Sussex Community Hub

**Community Hubs** are where people can call in and be set up with local services to provide support with food, chemist, general issues affected through Covid-19  
01273 099956

Below is a list of shops with their special opening times and more information on what each store says they're doing, plus further links:-

- **Asda** – see below for new volunteer shopping card
- **Aldi** – shops open 30 minutes early, Monday to Saturday
- **Iceland** – the first hour of opening, every day
- **Lidl** – check local stores
- **M&S** – Monday and Thursday, the first hour of opening
- **Morrisons** – See below for their new food boxes
- **Sainsbury's** – Monday, Wednesday and Friday, 8am-9am
- **Tesco** – Monday, Wednesday and Friday, 9am-10am (not Express stores)
- **Waitrose** – first hour of opening, every day

**Asda say:** We're offering a new '[volunteer shopping card](#)' (bought online) so a friend or relative can more easily shop on your behalf. Should any of our customers be self-isolating, we would ask that they advise us of this in the 'Other Information' section when placing their order and tell us where they would like us to leave their order (e.g. on the doorstep, at the front gate etc.).

**Iceland say:** We're temporarily limiting online orders to customers who are over state pension age, self-isolating and other vulnerable people, such as the disabled. If you aren't over state pension age and can get to one of our stores, we kindly ask that you use our [Store Locator](#) to find your local Iceland and complete your shop there. We are encouraging all stores to dedicate opening hours to the elderly and vulnerable on all days. Check details with local stores.

**Sainsbury's say:** Every Monday, Wednesday and Friday all our supermarkets will dedicate [8am – 9am](#) to serving elderly, disabled and vulnerable customers. We are giving our customers who are vulnerable priority access to our online home delivery service. The government is identifying customers who they consider the most vulnerable, and we're now in process of emailing these customers to offer them priority access. We'll continue to do this as the government identifies more vulnerable people. We're also increasing access to our Click & Collect service.

**Tesco say:** We want to help everyone through these uncertain times, especially those who need extra help. So all our stores (except Express stores) will be prioritising the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday.

**Waitrose say:** Waitrose stores will dedicate the first hour of opening as a priority shopping time for the elderly, the vulnerable and those who look after them. We've committed at least 25% of our orders to elderly and vulnerable customers, who we're in the process of contacting to offer slots. We're increasing slots significantly and by next week this will reach 20% extra compared to usual.

**Morrison's say:** Our new Food Boxes are designed to provide you with everyday essentials, without needing to leave your home. With a choice of groceries or prepared meals, we offer convenient delivery directly to your door. Each box should feed 2 adults for a week.

## Adams Wholesale Food Suppliers Next Day Home Delivery

Includes meat,, fruit, vegetables, bakery, cleaning products, dairy, frozen foods. Delivery 6 days a week (no Sundays) we deliver next day if you order before 11pm, we deliver free of charge on orders over £50 orders under £50 are subject to a £5 delivery charge. Registration is through the website, payment by card. Tel: 01903 282 220 or enquiry by email [homedeliveries@adams-wholesale.com](mailto:homedeliveries@adams-wholesale.com) Website: [www.adams-wholesale.com](http://www.adams-wholesale.com)

## East Sussex Funding News - April 2020

East Sussex County Council sent this bulletin at 03-04-2020 08:59 AM BST

Would you like to view the web page version of this email? [Click here](#)

[eastsussex.gov.uk](http://eastsussex.gov.uk)



# Funding news

## April 2020

We publish [Funding News](#) monthly where we share success stories, information on training courses and details of forthcoming funding opportunities for East Sussex organisations. We always welcome feedback and articles from our readers, so if you have something you would like to share with others please send it to [Veronique.poutrel@eastsussex.gov.uk](mailto:Veronique.poutrel@eastsussex.gov.uk)

Every month we will put our favourite success stories and grant opportunity to give you a flavour of funding available.

If you no longer wish to receive Funding News, you can unsubscribe at any time, using the link at the bottom of this email.

[Is this newsletter useful? Answer some questions to tell us more](#)

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## Funding news

We have published our usual Funding News which you can find [here](#), but we have also put together a special edition, as mentioned below.

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## Funding news - Covid 19 Special Edition



In addition to our regular newsletter, we have put together details of support, resources and funding for organisations and individuals impacted by Covid-19 into a [special edition](#). Should there be more opportunities to share with you before we publish our next Funding News (1st May), we will send you a copy via this channel.

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**Thank you to the NHS and all other key workers helping us to  
get through this**

**STAY HOME STAY SAFE**

*v1 15.4.20*