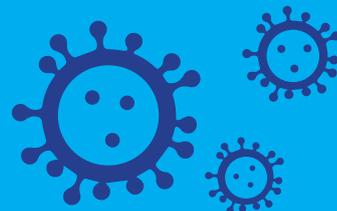


# Coronavirus: No one left to cope on their own in East Sussex

Who to contact if you need extra support during the coronavirus pandemic, and other useful information for people in our county.



Due to the often-changing coronavirus situation, information in this leaflet may be updated. For the latest version visit:

[eastsussex.gov.uk/covidsupport](https://eastsussex.gov.uk/covidsupport)

## National guidance and support

Keep up to date on the latest national government advice and guidance on the coronavirus pandemic at [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus).

If you're self-isolating at home you can request help from the national NHS volunteering scheme. Call **0808 196 3646** (8am to 8pm) to register and arrange volunteer help.

We'll tell you more about local information, help and support throughout this leaflet. You can also visit [www.eastsussex.gov.uk/coronavirus](https://www.eastsussex.gov.uk/coronavirus).

## East Sussex County Council

East Sussex County Council is responsible for services and support relating to children and families, learning and schools, adult social care, public health, communities, economies and transport.

You can find phone numbers for adult social care and children's services on page 4.

For the latest information from East Sussex County Council use the following links:

	<a href="https://eastsussex.gov.uk">eastsussex.gov.uk</a>
	<a href="https://www.facebook.com/EastSussexCC">@EastSussexCC</a>
	<a href="https://twitter.com/EastSussexCC">@EastSussexCC</a>
	Sign up to our monthly newsletter <i>Your East Sussex</i> : <a href="https://your.eastsussex.gov.uk">your.eastsussex.gov.uk</a>

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For any updates or corrections to this leaflet please email [Consultation.ASC@eastsussex.gov.uk](mailto:Consultation.ASC@eastsussex.gov.uk)

## Community hubs and district and borough councils

Community hubs are the contact point that residents of East Sussex can turn to during the coronavirus pandemic if they:

- feel they need extra help in coping with the effects of coronavirus and don't have trusted family, friends or neighbours who could help them,
- know someone else who needs help.

Anyone who feels they need extra support, for example help with getting hold of food, medicines and other essentials, and has no other way to get it can use a hub. Visit [www.eastsussex.gov.uk/coronavirus](http://www.eastsussex.gov.uk/coronavirus) to read more about what the community hubs can help with.

You can contact your nearest community hub through your district or borough council. See page 3 for details.

You can also visit [www.eastsussex.gov.uk/coronavirus-food](http://www.eastsussex.gov.uk/coronavirus-food) for information and advice on food shopping, delivery and affording food.

The community hubs are a partnership between the community and voluntary sector, health service, county council and district and borough councils in East Sussex.



District and borough councils also provide a range of other services including:

- rubbish collection.
- environmental health.
- housing-needs services. If you or someone you know is homeless or about to become homeless, you should contact the housing office at your local district or borough council.
- collection of council tax.

### How to get in touch

See the table on page 3 for contact details of the community hubs and district and borough councils.

## Eastbourne area

### Community Hub

Website: [www.lewes-eastbourne.gov.uk/community/covid-19](http://www.lewes-eastbourne.gov.uk/community/covid-19)

Phone: 01323 679722

### Eastbourne Borough Council General Enquiries

Website: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

Phone: 01323 410000

Email: [customerfirst@lewes-eastbourne.gov.uk](mailto:customerfirst@lewes-eastbourne.gov.uk)

## Hastings area

### Community Hub

Website: [www.hastings.gov.uk/my-council/covid19/help](http://www.hastings.gov.uk/my-council/covid19/help)

Phone: 01424 451019

### Hastings Borough Council General Enquiries

Website: [www.hastings.gov.uk](http://www.hastings.gov.uk)

Phone: 01424 451066

Minicom: 01424 781755

Email: [customerservices@hastings.gov.uk](mailto:customerservices@hastings.gov.uk)

## Lewes area

### Community Hub

Website: [www.lewes-eastbourne.gov.uk/community/covid-19](http://www.lewes-eastbourne.gov.uk/community/covid-19)

Phone: 01273 099956

### Lewes District Council General Enquiries

Website: [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

Phone: 01273 471600

Email: [customerfirst@lewes-eastbourne.gov.uk](mailto:customerfirst@lewes-eastbourne.gov.uk)

## Rother area

### Community Hub

Website: [www.rother.gov.uk/news/community-support](http://www.rother.gov.uk/news/community-support)

Phone: 01424 787000 (option 4)

### Rother District Council General Enquiries

Website: [www.rother.gov.uk](http://www.rother.gov.uk)

Phone: 01424 787000

Email: [customer.services@rother.gov.uk](mailto:customer.services@rother.gov.uk)

## Wealden area

### Community Hub

Website: [www.wealden.gov.uk/news-and-events/coronavirus-covid-19-latest/community-support](http://www.wealden.gov.uk/news-and-events/coronavirus-covid-19-latest/community-support)

Phone: 01323 443322

### Wealden District Council General Enquiries

Website: [www.wealden.gov.uk](http://www.wealden.gov.uk)

Phone: 01323 443322

Email: [info@wealden.gov.uk](mailto:info@wealden.gov.uk)

## Directories of community information and support

East Sussex 1Space:

1space.eastsussex.gov.uk a directory of local care, support and wellbeing services for adults, including accredited and CQC rated services.

- Email: [1spaceadministrator@eastsussex.gov.uk](mailto:1spaceadministrator@eastsussex.gov.uk)

East Sussex Community Information Service: [www.escis.org.uk](http://www.escis.org.uk) a broad directory, encompassing all community information and events in East Sussex.

- Email: [escis@eastsussex.gov.uk](mailto:escis@eastsussex.gov.uk)
- Phone: **01273 481754**

You can also find accredited care and support services for adults through our Support with Confidence scheme:

- Website: [www.eastsussex.gov.uk/supportwithconfidence](http://www.eastsussex.gov.uk/supportwithconfidence)
- Email: [supportwithconfidence@eastsussex.gov.uk](mailto:supportwithconfidence@eastsussex.gov.uk)
- Phone: **01323 463440**

## Useful contact information

### Adult Social Care

To apply for social care and support or to get support for a carer:

- Email: [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)
- Phone: **0345 60 80 191**, 8am to 8pm 7 days a week.
- To report abuse or neglect involving an adult phone: **0345 60 80 191**.

### Children's Services

For queries about Children's Services, get in touch through the website:

- [www.eastsussex.gov.uk/contact-us/contact-us-online](http://www.eastsussex.gov.uk/contact-us/contact-us-online)

If you are worried about a child or teenager who might be at risk of harm or danger:

- Phone: **01323 464222**
- Email: [0-19.SPOA@eastsussex.gov.uk](mailto:0-19.SPOA@eastsussex.gov.uk)

For both adult and child safeguarding in an emergency or if a crime is being committed call **999**.

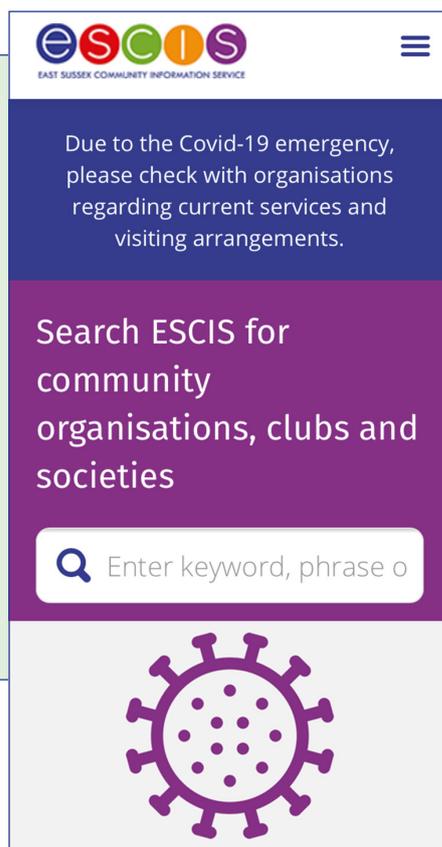
## Parish and Town Councils

East Sussex has 82 parish councils and 10 town councils. Services they may provide include:

- allotments
- cemeteries
- litter bins
- recreation fields
- bus shelters

- parish lighting
- playgrounds.

You can find the contact details for your town or parish council on the East Sussex County Council website, your district or borough council website, or on [www.escis.org.uk](http://www.escis.org.uk).



## Medical help

Don't put off seeking medical treatment if you need it. If you're unwell and need medical help:

- Visit [www.nhs.uk](http://www.nhs.uk) or your GP surgery website for health information and advice.
- For help from a GP use your GP surgery's website, online service or app, or call the surgery.
- For urgent medical help visit [www.111.nhs.uk](http://www.111.nhs.uk), or call **111** if you're unable to get help online.
- **For life-threatening emergencies: call 999 for an ambulance.**
- If you're advised to go to hospital, it's important to go.

If you have symptoms of coronavirus (a high temperature or a new, continuous cough, loss or change of taste or smell), visit [www.111.nhs.uk/COVID-19](http://www.111.nhs.uk/COVID-19) or call **111** to find out what to do.

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## Dental treatment

If you need dental treatment:

- Call your dentist during the practice's usual opening hours for a telephone assessment.
- If you don't have a dentist, search for a local one on the NHS website at [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist) and call them for advice.
- Do not contact a GP. They cannot provide dental treatment.

## Mental health

- Call the Sussex Mental Healthline on **0300 5000 101** for urgent, crisis or general mental health support. The line is open 24/7.
  - Visit [www.everymindmatters.co.uk](http://www.everymindmatters.co.uk) for simple tips and advice to start taking better care of your mental wellbeing, and to get a personalised Mind Plan.
  - Self-refer to [www.healthinmind.org.uk](http://www.healthinmind.org.uk) if you're experiencing symptoms of stress anxiety or low mood, or visit the website for free resources.
  - Visit [www.e-wellbeing.co.uk](http://www.e-wellbeing.co.uk) for mental health support if you're aged 13-25.
  - Visit [www.sussexcamhs.nhs.uk](http://www.sussexcamhs.nhs.uk) for help supporting a child with their emotional wellbeing.
  - For a directory of other mental health services in the county visit [www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory](http://www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory)
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## Domestic abuse



If you are subject to domestic abuse, you are not alone, there is help available. For advice and support contact The Portal on **0300 323 9985** or online at [www.theportal.org.uk](http://www.theportal.org.uk). You can also find a directory of support services online at [www.safespacesussex.org.uk](http://www.safespacesussex.org.uk).

If you are in immediate danger, or suspect someone else is, call **999**. If you can't talk, call **999**, then press **55** when prompted so the call handler knows it's a genuine call.

The stay-at-home instruction does not apply if you need to leave home to escape domestic abuse.

# ONE YOU

## Support to become a healthier you

During the coronavirus outbreak, One You East Sussex is offering online and telephone support to help you stop smoking, lose weight, eat well, move more and drink less.

Visit [www.oneyoueastsussex.org.uk](http://www.oneyoueastsussex.org.uk) or call **01323 404600** for support to become a healthier you.

## Drug and alcohol services

STAR help adults across East Sussex who are affected by alcohol or drugs. They aim to help people regain control, change the direction of their lives, grow as a person and live life to its full potential. Contact STAR:

- Phone: **0300 3038 160**
- Email: [eastsussex.star@cgl.org.uk](mailto:eastsussex.star@cgl.org.uk)
- Find more support online at [www.eastsussex.gov.uk/drugsalcohol](http://www.eastsussex.gov.uk/drugsalcohol)

## Befriending services

A befriending service could help if you'd like to chat to someone, make more friends or local connections.

Find one near you by visiting [1space.eastsussex.gov.uk](http://1space.eastsussex.gov.uk) and searching 'befriending', or call your local community hub.

## Support for unpaid carers

You are a carer if you look after someone who wouldn't be able to manage everyday life without your help. This could be an adult relative, partner, friend or neighbour. To find out about help and support for carers, contact Care for the Carers – the carers centre for East Sussex. They offer information, advice and support and can act as the first point of contact for all services.

- Website: [www.cftc.org.uk](http://www.cftc.org.uk)
- Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)
- Phone: **01323 738390**
- Text: **07860 077300**
- You can also visit [www.eastsussex.gov.uk/socialcare/carers/directory/support](http://www.eastsussex.gov.uk/socialcare/carers/directory/support) for an online directory of support for carers.

## Good Neighbour Scheme

Good Neighbour Schemes offer practical support to people in the local community who need a helping hand. Find out if there is a scheme in your area by visiting [1space.eastsussex.gov.uk](http://1space.eastsussex.gov.uk) and searching 'good neighbour scheme', or call your local community hub.

The screenshot shows the 1Space website search results for 'Good Neighbour Scheme'. The page includes a search bar, a map of East Sussex with red location pins, and a list of search results. The first result is 'Ringmer Link - Good Neighbour Scheme' with a 'View on map' link. The second result is 'Manor Park and Hempstead Fields Good Neighbour' with an 'Add to shortlist' button. The page also shows filters for 'Category' (Personal Assistants - PA (195), Housing and Accommodation (73), Community and Leisure (76), Health and Wellbeing and Life Events (159), Help in and Around Your House and Home (129), Share fully) and 'Service Type' (Personal Assistants (195), Specialist Housing (48), Help at home and help to live independently (41)).

## Young carers

You're a young carer if you're responsible for caring for a family member with a long-term condition, disability, mental health or substance misuse issues. You could be providing physical, practical or emotional support to the cared for.

Get in touch for support:

- Website: [www.imago.community/Children-and-Young-People/East-Sussex-Young-Carers](http://www.imago.community/Children-and-Young-People/East-Sussex-Young-Carers)
- Phone: 0300 111 1110

## Parent carers

Amaze SENDIASS is the Special Educational Needs and Disability Information, Advice and Support Service for East Sussex and Brighton and Hove. If you are a child or young person with a special educational need or a disability (SEND), or the parent of a

child or young person with SEND, you can call the Amaze SENDIASS helpline for information and advice. Amaze can help with anything to do with special educational needs and disability for 0 to 25 year olds, including education, health and social care.

- Website: [amazesussex.org.uk](http://amazesussex.org.uk)
- Phone: 01273 772289
- Email: [sendiass@amazesussex.org.uk](mailto:sendiass@amazesussex.org.uk)

## Welfare benefits helplines

For help and advice with a benefits issue:

- Phone: 0333 344 0681, Monday to Friday, 9am to 5pm.
- Email: [benefitseastsussex@harcuk.com](mailto:benefitseastsussex@harcuk.com)
- Visit: [www.eastsussex.gov.uk/socialcare/benefits](http://www.eastsussex.gov.uk/socialcare/benefits) for more information on benefits.

## Library services at home and help to get online

There are lots of library services you can use at home.

- Visit <https://new.eastsussex.gov.uk/libraries> for services like wellbeing advice, free eBooks and audio books, eMagazines, eNewspapers and online learning.
- All libraries are temporarily closed but you can order items from the library catalogue and pick them up at your local library. Essential computers sessions can also be booked for people who need to apply for universal credit or access online banking, for example.

- The home library service is still running for vulnerable people. To arrange a home visit or book a computer session, phone **0345 60 80 196**.

The screenshot shows the East Sussex County Council website. At the top, there is a navigation bar with 'Home', 'Menu', a search bar with 'Enter your search term', and a 'Go' button. A 'Contact us' link is in the top right. Below the navigation bar, there is a yellow banner with a red exclamation mark icon and the text: 'Get coronavirus help and support and find out about disruption to council services. Emergency school closures'. Below the banner, it says 'You are in Libraries'. The main heading is 'Get the library at home'. The text below reads: 'Even though our libraries are currently closed, you can still access lots of your favourite services. Find out what's available below.' There are three blue buttons with white text: 'Library services for adults >', 'Services for children >', and 'Wellbeing >'.

## Stay safe from scams

East Sussex Trading Standards is warning people to remain vigilant following a rise in coronavirus-related scams. Be aware of people offering or selling: virus testing kits; vaccines or miracle cures; overpriced or fake goods to protect from coronavirus; shopping or medication collection services; home decontamination services.

- Visit [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk) for more information.
- To report an incident or issue online directly to East Sussex Trading Standards visit [www.eastsussex.gov.uk/business/tradingstandards/report](http://www.eastsussex.gov.uk/business/tradingstandards/report)
- For advice on goods and services call the Citizens Advice Bureau on **0808 223 1133** or visit [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer). All information will also be passed onto East Sussex Trading Standards.

## Share your feedback on health and care services

Healthwatch East Sussex is the local health and care watchdog. Share your experiences of health and care services with Healthwatch, or contact them for advice and information on local health and care services:

Online: [www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)

- Email: [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)
- Phone: **0333 101 4007**
- SMS Text: **07860 018613**

## Modern slavery

Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse including sexual exploitation, forced labour, domestic servitude and drugs trade.

If you think you or someone else is a victim, report it to adult social care or children's services using the contact details on page 4.

Or call **101** to report modern slavery to Sussex Police. Call **999** if a crime is in progress or life is at risk.

For more information and advice call the Modern Slavery Helpline confidentially anytime on **08000 121 700**.

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## Fire service home safety checks

East Sussex Fire and Rescue Service is offering free, virtual home safety checks over the phone whilst social distancing is in place. Those most at risk who need an urgent smoke alarm or have a faulty alarm replacement can still receive home visits, with protective precautions in place.

- Find out more at [www.esfrs.org/your-safety/home-safety-visits](http://www.esfrs.org/your-safety/home-safety-visits) or call **0800 177 7069**.

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## Household waste sites

Household waste recycling sites ('tips') are open. Please try to reduce your waste, and recycle through kerbside collections. Only visit the 'tip' if essential. Vans and vehicles over 2m will only be accepted on Tuesdays, Thursdays and Saturdays.

Visit [www.eastsussex.gov.uk/rubbish](http://www.eastsussex.gov.uk/rubbish)

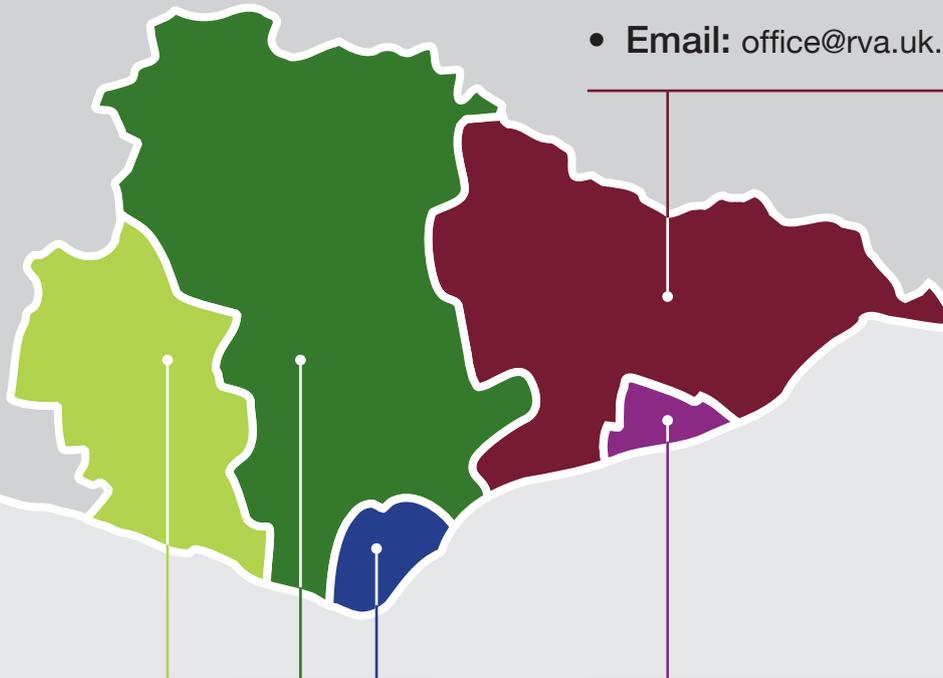
## Volunteering and support for community groups

Contact your local voluntary association if you're interested in becoming a volunteer, or would like support and advice for your community or voluntary group:



### Rother area

- Website: [www.rva.uk.com](http://www.rva.uk.com)
- Phone: **01424 217259**
- Email: [office@rva.uk.com](mailto:office@rva.uk.com)



### Eastbourne, Lewes and Wealden area

- Website: [www.3va.org](http://www.3va.org)
- Phone: **01323 639 373**
- Email: [info@3va.org.uk](mailto:info@3va.org.uk)



### Hastings area

- Website: [www.hastingsvoluntaryaction.org.uk](http://www.hastingsvoluntaryaction.org.uk)
- Phone: **01424 444 010**
- Email: [info@hastingsvoluntaryaction.org.uk](mailto:info@hastingsvoluntaryaction.org.uk)



## Getting this information in other formats

You can get all of our leaflets in a format and language to suit your needs. If you would prefer this information in another language or alternative format (for example Easy Read, Braille, on audio tape or CD, or in large print), please contact us using the details below.

Email: [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)

Phone: **0345 60 80 191**

(Calls are charged at your phone company's local rate.)

Text: **07797 878 111**

Minicom via type talk: **18001 0345 60 80 191**

If you use sign language we can offer you an interpreter for conversations with us.