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

This leaflet from East Sussex County Council lets you know 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.

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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.

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.

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 pages 9 and 10 of this leaflet.

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

- Visit www.eastsussex.gov.uk

- Follow @EastSussexCC on [Twitter](#) and [Facebook](#)
- Sign up to our monthly newsletter Your East Sussex your.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. You can contact your nearest community hub through your district or borough council. See pages 6-8 for contact details.

- Visit eastsussex.gov.uk/coronavirus to read more about what the community hubs can help with.
- You can also visit 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:

Eastbourne area	
Community Hub contact <ul style="list-style-type: none">• Website: www.lewes-eastbourne.gov.uk/community/covid-19	Eastbourne Borough Council general enquiries <ul style="list-style-type: none">• Website: www.lewes-eastbourne.gov.uk

<ul style="list-style-type: none"> • Phone: 01323 679722 	<ul style="list-style-type: none"> • Phone: 01323 410000 • Email: customerfirst@lewes-eastbourne.gov.uk
<p>Hastings area</p>	
<p>Community Hub contact</p> <ul style="list-style-type: none"> • Website: www.hastings.gov.uk/my-council/covid19/help • Phone: 01424 451019 	<p>Hastings Borough Council general enquiries</p> <ul style="list-style-type: none"> • Website: www.hastings.gov.uk • Phone: 01424 451066 • Minicom: 01424 781755 • Email: customerservices@hastings.gov.uk
<p>Lewes area</p>	
<p>Community Hub contact</p> <ul style="list-style-type: none"> • Website: www.lewes-eastbourne.gov.uk/ 	<p>Lewes District Council general enquiries</p> <ul style="list-style-type: none"> • Website: www.lewes-eastbourne.gov.uk

<p>community/covid-19</p> <ul style="list-style-type: none"> • Phone: 01273 099956 	<ul style="list-style-type: none"> • Phone: 01273 471600 • Email: customerfirst@lewes-eastbourne.gov.uk
<p>Rother area</p>	
<p>Community Hub contact</p> <ul style="list-style-type: none"> • Website: www.rother.gov.uk/news/community-support • Phone: 01424 787000 (option 4) 	<p>Rother District Council general enquiries</p> <ul style="list-style-type: none"> • Website: www.rother.gov.uk • Phone: 01424 787000 • Email: customer.services@rother.gov.uk
<p>Wealden area</p>	
<p>Community Hub contact</p> <ul style="list-style-type: none"> • Website: www.wealden.gov.uk/news-and-events/coronavirus-covid-19-latest/community-support • Phone: 01323 443322 	<p>Wealden District Council general enquiries</p> <ul style="list-style-type: none"> • Website: www.wealden.gov.uk • Phone: 01323 443322 • Email: info@wealden.gov.uk

Directories of community information and support

East Sussex 1Space:

- www.1space.eastsussex.gov.uk is a directory of local care, support and wellbeing services for adults, including accredited and CQC rated services.
- Email: 1spaceadministrator@eastsussex.gov.uk

East Sussex Community Information Service:

- www.escis.org.uk is a broad directory, encompassing all community information and events in East Sussex.
- Email: 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
- Email: supportwithconfidence@eastsussex.gov.uk
- Phone: 01323 463440.

East Sussex County Council 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
- 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

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

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.

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 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, 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 or call 111 to find out what to do.

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 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 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 if you're experiencing symptoms of stress anxiety or low mood, or visit the website for free resources.
- Visit www.e-wellbeing.co.uk for mental health support if you're aged 13-25.
- Visit 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/mental-health-directory

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.
- You can also find a directory of support services online at 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.

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; 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

Find more support online at www.eastsussex.gov.uk/drugsalcohol

Good Neighbour Schemes

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 www.1space.eastsussex.gov.uk and searching 'good neighbour scheme', or call your local community hub.

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 www.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
- Email: info@cftc.org.uk
- Phone: 01323 738390

- Text: 07860 077300

You can also visit

www.eastsussex.gov.uk/socialcare/carers/directory/support for an online directory of support for carers.

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 with East Sussex Young Carers for support:

- Website: 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: www.amazesussex.org.uk
- Phone: 01273 772289
- Email: 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

Visit 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 www.eastsussex.gov.uk/libraries/library-at-home for services like wellbeing advice, free eBooks and audio books, eMagazines, eNewspapers and online learning.

All libraries are temporarily closed during the second national lockdown (from 5 November). 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.

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 for more information.
- To report an incident or issue online directly to East Sussex Trading Standards visit 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. All

information will also be passed onto East Sussex Trading Standards.

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 pages 9 and 10 of this leaflet.

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.

Fire service virtual 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:

- Website: www.esfrs.org/your-safety/home-safety-visits
- Phone: 0800 177 7069.

Household waste sites

Our household waste recycling sites ('tips') are open with social distancing measures in place. Please try to reduce your waste where possible, and recycle as much as you can through kerbside collections. Only visit the 'tip' if essential, and be prepared to queue. Cars can visit daily, but vans and vehicles over 2m will only be accepted on Tuesdays, Thursdays and Saturdays. Visit www.eastsussex.gov.uk/rubbish for the latest updates.

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
- Email: enquiries@healthwatcheastsussex.co.uk

- Phone: 0333 101 4007
- SMS Text: 07860 018613

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:

Eastbourne, Lewes and Wealden area:

- Website: www.3va.org
- Phone: 01323 639 373
- Email: info@3va.org.uk

Hastings area:

- Website: www.hastingsvoluntaryaction.org.uk
- Phone: 01424 444 010
- Email: info@hastingsvoluntaryaction.org.uk

Rother area:

- Website: www.rva.uk.com
- Phone: 01424 217259
- Email: office@rva.uk.com

Leaflet by East Sussex County Council.

For any updates or corrections to this leaflet
please email:

Consultation.ASC@eastsussex.gov.uk