



June 2020 Thedwastre North Newsletter

HOME, BUT NOT ALONE

You can call the Home, But Not Alone phonenumber if you live in Suffolk and need urgent help during the coronavirus (COVID-19) pandemic. This is a free service.

This emergency phonenumber is for people who:

- do not have support available from friends, family or neighbours
- are struggling for food, medicines or other essential supplies
- are feeling lonely and isolated.

If any of these apply to you, call 0800 876 6926 (available 9am to 5pm every day, including weekends). The telephone line is not a general information line for COVID-19 queries. This Home but Not Alone helpline has now received nearly 9,000 calls, which include calls for support with food, calls for support with collecting medication, and calls relating to loneliness or isolation.

Joint Council reaction to EDF Energy's submission of application for Sizewell C

The Council Leaders of East Suffolk Council and Suffolk County Council have offered a joint response following the submission on 27 May of EDF Energy's application for a Development Consent Order (DCO) to build a new nuclear power station at Sizewell.

Whilst both councils have been supportive of EDF Energy making the DCO submission, they continue to call on the energy provider to talk to the two local authorities before triggering the formal Section 56 process and timescale, which includes a period of formal public engagement. With the ongoing Covid-19 pandemic, there is a high level of concern that the current period of social distancing and restricted movement will not give the community its fullest opportunity to engage with the planning process.

More booking slots released following successful re-opening of Suffolk's recycling centres

On Thursday 14 May, all of Suffolk's 11 recycling centre sites re-opened on an appointment only basis. Since then, 95% of all slots have been booked. This amounts to 28,500 appointments. The booking system has proved an efficient and effective way of allowing people to easily dispose of their rubbish and helping

manage demand on the service. It has helped reduce traffic disruption on roads around the sites and supported social distancing on site for staff and members of the public.

From 28 May, in line with the phased approach, and because of the success of the booking system, car derived vans can access the sites via online booking. Charges for DIY waste from households, like soil, rubble or hardcore, will also be accepted, but trade waste still cannot be taken to the sites. Contactless card payments will be taken at a kiosk on site, in line with social distancing measures. Bags of compost will also be available to buy on site.

Suffolk creates safer spaces as communities begin to re-open during Covid-19 response

To ensure appropriate safety measures can be put in place for communities across Suffolk, the county council is working closely with its local authority partners, town councils and the business community to develop guidance and advice on how social distancing measures can be maintained as shops and businesses begin to re-open and current lockdown restrictions are relaxed over time.

This will include empowering local councils and the business community to make small-scale temporary changes to enable social distancing, without the need to seek consent from Suffolk County Council.

Any of the temporary changes made during this time will be kept under review and Suffolk County Council will continue to work with its partners to adapt to government guidance and review what support is needed to help the local economy.

The council has received a number of enquiries and requests to date, asking for a range of measures related to creating safe spaces in local communities. These requests are being grouped into the following categories, to help the Council understand the highest priorities and what work is required in different areas of the county:

- **Small-scale changes** – changes that communities can make themselves, without contacting Suffolk County Council. These will be local safety measures on pavements that outline queuing areas, social distancing reminders, or simple painted markings on pavement surfaces for pedestrians.
- **Medium-scale changes** – changes that will require communities to contact Suffolk County Council for support. This will be anything that needs to happen off the pavement, or anything that Suffolk Highways will be required to deliver, such as temporary signs, barriers and cones. This may also include simple traffic regulation notices or orders, and licenses for seating, planters and other semi-permanent obstructions.
- **Large-scale changes** – changes that will require communities to contact Suffolk County Council for support. This will include any road closures or extensive changes to how traffic is managed and semi-permanent works, such as painting lines on roads, pothole patching, or works such as installing dropped kerbs.

If the activity that the community wants to carry out requires working on, or in, the road, then the county council will need to be contacted. If communities are unsure where their proposed changes fit, they are encouraged to contact the county council at transport.schemes@suffolk.gov.uk.

Local councils and businesses should consider the following when carrying out small-scale changes in their communities:

- Ensure communities work safely at all times when installing local measures; ensure activities are carried out on the pavement, not in the road; and aim to carry out works during quieter periods of the day.
- Consider the needs of people with disabilities, such as wheelchair users or those with impaired visibility, and those with prams, double buggies or trolleys to ensure they have sufficient space on the pavement to pass safely.
- Consider the type of paint being used (i.e. it should be non-toxic) or consider using small thermoplastic markings of appropriate symbols that can be easily removed.
- Laminated signs should be fixed to street furniture (such as lighting columns), with cable ties only to avoid damage. Consideration also needs to be given to having these signs at a safe height and ensuring they are visible.
- Digging into the pavement or road is not permitted, nor is fixing anything to the floor, due to the possibility of there being underground cables and pipes.
- Town councils should monitor and review signs and the condition of paint markings to ensure these are clear and safe.

People in Suffolk to benefit from a virtual care response

Suffolk County Council, in partnership with [RETHINK Partners](#) and [Alcove](#), has launched a new and innovative response to the COVID-19 crisis, by providing virtual care and support to vulnerable or shielded people.

The service is provided through the rapid rollout of the Alcove Video Carephone, a simple communication device that allows people with little or no technological ability to have two-way video contact with care workers, family members and other approved service providers. This will help with tasks that do not require face-to-face visits and, therefore, limit people's exposure to infection. For example, carers can check visually if medications are being taken, set prompts and reminders, or carry out welfare and wellbeing checks.

Users are being supported to set up the Alcove Video Carephones remotely and their friends and family members can also be added during set-up. The council is working closely with care providers and partners to identify the most appropriate people, to receive the device.

Stick With It Suffolk – continue slowing the spread of coronavirus

Suffolk residents are being asked to continue their great efforts, which are successfully reducing the spread of COVID-19.

The *Stick With It Suffolk* campaign, launched on 18 May, highlights the things we must all continue doing to keep each other safe and to defeat the virus.

These are:

- Keep staying at home
- Keep working from home if you can
- Keep two metres apart if you go out
- Keep exercising safely
- Keep washing your hands with soap and water
- Keep self-isolating if you, or anyone in your household, has symptoms
- Keep travelling by car, bike or walking
- Keep staying safe at work
- Keep shielding yourself if you're vulnerable
- Keep supporting local businesses
- Keep looking out for each other.

Stick With It Suffolk is being rolled out across the county by the Suffolk Resilience Forum, which includes Suffolk's NHS, Emergency and Public Services.

This is how Suffolk will successfully respond to the government's *Stay Alert, Control The Virus, Save Lives* message.

People are asked to share their stories and how they are managing to stick with it, using the hashtag **#StickWithItSuffolk** on social media.

Don't suffer alone – help is available to support your mental health and in the case of domestic abuse.

If you are experiencing a mental health crisis and need support, help is available – that's the message from the Suffolk Resilience Forum.

National and local evidence shows a drop in the number of people accessing mental health services during the coronavirus outbreak. It is important that Suffolk people know that help is available all day, every day.

The *FirstResponse* service, launched by Norfolk and Suffolk NHS Foundation Trust, is available 24 hours a day, seven days a week, and provides immediate advice, support and signposting for people with mental health difficulties. If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can call the helpline on **0808 196 3494**.

More support is available at any time of day or night from Samaritans, who offer confidential and non-judgmental emotional support whenever you need someone to talk to. Call **116 123**.

For young people, Kooth is a free online counselling and emotional wellbeing support service commissioned by NHS Ipswich and East Suffolk and NHS West Suffolk Clinical Commissioning Groups, and Public Health Suffolk. It launched across the county in October 2019 to provide support to young people aged 11 to 18 years.

Kooth offers young people bookable virtual chat sessions with experienced counsellors, live moderated forums to share their experiences, self-help materials, journals and goal trackers to reflect their thoughts and feelings.

Young people can access the service by going to: [kooth.com](https://www.kooth.com), and registering. For details of other emotional wellbeing support services available to young people in Suffolk visit: www.thesource.me.uk/wellbeing

Suffolk GPs and A&E services also remain open, and there are different options available for speaking to a GP including telephone, text, video call or email.

If you need urgent help, feel desperate or unsafe, you should talk to someone nearby immediately if possible, call 999, or visit your nearest A&E department.

On 22 May, Suffolk County Council, working with Anglia Care Trust, extended its Domestic Abuse Helpline to offer 24-hour support. The council is urging anyone experiencing, or at risk of, domestic abuse to make contact, when safe to do so.

With lockdown measures still in place, it is important that those who may find themselves at risk of abuse at home, can access the right support at whatever time they need it. The existing Domestic Abuse Outreach Service has therefore extended its **0800 977 5690** freephone number to be available 24 hours a day, seven days a week. Anyone with concerns, including professionals who are supporting clients and friends and families who are concerned for loved ones, can access this local support.

Suffolk Archives commemorate VE Day 75 with new online exhibition

VE (Victory in Europe) Day - Friday 8 May 1945 - was the day the Second World War came to an end across Europe.

In 1945, up and down the country, people came together to celebrate this moment with street parties, parades, and dancing across towns and villages, and a national holiday was declared.

Until earlier this year, Suffolk Archives had intended to recreate this atmosphere at a special event on Ipswich Waterfront. Unfortunately, due to the on-going situation with the Coronavirus pandemic they, like so many others, had to cancel these plans.

Instead, Suffolk Archives are proud to host a special online exhibition, in place of the activities which would have been taking place: www.suffolkarchives.co.uk/displays-online/ve-day-75

[Jane Storey](#)

[1st June 2020](#)