

Home But Not Alone – SCC and partners support

On Tuesday Suffolk County Council and its partners launched a new app and helpline to support Suffolk people. The 'Home But Not Alone' campaign aims to connect people and groups who want to volunteer in their communities with neighbours who are most in need. All details and offers of support can be logged and matched using a new app, Tribe Volunteer, and the **Freephone helpline 0800 876 6926** will be staffed from 9am to 5pm, seven days a week. Click here for more information. <https://www.suffolk.gov.uk/council-and-democracy/council-news/show/home-but-not-alone>

Suffolk Refugee Support

Offering a telephone service on 01473 400785 on a Monday, Tuesday and Friday 9.30am - 4.30pm (our normal drop in hours) for Refugees and Asylum seekers. Clients will be asked to provide their name, number and a reason for calling and then a designated member of the advice team will call them back.

We are also regularly calling those clients who we believe are most vulnerable and thinking and working towards remote ways to continue to engage those clients who had been attending our groups.

Suffolk Coalition Of Disabled People

Are offering a telephone contact service – for people who are disabled, carers or anyone in isolation that wants someone to chat to. We can be contacted on:

Tel: 07718 563751

Email: Enquiries@scodp.org.uk

Our contact page of the website: www.scodp.org.uk/contact

We will be able to call people back if they give us their name and telephone number – we do not need other details. We are also happy to accept referrals if they have the permission to pass on the above details.

We will be available Monday – Saturday 8 am – 8pm

Message from Suffolk Police:

My name is Inspector Becky Kidd-Stanton and I work on the Neighbourhood Partnership Team at Suffolk Police.

We are aware of the wider impact of the Coronavirus on our communities. From a policing perspective, please be assured that our role remains the same. Our police officers and police staff will continue to protect the public, investigate crime and bring offenders to justice.

Our control room staff will continue to assess every incident reported to the police and will deploy our resources accordingly. As you would expect, priority will be given to incidents where the public are at imminent risk of harm.

We would like to reassure the community that we will continue to have measures in place to ensure we protect the most vulnerable people in our community.

Like other organisations, we are experiencing increased demand on our services. We would encourage the public to use online reporting wherever possible for non-

urgent reports. If this is not possible, please use 101. However, if an incident is taking place at the time this should be reported immediately on 999.

Although our community engagement officers are not currently able to carry out their normal role with face to face public engagements, they will still be undertaking their work on the telephone and on social media.

<https://www.suffolk.police.uk/contact-us/other-contact-options/community-engagement-officers>

Our Diverse communities' coordinator, Ginny Shoesmith is also still available for you to contact.

Virginia.Shoesmith@suffolk.pnn.police.uk

Lastly, I would like to take this opportunity to share a useful government document with you. We are aware that some people are having to stay at home and self-isolate. This document contains some important information about how to stay safe whilst accepting help from others.



HM Government



How to stay safe when accepting help from others

- If you are receiving voluntary help do not share financial details like credit/debit card numbers or personal information.
- If someone you don't know calls at your home, always ask for ID and always ensure you are comfortable sharing details like your phone number or address.
- Only provide information on a need to know basis and if you have seen ID. Do not feel pressured into providing information.
- If you have doubts about those who are approaching you, and are concerned, it is advised that you don't engage, and report serious suspicious behaviour to the police.
- Remember that genuine volunteers have been instructed not to enter your home and should all have documentation proving their status.



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