



Coronavirus: need help?

**Your community
hub is here!**



East Sussex
Clinical Commissioning Group

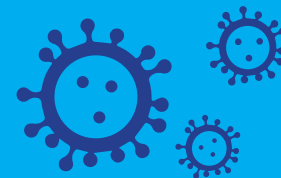


East Sussex
Voluntary Sector Alliance



Coronavirus: need help?

Support for everyone in East Sussex



If you are struggling to cope with the effects of coronavirus, your community hub may be able to help. **No one in East Sussex will be left on their own.** But some people may be able to get the support they need from family, friends or neighbours instead.

Get in touch with your community hub if:

You're struggling to cope with coronavirus because you're alone, worried, unwell, short of money or can't get medicine, food or other essentials

AND

There is no one living near you who you know and can trust to help

Get in touch with your community hub if:

Your GP has contacted you to say you have an extreme medical condition and you are getting food delivered to your home while you shield yourself for 12 weeks

AND

There is something else you need

Consider NOT getting in touch with your community hub if:

You have family, carers, friends or neighbours nearby who you can trust and rely on to help you (and who are not vulnerable themselves)



Contact your community hub:

Eastbourne

01323 679722

www.lewes-eastbourne.gov.uk/requestsupport

Lewes

01273 099956

Hastings

01424 451019

www.hastings.gov.uk/my-council/covid19/help

Rother

01424 787000, opt 4

www.rother.gov.uk/community-support

Wealden

01323 443322

my.wealden.gov.uk

If you would like to request this information in a different language or format contact escoronavirusenquiries@eastsussex.gov.uk

Community hubs in East Sussex

'No one left on their own'

What are they?

The contact point where residents of East Sussex can turn if they feel they need some extra help in coping with the effects of coronavirus or if they know someone else who needs help

Most people won't need to make contact because they have family or friends who can help them if needed. But it's vital that no one is left on their own if they feel isolated, unwell or anxious. This is the need community hubs will meet.

A community hub is being established in every part of the county (in Eastbourne, Hastings, Lewes, Rother and Wealden) with both online and telephone contacts for people to get in touch.

The community hubs supplement the help that the national government has already arranged to shield people with extremely urgent medical conditions and who have been asked to stay at home for 12 weeks. The Sussex Resilience Forum (which brings together emergency services, health, local government and other partners across Sussex) is co-ordinating supplies for everyone in this shielded group who wants help with food and medicine at home. People in this group are already being contacted by their GPs and they may not need to contact the community hubs, but staff at hubs will ensure they have what they need to stay safe.

Who is running the community hubs?

They're a partnership between the voluntary sector, health service and local government (both the county council and the districts and boroughs) in East Sussex.

What will they do?

They will listen to people's needs and put them in touch with the group or person best placed to help locally. That might be a local voluntary group to pick up food or medicine for people, a volunteer to talk to people who feel isolated, access to food banks, a health provider to consider treatment or advisers on finance, benefits or other welfare measures.

Where are they and how do people get in touch?

There are five hubs – one in each part of the county. Each one can be reached online or by phone.

Eastbourne

online: <https://www.lewes-eastbourne.gov.uk/community/covid-19/>

phone: **01323 679722**

Hastings

online: <https://www.hastings.gov.uk/my-council/covid19/help/>

phone: **01424 451019**

Lewes

online: <https://www.lewes-eastbourne.gov.uk/community/covid-19/>

phone: **01273 099956**

Rother

online: <https://www.rother.gov.uk/news/coronavirus-covid-19-community-support/>

phone: **01424 787000 (option 4)**

Wealden

online: <https://www.wealden.gov.uk/news-and-events/coronavirus-covid-19-latest/community-support/>

phone: **01323 443322**

When are they open?

Usually during typical working hours, from 9am to 5pm though this will vary slightly from hub to hub.

Who do we expect to get in touch?

Anyone who is struggling to cope with the effects of coronavirus because they are alone, unwell, anxious, short of money, can't get medicine, food or other essentials or are finding it hard to meet their responsibilities as carers.

Most people have networks of nearby family, friends, carers or neighbours they can call on and we do not expect they will need to contact the community hubs. But anyone is welcome to get in touch.

Can they guarantee to help?

Staff and volunteers working from the hubs intend to help everyone who gets in touch but they will also have to make decisions about whose needs make them highest priority. For example, someone who is elderly, alone and unwell is likely to need help more urgently than someone who is younger and has relatives nearby.

Voluntary groups will continually assess the needs they are seeing in each community and match resources accordingly.

What if I'm already getting help from a voluntary group? What if I'm already getting food delivered because of my medical situation?

If you're already getting the help you need that's fine and there is no need to contact a community hub. But if there is something else you need then you can get in touch.

What is being done to tell people about the hubs?

All partners will be publicising them through websites, social media, on television and radio and through direct leafletting and signage. They will also be working with existing local volunteer groups and with frontline staff in healthcare, local government and emergency services.

If people would like the information in a different language or format (such as an easy-to-read version) they can contact escccoronavirusenquiries@eastsussex.gov.uk or ask community hubs to pass on the request.

Can we also contact the hubs to volunteer or offer financial help?

Offers of help are very much appreciated but it is better to contact local voluntary groups themselves rather than the community hubs. For local volunteering opportunities, please contact either:

[Hastings Voluntary Action](#) - 01424 444010

[Eastbourne, Lewes and Wealden 3VA](#) – 01323 639373

[Rother Voluntary Action](#) – 01424 217259