

# WHOLE FAMILY INFORMATION & SUPPORT – CORONAVIRUS UPDATE

8<sup>th</sup> April 2020

You are receiving this bulletin as you had previously signed up to receive the Open for Parents bulletin. If you would prefer not to be sent this, please let us know by replying to the email.

If you would like to provide any information or updates about your service and the offer of support for families in East Sussex during this time, please send a brief email to: [family.keywork@eastsussex.gov.uk](mailto:family.keywork@eastsussex.gov.uk) Your email should include: any relevant web links, contact information for service users, logo if appropriate and the text you'd like to be included in future editions of this Whole Family Information & Support bulletin.

## EAST SUSSEX COMMUNITY HUBS

### 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](http://www.lewes-eastbourne.gov.uk/requestsupport)

##### Lewes

01273 099956

##### Hastings

01424 451019

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

##### Rother

01424 787000, opt 4

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

##### Wealden

01323 443322

[my.wealden.gov.uk](http://my.wealden.gov.uk)

If you would like to request this information in a different language or format contact [escccovid19enquiries@eastsussex.gov.uk](mailto:escccovid19enquiries@eastsussex.gov.uk)

[East Sussex Community Hubs](#) are now working across the district and borough areas to help people who feel they may not be able to manage because of isolation or an existing health condition.

Community hubs are the contact point that residents of East Sussex can turn to if they feel they need extra help in coping with the effects of coronavirus or know someone else who needs help. Many people will already have the support they need from family, friends, carers or neighbours and will not need their community hub. But it's vital that no one is left on their own if they feel isolated, unwell or anxious. No one in East Sussex will be left on their own. This is the need community hubs will meet.



## SOUTHERN WATER SUPPORT FOR PAYING BILLS

Southern Water is increasing support for customers facing affordability challenges as a result of the impact of COVID 19 and are working with customers to help them avoid falling into unnecessary debt.

**3 month payment break or reduced payment plans can be applied for by following [this link](#)**

or by calling the team on **0330 303 0277**

**Vulnerable customers can be placed on the Priority Services Register.** Customers currently on the register are being contacted to remind them of support available. Keyworkers can refer families to the [Register](#).



## BABIES CRY, YOU CAN COPE

During these challenging times stress levels may be increased, particularly for those with small babies and where support from family and friends is not easily accessible. The [ICON Programme](#) helps parents cope with a crying baby.

## UNIVERSAL CREDIT SUPPORT (countywide)

The telephone service (0800 328 5644) for the Universal Credit Service Centre will temporarily be restricted to 9.30am to 3.30pm daily. This allows time for staff to process the large number of new claims.



## IROCK VIRTUAL SUPPORT FOR YOUNG PEOPLE (countywide)

i-Rock is offering a virtual offer. All 3 sites are closed, but young people can access support by emailing the team, who can then offer a telephone or video consultation.

[irockhastings@gmail.com](mailto:irockhastings@gmail.com)

[irocknewhaven@gmail.com](mailto:irocknewhaven@gmail.com)

[irockeastbourne@gmail.com](mailto:irockeastbourne@gmail.com)



## CHILDREN'S GUIDE TO CORONAVIRUS

Many children will be anxious or worried about the coronavirus outbreak and will have questions. The Children's Commissioner has put together [a short guide to help explain to children](#), in language they can understand, some of the issues surrounding coronavirus. The guide aims to answer children's questions, tell children how to stay safe and protect other people and how to help them make the best of their time at home.

## HOME LEARNING SUPPORT

The Government have published an initial list of online educational resources to help children to learn at home. [Click here](#) to access these online resources. These websites have been identified by some of the country's leading educational experts and offer a wide range of support and resources for pupils of all ages.

## FOR PARENTS OF CHILDREN WITH SEND

For a resourceful booklet of indoor activities, how to structure routine and ways to manage wellbeing to support children with a learning disability [click here](#).

An accessible, clear podcast setting out the role parents have during this period and why they are not replacing teachers, but enhancing their own parenting

[“Corona – Life at home – supporting children with special needs” SENDcast.](#)