



June 2020 Monthly Parish Newsletter

STAY ALERT 

CONTROL THE VIRUS

 **SAVE LIVES**

For more information, visit www.suffolk.gov.uk/coronavirus

#Covid19Suffolk

Visit suffolk.gov.uk/coronavirus for health advice, service changes, business support and schools guidance.

Keep up to date on the latest guidance on COVID-19 from central government here: www.gov.uk/coronavirus

COVID-19 related news

HOME, BUT NOT ALONE



HOME, BUT NOT ALONE
Connecting volunteers and vulnerable people in Suffolk

DOWNLOAD
Tribe - Volunteer
APP TO VOLUNTEER



Need a volunteer's help? Call: 0800 876 6926

#COVID19SUFFOLK

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.

The 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.

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. The system has received widespread public support. 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.

To make a booking, please visit www.suffolk.gov.uk/recyclingcentres. If you do not have access to the internet, call 0345 606 6067. To prevent dangerous queueing, residents without a booking will not be able to enter the site. Residents must not arrive on site more than five minutes before their allocated time.

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.

Where there is a requirement or desire for larger, more detailed changes to be made in the community, these will need to be discussed with county council officers to understand how this can be achieved.

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 trollies 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.

Domestic abuse helpline extended to offer round the clock support in Suffolk

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.

The government advice encouraging people to stay at home as much as possible can create additional challenges to those at risk of domestic abuse. Domestic abuse remains a priority for partners across Suffolk during this period.

Don't suffer alone – help is available to support your mental health

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.

Since going live, the service has been accessed over 3,100 times, with 97% of the youngsters who used it saying they would recommend it to a friend. As a result of its popularity, and the Coronavirus outbreak, the Kooth service has been extended to support more young people - up to the age of 25.

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

Other news

Highways completes 1,000 extra road improvements during lockdown

On 13 May, it was reported that Suffolk Highways has increased its number of repairs and road improvements since the Coronavirus lockdown began.

6,334 potholes and other highway faults were repaired in the county during March and April, compared with 5,345 in the same period last year, meaning a 18.5% increase in repairs.

Through Suffolk Highways' careful planning of resource prior to and during the lockdown, teams working out on the network have been supported to continue working effectively, whilst keeping themselves and members of the travelling public safe.

On top of these reactive repairs which are picked up through reports from residents and Suffolk Highways' routine inspections, the service has continued with its larger improvement schemes, completing works on Angel Hill in Bury St Edmunds and continuing with the construction of a new footpath on Heath Lane in Ipswich.

Suffolk Highways has also continued with its cyclical drainage, grass cutting and weed control programmes, ensuring those travelling for essential purposes can do so safely. Furthermore, the resurfacing and surface dressing programmes have begun – laying new surfaces on roads to help stop potholes from forming in future.

Suffolk County Council begins street light sensor deployment

Suffolk County Council has begun to install 100 sensors on its smart street lighting infrastructure for a variety of purposes, as part of the Smart Places Live Labs programme.

The council is working with wireless smart city applications specialist Telensa on the deployment under a two-year project funded by the Department for Transport (DfT), and is planning to monitor traffic, road temperature, air quality, wind and waste.

The sensors will provide data to a team at the University of Suffolk who will evaluate the benefits and help the council to decide which types to introduce on a larger scale.

“We’re committed to delivering a better road network and we know that the right smart technologies will play a crucial role,” said Richard Webster, street lighting manager at Suffolk. “We’re delighted to be working with long term partner Telensa as we create a sustainable smart places strategy that can adapt to the county’s evolving urban and rural needs.”

Smart Places Live Labs is being run by the Association of Directors of Environment, Economy, Planning and Transport (ADEPT) to examine the potential and challenges in using digital technology across the local highway network. It is backed by £22.9 million from the DfT.