



# Hedon Town Council

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Town Clerk

TOWN HALL · HEDON · EAST RIDING OF YORKSHIRE · HU12 8EX

Dear Resident,

During these difficult times Hedon Town Council has put together some guidance and useful contact information for residents who are unable to access internet services and as a reference for those who can. Whilst some of the following contact details may be obvious, they have been included.

## **General Telephone Numbers:**

Medical Emergency – 999

NHS Non-Emergency - 111

Holderness Health - 01482 899111 / 0333 332 4242

Hedon Town Council - 01482 898428

Covid-19 Home Test Helpline - 0300 303 2713

East Riding Community Hub - 01482 393919

If you are struggling to get your shopping or prescriptions, or would like to receive a friendly check in and chat call from a volunteer, the NHS Volunteer Responders may be able to help. NHS Volunteer Responders can help anyone who needs to self-isolate for any reason or who choose to stay at home as much as possible because they are cautious about going out during the coronavirus outbreak. To arrange support for yourself or someone you know call 0808 196 3646 (8am to 8pm, 7 days a week). More information about the help that can be provided is also available on this dedicated website – [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk)

## **Food Banks:**

Hedon Community Food Bank – 07808 131606 / 07808 360804 or [hedoncommunityfb@outlook.com](mailto:hedoncommunityfb@outlook.com) located at The Amy Black Community Centre on Sheriff Highway next to the Scout Hut, opening hours: Monday 5:00pm – 9:00pm, Wednesday 1:00pm – 2:30pm and Friday 4:00pm – 6:00pm.

St Augustine's Pantry – 07946 703083 or [s.h.pulko@emeritus.hull.ac.uk](mailto:s.h.pulko@emeritus.hull.ac.uk) located at St Augustine's Church, opening hours: Thursday 10:30am – 12:30pm.

If there is anything you are unsure about please do not hesitate to contact Hedon Town Council during the hours of 9:00am - 3:00pm Wednesday to Friday and we will signpost you to the help you need.

This is a very unusual time for everyone and we hope that you and your loved ones are keeping well. If you are finding the current situation overwhelming, please remember you're not alone. There is lots of information and advice out there on mental health support during the current crisis.

**Mental health advice and support:**

Mind - mental health support - 01482 240 200 or 0300 123 3393 or text 86469 (9am to 6pm Monday to Friday)

Samaritans - support for people experiencing distress or despair - 01482 323 456

Rethink Mental Illness - advice and information for people with mental health problems and carers - 0300 500 0927 (9.30am - 4pm Monday to Friday)

Saneline - information and support for people with mental health problems and carers - 0300 304 7000 (4.30pm - 10.30pm)

**Support with bereavement:**

Marie Curie offers a free bereavement support service. Anyone who is grieving can access up to six telephone sessions with a matched volunteer by calling 0800 090 2309.

**Dealing with domestic abuse:**

Self-isolation is crucial for saving lives but, sadly, it has become a living hell for some. Domestic violence is on the rise, as thousands are forced to stay home with their abusers. Listed below are some of the places you can go for support:

Refuge's 24-hour Freephone - 0808 2000 247

East Riding Domestic Violence and Abuse Partnership (DVAP) - 01482 396368

Hull Women's Aid - 01482 446 099

In an emergency always call 999 - followed by 55 if you are unable to speak out loud.

**Beware of scams during the outbreak:**

Sadly, there has been a rise in the number of scams going on, trying to take advantage of people during the outbreak. If you suspect a scam or have been a victim of one please contact the police on 101 to report it.

The Town Council would like to thank the town's shops who have worked tirelessly to keep everything going during these difficult times and the part they have played in making sure the vulnerable members of the town have everything they need. Thank you!

Finally, it is important that we all follow Public Health England guidelines and national Government advice to keep us safe and well during this pandemic.