

**Social Change** offering one free 30-minute session with counsellor

**01736 364722**

[info@counsellingforsocialchange.org.uk](mailto:info@counsellingforsocialchange.org.uk)

**Council Tax 0300 1234 171**

[www.cornwall.gov.uk/council-and-democracy/council-tax](http://www.cornwall.gov.uk/council-and-democracy/council-tax)

**Cornwall Housing**

Advice on rent payments etc, risk of being homeless or already homeless

**0300 1234 161**

[www.cornwall.gov.uk/housing](http://www.cornwall.gov.uk/housing)

**Citizens Advice Bureau**

**03444 111444 – Mon- Fri 10am- 4pm**

For debt enquiries text **DEBT** to **78866**.

For all other enquiries text **ADVICE** to **78866**. They will call you back within 48 hours, excluding weekends.

[www.citizensadvicecornwall.org.uk](http://www.citizensadvicecornwall.org.uk)

Other useful links:

NHS:

[www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

Public Health England:

[www.gov.uk/government/organisations/public-health-england](http://www.gov.uk/government/organisations/public-health-england)

World Health Organisation:

[www.who.int/countries/gbr/en/](http://www.who.int/countries/gbr/en/)

Cornwall Council:

[www.cornwall.gov.uk/coronavirus](http://www.cornwall.gov.uk/coronavirus)

The Town Council office, Community Centre and Library are currently closed. However, all calls and emails are being dealt with by staff, during regular office hours. Please do not hesitate to get in touch. Town Councillors continue to be available and their contact details can be found on the town council website. The website will be updated with the latest news.

**01736 755005**

[info@hayletowncouncil.net](mailto:info@hayletowncouncil.net)

[www.hayletowncouncil.net](http://www.hayletowncouncil.net)

Just a word of caution; please be careful about letting strangers into your home, and certainly don't give them cash or bank cards to purchase things on your behalf. Please be careful to protect yourself at all times. Ask for ID and only trust people you know or that you have contacted through a recognised organisation.

Please also note that in case of an emergency dial 999, and if you are unable to speak for any reason dial 55 and your call will be forwarded to the Police.



**Community support and information on local services during the Coronavirus crisis.**

If you or someone you know, is unable to or concerned about leaving the house because of the Coronavirus, there are groups and people to help.

The information on this leaflet aims to signpost you to services to help you get the food, essential medicine, support and/or the friendly chat you may need.

Remember, you are not alone.

This leaflet is available in large print upon request.

For up to date advice on Coronavirus visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**STAY AT HOME**

**PROTECT THE NHS**

**save lives**

For up to date advice on Coronavirus visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**STAY AT HOME**

**PROTECT THE NHS**

**save lives**

### **LOCAL SUPPORT FOR THOSE SELF-ISOLATING, ILL OR VULNERABLE**

**Volunteer Cornwall** If you or know of anyone who is self-isolating and in need of support with shopping, collecting prescriptions etc contact **01872 265300** or [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk)

**Community Kitchen** has been established by disAbility Cornwall in conjunction with the Cornish Oven and Hayle Rugby Club, for those residents who are older, potentially vulnerable or are self-isolating. They can deliver hot meals such as soup, pasties and stews for £2 a meal, to Hayle, St Erth, Connor Downs and surrounding areas on Wednesdays and Saturdays Contact details: **01736 759500** [advice@dialcornwall.org.uk](mailto:advice@dialcornwall.org.uk)

**disAbility Cornwall** has opened its DIAL advice line to anyone. It is open 9am-5pm, Monday to Friday. If you need information, advice or are feeling a little isolated and in need of a chat, or perhaps require practical support such as shopping or collecting medication, they will endeavour to help. Their friendly and professional advisers are there to help and they will source the support you need. Contact details: **01736 759500** [advice@dialcornwall.org.uk](mailto:advice@dialcornwall.org.uk)

**Hayle Food Bank** Emergency food for local people. If you don't have a referral or voucher, a Universal Credit letter will suffice at this time; they want to ensure no one in Hayle goes hungry. Home delivery can be arranged. [haylefoodbank@yahoo.co.uk](mailto:haylefoodbank@yahoo.co.uk)

A Covid-19 community support website has been developed by **Age UK Cornwall and Made Open Communications**. It is part of the **Inclusion Matters Partnership**.

[www.cornwall-link.madeopen.co.uk](http://www.cornwall-link.madeopen.co.uk)  
If you do not have access to the internet, the information from the site is also available via the Inclusion Matters Helpline on **01872 266383** during business hours.

### **OTHER SUPPORT AND HELPLINES**

Hayle Town Council is not a front-line provider but recognises that isolation, increased stress levels, concerns about money and work and being in a confined space can all affect your mental health, well-being and relationships. If you are concerned about yourself or someone else there are a number of services available.

**Volunteer Cornwall Befriending Line**  
Phone service providing someone friendly to talk to. For anyone who is feeling socially isolated or has social contact. **01872 266 988**

### **Samaritans**

24-hour emotional support for anyone who needs to talk **116 123**  
[jo@samaritans.org](mailto:jo@samaritans.org)  
[samaritans.org](http://samaritans.org)

### **Kooth**

Free, safe and anonymous online chat service providing counselling and emotional well-being support for young people.  
[kooth.com](http://kooth.com)

### **Cruse Bereavement Care**

Offers telephone, email and online support for anyone who has experienced a loss **0808 808 1677**  
[www.cruse.org.uk](http://www.cruse.org.uk)  
[cornwall@cruse.org.uk](mailto:cornwall@cruse.org.uk)

### **Cornwall Domestic Abuse (Refuge)**

24hr Helpline on **01872 225629**

### **Domestic Abuse**

24hr National domestic abuse hotline  
**0808 2000 247**

### **Childline 0800 1111**

### **Hayle Family Hub**

Offering support to all families  
**01209 310000**  
[Penwith.familyhub@cornwall.gov.uk](mailto:Penwith.familyhub@cornwall.gov.uk)

**Cornwall Council** Contact for anything related to Covid 19-  
help/information/advice/reporting  
**01872 266383**  
[covid19@cornwall.gov.uk](mailto:covid19@cornwall.gov.uk)