



County Hall Beverley East Riding of Yorkshire HU17 9BA Telephone (01482) 393939

Caroline Lacey Chief Executive

Your Ref: N/A
Our Ref: CL/
Enquiries to: N/A
Email: covid@eastriding.gov.uk
Tel. Direct: (01482) 393919
Date: 30/03/2020

COVID-19 – Community Response Hub Launched in the East Riding

Dear Resident,

We are living in unprecedented times for the world, the UK and for all of us here in the East Riding.

The coronavirus pandemic has seen the council mobilise a round-the-clock response in order to support our residents and businesses and we are doing all we can to keep delivering those essential services that our communities rely on. This might mean that, in the coming days, weeks and months, we need to re-focus staff and resources in order to prioritise these services.

The health and wellbeing of our residents will be at the centre of our response – especially in order to help protect the most vulnerable in society.

To that end, a new joint initiative between the council and HEY Smile Foundation has been launched to provide additional help and support to those most in need.

A community response hub has been established which will cover the whole of the East Riding and will work alongside existing charities, voluntary organisations and community groups as well as those groups set up on social media platforms to provide coordinated help and support.

For those people living on their own and following Government and NHS guidelines to self-isolate and do not have a network of family, friends, neighbours or carers to call upon, they will be able to call a dedicated telephone number to request support which could include asking for prescriptions or essential food items to be picked up or just a simple telephone call.

The initial calls will be taken by council staff who will process the request for help before forwarding the information on to the HEY Smile Foundation for their team of volunteers, who will be based across the East Riding, to action.

The dedicated telephone number is **(01482) 393919** and it will be operational from 9am-9pm Monday to Friday and 9am-6pm on Saturdays and Sundays.

Email requests are also available and all emails should be sent to covid@eastriding.gov.uk

The council will continue to keep residents updated on its response to the coronavirus pandemic through its website at www.eastriding.gov.uk/coronavirus on its social media channels and through the local press, including BBC Radio Humberside as the public service broadcaster.

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Finally, I just want to thank you for your community spirit during these difficult times and would ask that you continue to support the Government's efforts in responding to this pandemic.

Please continue to closely follow the advice and guidance from the Government and Public Health England, including staying at home, adhering to social distancing and following good hygiene practices, such as washing your hands.

We urge everyone across the East Riding to keep showing that tremendous community spirit that we are famous for, so that together we will get through this!

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'R. Burton', with a long horizontal stroke extending to the right.

Councillor Richard Burton

Leader

East Riding of Yorkshire Council

A handwritten signature in black ink, appearing to read 'C. Lacey', with a large loop at the end.

Caroline Lacey

Chief Executive

East Riding of Yorkshire Council