

Local community response

As of 23/03, people have been able to call a new Suffolk freephone number - [0800 8766926](tel:08008766926). Please note that **this is not a general Covid-19 helpline**, it's intended only for those who need help and who can't get that help from family and friends. This phonenumber is open 09:00 – 17:00 seven days a week.

The calls will be triaged by SCC and then relevant ones will be channelled through our Customer Services Team. If the call is for help/support and the person calling does not have any friends or family that can support them then customer service will raise a case to the communities officer directly.

Your communities officer for Felixstowe Peninsula is Chloe Lee. Chloe's direct telephone number should you need it is 07557486172.

Chloe will then try and match that individual to a source of help in the local community (i.e. Basic Life Charity, Felixstowe Helping Hands, Parish Council initiatives, Citizens' advice, Telephone befriending services, to name a few). If there isn't a source of help i.e. they want something that isn't covered or there isn't a group in their area then it will be escalated to our Tactical Management Team to be resolved through the wider pool of ESC volunteers.



Tribe Volunteer

0% of 10.72 MB

Verified by Play Protect

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

Tribe Volunteer - Social Action app has been created, this is where groups can add information about what they are offering to local people (local people can also use this to request support). We need to encourage as many of the groups and volunteers to register their details as this will help to alleviate the inevitable workload of the communities officers and enable direct matches to be made.