

26 March 2020

Dear resident

### **Coronavirus support programme**

**Please read all of this letter, which offers practical advice and directs you to key support packages put in place to assist Norfolk residents at this time.**

We are writing to inform you of the actions that are being taken to contain and defeat the COVID-19 Pandemic, and **to reinforce the actions that we need you to take to help us in doing this.**

Norfolk's Councils have been working with community, voluntary sector and other public sector organisations to prepare for when a situation like this might arise, while making sure we provide support to those who need it most in our communities. We also need every one of our residents to take action and help protect themselves and others.

#### **1. Support for the vulnerable:**

The Government announced it would be supporting about 1.5m people identified as vulnerable in communities across the country. Some people will already have received letters advising them to contact a national helpline so support can be arranged. It is essential that we shield these people from the virus.

As a county, we are aware this list will not identify all of the people in our communities that need assistance.

**Therefore, if you are reading this letter and believe you are vulnerable or are in need of support, either now or in the coming weeks, please contact our designated phone line on 0344 8008020 or visit [www.norfolk.gov.uk/coronavirus](http://www.norfolk.gov.uk/coronavirus) for assistance.** This line will be open from Monday 30<sup>th</sup> March.

#### **2. Financial help:**

The Government has also provided a **Hardship Fund** which provides Council Tax relief to vulnerable people and households for those affected most by Coronavirus. If you are in need of this support, please go to:-

- [nndccovid19@north-norfolk.gov.uk](mailto:nndccovid19@north-norfolk.gov.uk) at any time or
- call our dedicated support line on **01263 516000** - 8.00am – 8.00pm Monday to Friday.

**Please do not visit our offices.** You will be able to access the information and ask for assistance either online or by phone.

#### **3. Volunteering:**

Council staff, community volunteers and local charities stand by to assist you.

If you are able to **volunteer** some time to assist others in your community, we really need your help – please go to [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk) to register.

If you are a **business** and can help with services, vehicles or other resources, we would equally like to hear from you, please contact us via - [covidbusinessresponse@voluntarynorfolk.org.uk](mailto:covidbusinessresponse@voluntarynorfolk.org.uk)

#### **4. Help for businesses:**

If you are a business in need of advice and support at this time, please visit the New Anglia Growth Hub website – [www.newangliagrowthhub.co.uk/](http://www.newangliagrowthhub.co.uk/) or call on 0300 333 6536

#### **5. Donations:-**

Together, with the Norfolk Community Foundation, we have launched a **Norfolk Appeal Fund**, which will be directed to charities on the front line of caring for people across the county. This fund will help us to support the people in our county who need it and is critical to our collective response. **If you are able to support those in need in Norfolk, you can either go online to;**

[www.norfolkfoundation.com/giving-philanthropy/covid19communityresponsefund/](http://www.norfolkfoundation.com/giving-philanthropy/covid19communityresponsefund/) or through the post to: Covid-19 Response, Norfolk, Community Foundation, St James Mill, Whitefriars, Norwich, NR31TN. Cheques should be made out to Norfolk Community Foundation.

#### **6. Government advice:**

It is essential that at this time we follow Government advice at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) and **Stay at Home**.

- **Only go outside for food shopping, to access medical services and care for a vulnerable person, or necessary work which can't be done from home**
- **Stay 2 metres (6 feet) away from other people**
- **Wash your hands as soon as you get home**
- **If appropriate take one form of exercise a day (on your own or in household groups)**

#### **7. Public Health advice:**

Should you feel unwell please stay at home and access the latest public health advice at [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

For regular updates on the situation and advice in Norfolk, please visit [www.norfolk.gov.uk/coronavirus](http://www.norfolk.gov.uk/coronavirus)

For information specific to North Norfolk please visit: [www.north-norfolk.gov.uk/coronavirus](http://www.north-norfolk.gov.uk/coronavirus)



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