



## Community messaging

Tuesday April 7<sup>th</sup> 2020



## Rise in fires across Cleveland

Cleveland Fire Brigade are disappointed to announce that there has been a rise in fires being deliberately started across our region.

At a time when everyone should Stay at Home to Save Lives, some members of the community are acting selfishly and putting others at harm, not only by starting a fire but also spreading the virus.

Cleveland Fire Brigade are extremely saddened to see that these are, in the main, started by children and youths. They are asking parents to ensure that they know where their children are and to keep them at home, if not exercising. The next time they go out with friends, they could end up bringing the virus in to your house.

Tackling arson is a huge waste of resources especially as all emergency services are working around the clock to protect communities and vulnerable people in light of the Covid-19 pandemic.

To report any incidents, please call Crimestoppers

## **Help for people struggling to pay Council Tax**

Due to the ongoing situation regarding Covid-19, it is appreciated that many individuals and families may struggle to pay their Council Tax. Local Authorities across the Cleveland area (Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-On-Tees) are doing everything they can to help.

If you are struggling to pay your Council Tax due to the pandemic, please get in touch with your local authority. Depending on your circumstances and the borough in which you live, you may be able to defer April and May's payments until next year or potentially be spread across 12 months rather than the usual 10. Your local authority are there to support you and explore all possible options.

For Hartlepool, email [revenues@hartlepool.gov.uk](mailto:revenues@hartlepool.gov.uk) or please call 01429 284277

For Middlesbrough, please call 01642 726006

For Redcar & Cleveland, email [Redcar.CouncilTax@liberata.com](mailto:Redcar.CouncilTax@liberata.com) or please call 01642 774774

For Stockton-on-Tees, [tax.support@stockton.gov.uk](mailto:tax.support@stockton.gov.uk) please call 01642 397108

## **Stay calm and keep informed**

It is important that people remain calm during the Covid-19 pandemic and they follow the latest national advice. Individuals and communities should follow the government guidance on the steps needed to reduce the spread of infection, and use only official sources of information when getting this advice. It is recommended to use reliable news sources such as the BBC, the .gov website or your local authority website and social media pages.

## **Crime prevention advice for elderly and vulnerable residents**

Elderly and vulnerable residents who are socially isolating themselves could be at risk of being targeted.

Cleveland Police's Crime Prevention Team are offering the below advice and contacts for partner agencies who can be contacted during lockdown.

- Please ensure you keep your doors and windows locked at all times unless you need some fresh air, and then open a window in the room you are using.
- Do not open your door to strangers unless you are expecting a call from a community support worker, who will have made an appointment and provided a name for you should you need to confirm their identity with their organisation.

- If an unwelcome caller refuses to leave or you have been the victim of a cold caller it is important to report it to the police on 999 in an emergency or 101 in a non-emergency.

If you are on your own and need support with shopping, medication/prescriptions, pets, emotional support or other practical help then please contact your local community support groups in your area, details are provided below.

## **Stockton on Tees**

Catalyst, Stockton-on-Tees Borough Council and the Borough's Voluntary, Community and Social Enterprise sector have formed the COVID Community Support Team.

If you are staying at home because you are vulnerable or self-isolating then their team can help with:

- Shopping
- Providing essential food supplies
- Collecting and delivering prescriptions
- Walking or taking care of pets
- Listening on the phone and giving emotional support
- Putting you in touch with places that can provide advice and guidance
- Other practical help – let the team know what you need and they'll try to help.

Their team is determined to make it easy for you to get the help you need.

You can get in touch for yourself or if you know of someone who you think needs help ask them if you can contact the team on their behalf.

Call: 01642 524 500 (9am-5pm, Monday-Friday and 10am-4pm, Saturday-Sunday)

[covidcommunitysupport@catalyststockton.org](mailto:covidcommunitysupport@catalyststockton.org)

## **Middlesbrough Council**

If you are affected by coronavirus and feel you need help, let Middlesbrough Council know and they will match you with a volunteer in your area.

Here are some of the things they can help you with:

- Delivering food parcels to you
- Collecting and delivering your medicines
- Someone to listen and support you
- Health advice and taking care of yourself

They can help with other concerns you have too, please do get in touch. They are all there to help.

If you want to talk to someone, you can call them on 01642 729777 phone lines are open 7 days a week 9am to 5pm, or email [Helpboro@middlesbrough.gov.uk](mailto:Helpboro@middlesbrough.gov.uk).

For all enquiries outside of their regular operating hours please call 01642 726050.

A Help Boro leaflet is being delivered to every household in Middlesbrough.

## Hartlepool Support Hub

They provide:

- Information and advice
- Emotional support
- Delivery of shopping, newspapers and prescriptions; and
- Links to other additional services which are offering support

People can contact the Hub by: telephone 01429 272905 (10am-4pm Mondays to Fridays and 10am-12 noon on Saturdays) or email: [helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)

## Redcar and Cleveland

In addition to those contacted directly by the NHS, there will be others around Redcar and Cleveland who are socially isolated and find themselves in need of help because they have no friends or family they can turn to for assistance.

Redcar and Cleveland council is urging anyone who needs help and can't get it elsewhere to get in touch, as it plays its part in the fight against coronavirus.

A leaflet delivered to all homes in the borough will include:

- Details of a new dedicated phone number - 01642 771122 - staffed by call handlers to help those in real need to access the support that they require
- An email address - [support@redcar-cleveland.gov.uk](mailto:support@redcar-cleveland.gov.uk) - that can also be used to request information on how to get help
- Information on the Redcar and Cleveland Coronavirus Support Group, which now has more than 1,200 residents, businesses and community groups looking out for one another, as well as council staff monitoring messages and ready to provide support or advice.

Alternatively for further advice you can contact AGE UK Teesside - 01642 805 500

