

Brighton & Hove Services, Support and Guidance

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If you are experiencing any symptoms of Covid-19 / Coronavirus the latest information can be found at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Contents

<i>Information on all services</i>	2
<i>Important information from the government</i>	2
<i>Coronavirus / Covid-19</i>	5
<i>Brighton & Hove City Council Support</i> ..	6
<i>Local Council Coronavirus Support</i>	6
<i>Points of contact who can direct you to specific information</i>	7
<i>Information & Advice</i>	7
<i>Health</i>	9
<i>Exercise</i>	11
<i>Groups, Activities & Entertainment</i> ...	14
<i>Carers</i>	19
<i>Mental Health</i>	20
<i>Dementia</i>	22
<i>Digital Help</i>	23
<i>LGBTQ+ Services</i>	24
<i>Domestic Violence</i>	24
<i>Elder Abuse</i>	25
<i>Bereavement services</i>	25
<i>Refugees, Asylum Seekers</i>	26
<i>Miscellaneous</i>	26
<i>Financial and Home Safety Advice</i> ..	26
<i>Banks</i>	29
<i>Transport</i>	30

Your list of local and national services to support yourself and the people you care for during the outbreak of coronavirus in the UK.

Ageing Well will be updating the information once per week, so please keep checking our website for the most recent version, or join our mailing list.

Please Note: The information provided within this directory does not represent a recommendation or endorsement from Ageing Well for a service or provider. Ageing Well will always endeavour to keep the information included in this directory accurate and up-to-date, but we will not be held responsible for any inaccuracies. Please use your own discretion when contacting or making use of the information provided here.

You are always welcome to contact Ageing Well if you would like to discuss any of the service options or organisations in more detail.



**Information on
all services**

Ageing Well

Ageing Well is a signposting and support service for people aged 50+ in Brighton & Hove.

You can use this service as a point of contact for information and support during COVID-19 (Coronavirus) crisis.

Call our number to talk to us about your needs at this time and we will try to help you find solutions.

If you have any questions about any of the services listed below, please do not hesitate to give us a call.

WEBSITE

07770 061 072

Mon – Fri:

9am – 5pm

Bank Holidays:

Closed

EMAIL

**Important
information
from the
government**

Further to the easing of COVID-19 restrictions on 12th April 2021, from 17th May, the following will apply:

- Outdoor gatherings will be limited to 30 people and indoor gatherings will be limited to 6 people or 2 households.
- Indoor entertainment and attractions such as cinemas, theatres, concert halls, bowling alleys, casinos, amusement arcades, museums and children's indoor play areas will be permitted to open with COVID-secure measures in place.
- People will be able to attend indoor and outdoor events, including live performances, sporting events and business events. Attendance at these events will be capped according to venue type, and attendees should follow the COVID-secure measures set out by those venues.
- Indoor hospitality venues such as restaurants, pubs, bars and cafes can reopen.
- Organised indoor sport will be able to take place (including gym classes) with reasonable measures to reduce the risk of transmission.
- All holiday accommodation will be open (including hotels and B&Bs). This can be used by groups of up to 6 or 2 households (each household can include a support bubble, if eligible).
- Funeral attendance will no longer be limited to 30 people, but will be determined by how many people the COVID-secure venue can safely accommodate with social distancing. Limits at weddings, wakes and other commemorative events will be increased to 30 people. Other significant life events, such as bar/bat mitzvahs and christenings, will also be able to take place with 30 people.
- Care home residents can visit and receive up to five named visitors (two at any one time), provided visitors test negative for COVID-19.
- All higher education students will be able to access in-person teaching.
- Support groups and parent and child group gathering limits will increase to 30 people (not including under 5s)
- There will no longer be a legal restriction or permitted reason required to travel internationally. There will be a traffic light system for international travel, and you must follow the [rules when returning to England depending on whether you return from a red, amber or green list country](#).



Here is the official Government online guidance:

<https://www.gov.uk/guidance/national-lockdown-stay-at-home>

The government have announced a 4-step plan to ease out of these restrictions. You can read about this here:

<https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary>

**HANDS.
FACE.
SPACE.**

Hands. Face. Space.

Approximately 1 in 3 people who have coronavirus have no symptoms and could be spreading it without realising it. Remember - 'Hands. Face. Space.'

- hands – wash your hands regularly and for at least 20 seconds
- face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet
- space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

In all circumstances, you should follow the [guidance on meeting others safely](#).

**CEV
SHIELDING**

Although the advice to shield has ended, clinically extremely vulnerable people must continue to follow the rules that are in place for everyone. You can find guidance for those who are CEV here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

SYMPTOMS

Do not leave home if you or someone you live with has any of the following:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

If you or someone in your household is showing coronavirus symptoms, you should order a free test here:

<https://www.gov.uk/get-coronavirus-test>

**TESTING
POSITIVE**

You can find guidance for possible and confirmed Coronavirus infection here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>

**119
HELPLINE**

If you cannot access the internet and need to speak with the NHS Coronavirus testing service, dial 119 from any phone. You can also book your vaccination appointment when your priority group is eligible for the vaccine on this number.

There is also a BSL (British Sign Language) service available. For more information see here:

<https://signhealth.org.uk/announcement/nhs-119-bsl/>



VACCINATION

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. The vaccine is being offered at vaccination centres, pharmacy-led vaccination services, and GP-led vaccination services.

Individuals are allocated to different priority groups based on different factors such as age or underlying health conditions. When it is the right time for your priority group to be receiving the vaccine, you will get an invitation to let you know. For most people this will be in the form of a letter either from their GP or the national booking system; this will include all the information needed, including your NHS number.

If your priority group is eligible to receive the vaccine, you can book an appointment through the [national booking service website](#) or by calling 119. You can also call 0300 303 8060 to arrange your vaccination at the [COVID-19 GP Vaccination Centre located at the Brighton Racecourse](#).

If you have a question about the Sussex COVID-19 vaccination programme, you can call their vaccine enquiry phone line: 0800 433 4545 (open 9am – 4pm, Monday to Friday) (Please note: they cannot book a vaccination appointment for you).

The latest information on the Sussex COVID-19 Vaccination programme can be found here:

<https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/>

It is important to note that receiving the vaccine does not make you instantly immune to the virus and does not change your requirement to wear a face covering in public, practice social distancing and wash hands regularly.

Find out more about what to expect after receiving your vaccine here: [What to expect after your COVID-19 vaccination - GOV.UK \(www.gov.uk\)](#)

**VACCINATION
TRANSPORT**

If you have difficulties with getting to and from your vaccination appointment, there are several services providing transport solutions. Once you booked your appointment, you can call 0300 303 8060 to speak directly with a COVID Vaccination travel coordinator, Mon – Fri 10:00 – 13:00/ 14:00 – 17:00. Find more information [here](#).

Alternatively, [City Cabs 4 Jabs](#) offer free transport to the Racecourse Vaccination Centre for the over 80s. Call 01273 205205 to book their service.

Additionally, Radio Cabs and Streamline Taxis started a [fundraiser](#) to offer free rides to older and vulnerable people to their vaccination appointment in any location. These free taxis trips can be booked on either 01273 204060 (Radio Cabs) or 01273 202020 (Streamline Taxis).

**VACCINATION
SCAM ALERT**

Some people are receiving fraudulent calls and text messages offering the COVID-19 vaccination. In some cases, people are asked to press a number on their keypad or to send a text message to confirm they wish to receive the vaccine. Doing so is likely to result in a charge being applied to their phone bill. In other cases, callers are offering the vaccine for a fee or asking for bank details. The vaccine is only



available from the NHS and the NHS will contact you when it is your turn.

The NHS will:

- NEVER ask you to press a button on your keypad or send a text to confirm you want the vaccine.
- NEVER ask for payment or for your bank details.

If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040. Where the victim is vulnerable, report it to Sussex Police online or by calling 101.

You can also view further information courtesy of Healthwatch here: <https://www.healthwatchbrightonandhove.co.uk/news/2021-01-05/vaccinations-covid-19>

Coronavirus / Covid-19	Citizens Online	A list of resources gathered from around the web to help you stay in touch with family, friends or colleagues during the coronavirus outbreak – or to help you to help others!	WEBSITE 0203 916 5484
	NHS	Find out more about symptoms and what to do if you are concerned about Coronavirus.	WEBSITE
	Government Advice	The latest information on social distancing, support and advice.	WEBSITE
	Sussex Interpreting Services (SIS)	Links to the latest translated resources that may be useful to people during Covid-19, such as translated government guidelines and a translated free guide to living with worry and anxiety during global uncertainty.	WEBSITE
	Doctors of the World UK	Doctors of the World UK have translated the latest NHS guidelines into 60 languages.	WEBSITE
	Public Health England	Public Health England translated information about testing for Coronavirus into 40 languages and explains that Covid-19 testing is free regardless of immigration status.	WEBSITE
	Age UK	Advice on how to assess your own risk in regards to coronavirus.	WEBSITE
	Free Easy Read Posters	Easy read posters with guidance and information around Covid-19 - free to print or share online from Photosymbols.	WEBSITE
	Brighton Covid-19 Mutual Aid Groups	Mutual Aid Local Groups are small groups of people set up independently in communities to support vulnerable people in their local area during the outbreak. Please be aware that mutual aid groups are not monitored or regulated, but they can offer lots of different help from dog walking to posting mail – it varies from group to group.	To find your nearest group search here: WEBSITE



We would advise that you read the advice within this directory about how to keep safe from scams, and never do anything which makes you feel uncomfortable. It is always a good idea to speak to a trusted friend or family member before making any decisions.

	British Geriatrics Society	Up-to-date information about Coronavirus.	WEBSITE
Post Covid-19 Recovery Information	Covid-19: the Road to Recovery	Chartered Society for Physiotherapy's guidance on what to expect when recovering from Covid-19.	WEBSITE
	Post-COVID Hub	Asthma UK and British Lung Foundation have created the Post-COVID HUB for: People with post-COVID breathing difficulties and their family members and carers to get reliable information and dedicated support for physical and mental health, as well as pages for healthcare professionals and researchers.	WEBSITE
	NHS – Your Covid Recovery	Your Covid Recovery website includes information from experts about looking after your mental health & wellbeing, as well as your physical health. There is also a helpful section for family, friends & carers of people who are recovering	WEBSITE
Brighton & Hove City Council Support	If you or someone you know is vulnerable	If you are a vulnerable person or you think someone in your community or group needs some additional support during the national Lockdown, you can refer them to Brighton and Hove City Council's Community Hub. They may put you in touch with other organisations for continued support during the Covid-19 pandemic if necessary.	WEBSITE 01273 293 117 option 2 Mon – Fri: 10:30am – 4:30pm
	The Local Covid-19 Outbreak Plan	A plan by the local authority in conjunction with Public Health England and health service partners to ensure that local businesses, local communities and other statutory agencies all play their part in managing infection control	WEBSITE
Local Council Coronavirus Support	Brighton & Hove City Council	https://new.brighton-hove.gov.uk/coronavirus-covid-19	
	Adur and Worthing Council	www.adur-worthing.gov.uk/coronavirus	
	West Sussex County Council	www.westsussex.gov.uk/coronavirus	
	East Sussex County Council	www.eastsussex.gov.uk/coronavirus	



**Covid B&H
Directory**

<https://covidbrightonhove.org.uk/>

**Points of contact
who can direct
you to specific
information**

**Impact Initiatives
Food Access
Support**

Food & Essential Supplies for people 18+ who can afford to pay for shopping

- Support to use online and telephone shopping opportunities.
- Access to priority online delivery slots for Tesco & Iceland home deliveries.
- Support to regain confidence in shopping for themselves again.
- Linking people to paid shopping services.
- One-off small food shop in if no other options are available.
- [Shopping and Help Accessing Food Directory](#)

[WEBSITE](#)

07770 061 072
or via BHCC:
01273 293 117
option 3

[EMAIL](#)

**Covid Brighton
Hove**

Coronavirus is still making life hard, but you are not alone. There is still help on offer. Brighton and Hove council have put together this directory to find support with food shopping, money and work, Covid testing, and more. You can also use it to find help for friends, family and neighbours.

[WEBSITE](#)

Carers Hub

Provide general Information, advice, support and signposting for all carers whether young, adult, professional whether full time or not.

[WEBSITE](#)

01273 977 000
[EMAIL](#)

**Community
Roots**

A network of local community-based services working together to support good mental health and wellbeing in Brighton and Hove. Telephone for Mental health and wellbeing support, [or request contact online](#).

[WEBSITE](#)

0808 196 1768
Mon – Fri:
9am – 5pm

**Healthy
Lifestyles Team**

Support for people to get and stay active is still being provided through:

- A weekly programme of virtual adult exercise classes (hosted on Zoom)
- 1 to 1 support from [a Health Trainer](#) (by phone or online support)
- [Online information and resources to stay active](#), incl. [YouTube Channel](#)

[WEBSITE](#)

01273 294 589

[EMAIL](#)

**[REGISTRATION
FORM](#)**

Together Co

Social prescribing for adults who are isolated and need support with their health and wellbeing, they offer support to navigate services and find social connections.

[WEBSITE](#)

01273 229 382
[EMAIL](#)

**Information
& Advice**

Access Point

Access Point is the main point of contact for Adult Social Care (ACS). ACS support health and independence, so you can live in your home for as long as possible.

[WEBSITE](#)

01273 295 555

[EMAIL](#)



AGE UK WSBH	Age UK West Sussex, Brighton & Hove's Information and Advice service has trained advisors who are able to help older people with various issues affecting quality of life.	WEBSITE 0800 019 1310 EMAIL
Possability People	Offering advice, information and support to you, a family member, friend or someone who you know who is disabled or has a long-term health condition or impairment.	WEBSITE 01273 894 040 EMAIL
Sense	Sense Information and Advice can help you find the right support for you and your family. They offer free and impartial information about living with complex disabilities, including deaf and blindness.	WEBSITE 0300 330 9256 EMAIL
Sussex Interpreters Direct (SID)	NCRPD registered British Sign Language (BSL) experts offering interpretation BSL/English services.	WEBSITE
Deafcog	A service dedicated to improving the life and opportunities for deaf people.	WEBSITE
Sussex Interpreting Service	Offer interpreting services, emergency interpreting, translation and advocacy.	WEBSITE 01273 702 005 01273 234 825
Speak Out	Independent advocacy for adults with learning disabilities in Brighton & Hove hosting daily online drop-in sessions for the LD community on Tuesday and Wednesday 2-4pm & Friday and Sunday 6.30pm-8pm. They are also running LD support chatrooms on facebook.	WEBSITE 01273 421 921 Mon – Fri: <i>9am - 5pm</i> Sun: <i>11am - 3pm</i>
Agespace	Online information about care, legal and financial matters, health and local services.	WEBSITE
Independent Age	Information and advice for older people.	WEBSITE 0800 319 6789
Citizen's Advice	Citizen's Advice are continuing to provide advice and information by telephone and email during the coronavirus lockdown. You can find all the details on their homepage.	WEBSITE 08082 78 78 15
Brighton Women's Centre	BWC have created a Women Supporting Women Helpline called Toget[her] - offering support & advice from fully trained staff & volunteers who will answer your call in confidence. The Helpline is for all self-identifying women to access support, advice, and signposting on a range of topics, or just a space to reach out and connect. The helpline aims to link women to our many services, such as our Foodbank, Therapy Service, and Women's Accommodation	01273 698036 Mon (50+ specific): <i>2pm – 4pm</i> Wed: <i>2pm – 4pm</i> Thurs: <i>10am – 12pm</i> EMAIL



Support Service, Mental Health and Wellbeing Support and more. BWC Online Chat allows you to direct message with a member of staff from practical or emotional support via their 'Talk to Us' button on the bottom right of their website. Please see the next column for opening times

[WEBSITE](#)

Mon:
5pm- 7pm
Thurs:
12pm – 2pm

Sussex Prisoners' Families

Sussex Prisoners' families supports many older residents with a loved one in prison. They provide practical information about, and guidance through, the criminal justice system processes (through trial and custody), advocate for family members in the community with prisons and provide emotional support and supported referrals to community based support services.

[WEBSITE](#)

01273 499843

Health

NHS non-emergency

NHS 111 is here to make it easier and quicker for patients to get the right advice or treatment they need, be that for their physical or mental health. 24 hours a day, 7 days a week.

To get help from NHS 111:

- Go online to [111.NHS.UK](https://111.nhs.uk) (for assessment of people aged 5 and over only)
- Call 111 for free from a landline or mobile phone.

Call 111

[WEBSITE](#)

SignLive

Brighton and Hove CCG are now in SignLive's Community Directory. This means deaf patients in the area can call their GP, for free, via a SignLive interpreter.

[WEBSITE](#)

NHS CCG Brighton & Hove – Emergency Dental Services

If your own dentist is closed, the Emergency Dental Service will give you an appointment at one of several practices around Brighton and Hove

[WEBSITE](#)

Brighter Outlook with Albion in the Community

The Brighter Outlook programme supports anyone with a cancer diagnosis to get physically active. Specialist coaches are offering one-to-one telephone/video call support and can send out exercise programmes. They are also building a library of resources, free and accessible for all to use, available on their website.

[WEBSITE](#)

01273 668591

[EMAIL](#)

Additionally, their Neighbourhood Health Squad provides help to people struggling with the motivation or time to improve their health. The team works with people on a one to one basis or in a group of up to six people, helping to set achievable goals and provide the support to meet those goals. They offer up to eight free sessions via Zoom, phone or face-to-face, all adhering to Covid rules.

[WEBSITE](#)

01273 878269

[EMAIL](#)



BHCC - Supporting Your Wellbeing	Living and working through an event such as the Coronavirus pandemic can be a worrying time for everyone. It's all too easy in uncertain times to neglect your health, especially when it's necessary to reduce your social contact and time spent outdoors. Brighton & Hove council have produced guidance to help you look after yourself and your loved ones.	WEBSITE
The Brighton & Hove Recovery service	The Brighton & Hove Recovery service provides drug and alcohol services for adults in Brighton & Hove. Support is available to anyone concerned about drug or alcohol use, or to the families and carers supporting those struggling with substance misuse.	WEBSITE 01273 731 900 EMAIL
The College of Podiatry	Find a fully qualified and registered podiatrist near to you. Contact them directly to see if they are conducting home visits.	WEBSITE
Age UK WSBH – Nail Cutting Service	Age UK WSBH's nail cutting service is back open. They are able to offer clinic appointments and home visits for those who are not able to leave their house. People who wish to use the service will be assessed for their suitability. A member of the nail cutting team will complete an assessment over the phone and allocate a nail cutter to you. Visit their homepage for more information.	HOMEPAGE 01273 221 430 EMAIL
Beezee Bodies	Are a weight management service who are offering group webinars, videos, Whatsapp groups, advice on social media and 1-1 telephone support.	01273 294 589 EMAIL
Sleep Well with Daily Hope	The Church of England's free national telephone line providing music, prayers and other services over the phone. For example, Daily Hope offers a recorded over-the-phone tuition for seated exercises. Additionally, you can now choose an option called 'Sleep Well with Daily Hope' – a relaxing and accessible guide to a good night's sleep with helpful tips and Bible readings to encourage sleep. Just call Daily Hope help line or go onto their website to listen to the recordings.	0800 8048044 HOMEPAGE
East Brighton Has Heart	Offering free online health coaching for people with heart health risk. To find out whether you're eligible, fill out their short survey . The project is run by Wellsbourne Healthcare and Brighton & Sussex Medical School over the next nine months.	HOMEPAGE



Stop Smoking	Brighton and Hove City Council's Stop Smoking service is offering free specialised support sessions to those looking to quit, and stay quit. Either in person, over the phone or email. Nicotine replacement medications such as patches and gum can also be arranged, for up to three months.	WEBSITE 01273 294 589
Health Trainers	Brighton and Hove City Council's Health Trainer service is offering free specialised behaviour change sessions for adults. They're tailored to your needs and provide structure, support and the confidence to change habits and set realistic goals relating to healthy eating, physical activity or reducing alcohol.	WEBSITE 01273 294 589 EMAIL
Drink Wise, Age Well	A great resource of information and advice on making healthy choices around alcohol consumption.	WEBSITE
Over 50s Alcohol Helpline	We Are With You have a dedicated over 50s Alcohol Helpline, with expert advisors who are all trained, experienced alcohol workers. They can offer advice about alcohol's impact on your health as you get older, tips for cutting down and help finding other support.	WEBSITE 0808 801 0750 Mon-Fri, midday to 8pm Sat-Sun, 10am to 4pm
Macmillan	If you or someone you care about has been diagnosed with cancer, Macmillan are there to help. Find out how they can support you and get information about different cancer types by calling their helpline (open 8am-8pm daily).	WEBSITE 0808 808 00 00
Macmillan Horizon Centre	Therapies and group sessions are currently suspended, but they have set up a comprehensive package of online and phone support for people living with cancer during the Coronavirus pandemic. The café stays open for take away food and drinks, and so is the information lounge.	WEBSITE 01273 468770 EMAIL
Alcoholics Anonymous	AA are holding online as well as physical meetings. Click the link for more information.	WEBSITE
Narcotics Anonymous	NA have resumed physical meetings, all Covid secure. You can find information about these on the link.	WEBSITE
Exercise	The Hop 50+	The Hop 50+ are hosting online exercise classes, quizzes, singing and lots of other activities online. To join the online group activities email: EMAIL



Later Life Training	<p>Make Movement your Mission - Join Bex, 3 times a day (8am, 12pm and 4pm) for 10 minute live functional movement exercise sessions on Facebook.</p> <p>You don't need to join in live though, you can start anytime as all sessions are also available on YouTube.</p>	<p>FACEBOOK GROUP</p> <p>YOUTUBE VIDEO</p>
Sport England	<p>Sport England have put together tips, advice and guidance on how to keep or get active in and around your home, including free online content, simple ways to combine the outdoors with activity, fitness challenges, and paid-for exercise classes.</p>	<p>WEBSITE</p>
BHCC - Active for Life	<p>Information, advice and options to stay active at home during the COVID-19 pandemic.</p>	<p>WEBSITE 01273 294 589</p>
Exercise and physical activity for osteoporosis and bone health	<p>Online exercise videos and factsheets offered by the Royal Osteoporosis Society.</p>	<p>ACTIVITY FOR OSTEOPOROSIS</p>
Vida Active Cub	<p>'Exercise and Socialise' for people over 60 is a fun and inclusive exercise class with a chance to talk to others. All sessions are 30 minutes light exercises followed by refreshments. They are back indoors now at different locations in the city. They still offer one Zoom session for people who are more comfortable at home. Check the links for more details.</p>	<p>WEBSITE</p> <p>TIMETABLE</p>
Exercise online	<p>10 Today – Short ten-minute routines to get people stretching and moving. Includes both online videos and daily radio shows (with recordings captured online).</p> <p>Sitting Exercises - These exercises in sitting (from the NHS) improve mobility and lower limb strength which helps with feeling more steady to move onto standing exercises.</p> <p>Flexibility Exercises – These home exercises help to improve mobility.</p> <p>Balance exercises – Simple home exercises to improve steadiness with walking and moving.</p> <p>Strength exercises – Home exercises to improve lower limb strength.</p>	<p>WEBSITE</p> <p>WEBSITE</p> <p>WEBSITE</p> <p>WEBSITE</p> <p>WEBSITE</p>



Brighton and Hove Healthwalks	Following the easing of some coronavirus restrictions, Healthwalks resume across the city. All walks follow Covid safety guidelines. If you would like to join, download and complete the registration form on their website and email it to the address specified.	WEBSITE FACEBOOK 01273 294589
Rosaria Gracia Dance and Exercise classes	Offering some free and some paid online classes.	WEBSITE
King Alfred Leisure Centre	All leisure centres are open with Covid safety measures in place. There's no need to book swimming sessions anymore, as drop-in sessions are available. Check their website for timetables and more information.	WEBSITE 01273 290 290
Reconnect at Moulsecoomb Community Leisure Centre	As lockdown is easing and we are all able to meet up again, the aim of these sessions is to give people in the local community a chance to reconnect, whilst reflecting on the last year and the impact it has had on us all. Moving forward, the sessions will be very much member-led and flexible to the individual - there will be a chance to get moving and join in some gentle exercises, including chair-based exercises, but if you want to just come along to socialise, then please do. It's every Monday 10.30am – 12.30pm launching on 21 st June. The cost of the session is £1.75 and this will include your tea or coffee. The Centre has free parking, disabled facilities and a lift. Any questions, give them a call before going along.	HOMEPAGE 01237 622266
Standing Tall	The Zoom classes are run by qualified physiotherapists designed to reduce the risk of falling and to keep up or improve fitness, balance and strength. If you're aged 65 or over, phone for details or visit their website.	WEBSITE Julie: 07736 122941 Ruth: 07399 993426
Exercise for All	Offering online Pilates classes catering for different abilities. To join in, send a message through the Contact tab on website.	WEBSITE
Possibility People – Exercise classes	Possibility People are running gentle Zoom exercise classes called Steady & Strong every Tuesday at 2pm. They are designed to build strength and balance, require no equipment (other than a chair) and have no floor work. Sign up to the course through eventbrite. Alternatively, you can watch their Steady and Strong Youtube clips any time. They also offer a list of exercises and cultural activities you can do at home.	SIGN UP HOMEPAGE
Brighton Yoga Foundation	Various yoga classes on Zoom as well as face-to-face. They offer a Zoom Chair Yoga class every Tuesday 11am – 12pm.	TIMETABLE HOMEPAGE



	ROSPA Falls Prevention Hub	Offering information on falls prevention, including information and videos of strength and balance exercises.	WEBSITE
	Silver Swans Ballet Classes Online	Free online ballet exercise classes, designed to get the older generation moving to the music at home.	WEBSITE
Groups, Activities & Entertainment	Impact Initiatives and Ageing Well Activity Packs	Activity Packs are being made fortnightly, containing lots of different activities, cookery tips and things to do – there is something for everyone! Send an email if you would like to be added to the mailing list to be emailed these packs each week.	ACTIVITY PACK EMAIL
	The Hop 50+	Bookings for their lunchtime sittings are back open with slots from 11am-1pm OR from 1.30pm-3.30pm. They are able to welcome up to 12 people into the Café at any one time. Call their office to book your lunch. Online exercise classes, quizzes, singing and lots of other activities online. There is also a Facebook page which is full of puzzles, conundrums and chat to keep us all busy during this time! You do not have to have gone to the Hop before to be able to join the group.	01273 729603 HOMEPAGE To join the online group activities: EMAIL FACEBOOK PAGE
	Brighton & Hove Libraries	Opening times: Jubilee Library: Mon, Tues, Thurs, Sat 10am-5pm. Sun 11am-5pm Hove Library: Wed-Fri 10am-5pm Community libraries are open with a mix of staffed days and Libraries Extra access. Find all the information here . All libraries are operating under COVID-secure arrangements, including physical distancing, face covering and limited time slots. The ‘Order and Collect’ , ‘Reservation’ , ‘Home delivery’ services and their digital services are still running. All books will be issued for 6 weeks. You can find more information on their services and COVID-19 measures on their website .	WEBSITE 01273 290 800 EMAIL
	Listening Books	Audiobook lending service providing postal and internet-based audiobooks to anyone who has a disability or illness that impacts their ability to read the printed word. Annual membership costs between £20 and £45. Free membership is available to people	WEBSITE 020 7234 0522 EMAIL



	who would benefit from this service but don't have the financial means to access it.	
The Social Distancing Festival	The Social Distancing Festival is an online community made to celebrate and showcase the work of many artists around the world who have been affected by the need for social distancing.	WEBSITE
Age UK WSBH	Age UK centers are open and there is a new activities-timetable from 19 th May onwards. Additionally, you can find useful tips on how to look after yourself at home (including a new spring activity pack) on their homepage .	HOMEPAGE 01903 731800 EMAIL
Art Club	Every two weeks Age UK WSBH's art club will continue to send out a project by email to subscribers with a rough guide for completing a lovely art piece. Once subscribers have completed their work, they can take a picture and send it back. Age UK WSBH we will collate a gallery to share with the group. Find out more here .	EMAIL ART CLUB
Evolution Arts	Lots of different courses, workshops and yoga classes – online, outdoors and in person.	WEBSITE TIMETABLE
Hangleton and Koll Project – 50+	The H&K 50+ group's community list of different online activities, from exercise classes to Zoom quizzes and other social experiences. Their IT suite is open every Wednesday, get in touch to book a 1-hour computer slot.	HOMEPAGE
Zoom Quiz N' Chat	Log-in for some fun! On the 1 st Wednesday of every month. 10:45am – 12:00 midday. For further details and Zoom links, contact Claire.	07422692845 EMAIL
Phoenix Art Space	Phoenix Art Space offers a full programme of exhibitions, events, arts courses and community engagement. Find their spring/summer timetable here .	WEBSITE
Open University	Free online education courses.	WEBSITE
National Open Garden Scheme	Take a virtual stroll around some of the country's most beautiful gardens.	WEBSITE
Brighton Mindfulness Centre	Free 8-week online course on mindfulness and meditation.	WEBSITE
MovingSounds	This community of professional facilitators have put together this list of their best music and movement videos for your entertainment.	WEBSITE



Belltree Music CIC	Offering fantastic free music making videos for Wellbeing and Mental Health online	WEBSITE
ChatterPack	A list of free, online, boredom-busting resources.	WEBSITE
Online Sudoku	Free Sudoku games online.	WEBSITE
Grace Eyre's group for learning disabilities	A Facebook group for people with learning disabilities to connect with each other.	FACEBOOK GROUP
Online Scrabble	Free scrabble games online.	WEBSITE
Free knitting patterns online	Explore a wide range of free knitting patterns.	WEBSITE
Lifelines	Led by volunteers, people can take part in group activities online, over the phone or even by post. Sessions range from various online exercise classes, over-the-phone coffee mornings to reading groups, quizzes, and more.	TIMETABLE 01273 688 117 EMAIL
Brighton Natural Health Centre	Yoga, pilates and movement classes, as well as free guided relaxation sessions – online or in the studio.	TIMETABLE
Cornerstone Community Centre	Cornerstone is a safe, welcoming and inclusive community space offering low cost rooms, classes, groups and activities to the people of Brighton and Hove. Various group sessions resuming their face-to-face services, From support groups to yoga classes. Check out their timetable.	HOMEPAGE TIMETABLE EMAIL
WEA Adult Learning	Offering a selection of free online courses and taster sessions in a variety of subjects, as well as their new spring exercise classes titled 'Healthy Body'. Enrol on their website or give them a call. They're also hosting a 'Celebrating Diversity Festival' throughout May with several online talks and workshops to enrol in.	WEBSITE FACEBOOK 0300 303 3463
Online tours of museums	Stuck at home? These 12 famous museums offer virtual tours you can take on your couch.	WEBSITE
Sing for Better Health	Uplifting singing sessions for older people, helping to improve health and wellbeing. Four groups per week, meeting via Zoom and telephone. It's fun and supportive with friendly and welcoming members. No singing ability is required.	WEBSITE
Sofa Singers	The Sofa Singers is a free, weekly online singing event from James Sills that brings	WEBSITE



hundreds of people together from around the world to spark joy and human connection.

**Carers Zoom
Coffee and Chat**

While we are still all social distancing, the Carers Hub is hosting a new weekly online meeting for all carers via Zoom on Wednesdays at 10.30am. This is a bookable event and is open to all unpaid family/friend carers in Brighton & Hove.

[WEBSITE](#)

01273 977 000

**LGBTQI+ Carers
Group**

LGBTQ+ carers group on Zoom run by the Carers Hub. The group will meet fortnightly and hopefully face-to-face events will resume once it's safe enough to do so. Email Louisa Marchant for more information.

[EMAIL](#)

**Switchboard
Older People's
Project**

For LGBTQ people aged 50+ looking for a sense of community, support or information. Currently, they offer two Zoom groups on the 1st and 3rd Wednesday of each month at 11am - 12.30pm. They've also started small group activities to reconnect face-to-face, starting with the Breakfast Club Drop-In on 16th June. Please contact Helen Bashford for more information or to receive their monthly newsletter with their activities timetable.

[HOMEPAGE](#)

[EMAIL](#)

01273 234009

**The Rainbow
Café**

The Rainbow Café is for LGBTQ people living with dementia or concerned about memory loss. They are currently offering telephone and online support throughout lockdown. The project co-ordinator John can be contacted by people from the LGBTQ+ community affected by dementia to discuss their individual needs.

[HOMEPAGE](#)

[EMAIL](#)

**BHFP – Cooking
with Confidence**

An online group to share tips and video tutorials of BHFP's favourite recipes, plus information about core cookery skills, healthy eating, budget cookery and lots more.

[FACEBOOK
GROUP](#)

**BHFP –
Dementia
Friendly
Gardening
Group**

BHFP are offering a weekly supportive gardening group to help improve wellbeing, get outdoors and take time to notice nature. No gardening experience or knowledge is required. Participants may attend alongside a family member, friend or carer if needed. Starting on Monday 21st June, 2-4pm for 10 weeks.

[WEBSITE](#)

[EMAIL](#)

[SIGN UP HERE](#)

PLOT 22

Based in Hove, they offer dementia-friendly gardening sessions for people living with dementia, their carers and companions in person or on Zoom. Get in touch with Charlotte to find out more. They also host other therapeutic activities in their easily accessible outdoor venue and retreat space.

[HOMEPAGE](#)

[EMAIL](#)



Brighton & Hove Organic Gardening Group	BHOGG are opening up their allotment again for their Sunday morning gardening sessions 10.30am – 2pm. Social distancing measures will be in place at all times and own gardening gloves are required.	HOMEPAGE EMAIL OTHER EVENTS
Fabrica – Going to See Culture Together	Going to See Culture Together is a monthly event that brings older people together to discover new places, people and explore art in the city, led by arts facilitator Jonathan Quarterman. They also offer loads other workshops and events in person or online. Go to their homepage for more information.	WEBSITE BOOK ONLINE
The Lowry's Creative Hub	The Lowry have created an online resource space for people of all ages, with activities divided into broad age ranges, then listing options that cover dance, drama, creative writing, wellbeing and visual arts PDF's or Videos. There is a subsection with activities for older people.	WEBSITE
Community Base Online Event Calendar	Check it out to see what is going on, or if you are running an event, add yours to the calendar for free.	CALENDAR
U3A	Here you will find many ideas to keep learning during these times - a mixture of suggestions from members, quizzes, challenges and projects from the U3A's subject adviser volunteers.	WhEBSITE
RNIB Connect Radio	Listen to RNIB's Connect Radio for books, yoga sessions adapted for people who are blind and partially sighted, news updates, tech talk and specialist music shows.	WEBSITE
Strike A Light – Arts & Heritage CIC	Creative and heritage activities exploring memories and archive material. Strike A Light focus on exploring people's life stories and local memories through exhibitions, books, reminiscence and oral history, heritage, arts and crafts, and more.	WEBSITE EMAIL
Hear Us Out	Hear Us Out is a participatory arts project run by New Writing South celebrating older LGBTQ+ people's real-life stories. In 2021, Hear Us Out will be offering more storytelling and performance opportunities alongside two new book clubs between March and May. The project is primarily aimed at LGBTQ+ people over the age of 50 but anyone in the LGBTQ+ community will be welcome to join any of the project's five online activities.	WEBSITE EVENTS
The Baring Foundation – Treasury of Arts	The Baring Foundation have put together an exciting pack of 50 long and short activities called 'The treasury of arts for Older People' for use in any setting with older people.	WEBSITE



	Tower House & Memory Cafe	The aim is to build friendships and community at Tower House. They are open 3 days a week 12-2pm: Tuesdays for their Memory Café for people with dementia, and Wednesday and Thursdays for art sessions led by qualified practitioners. It's not a drop-in centre but they take referrals from yourselves, care navigators, GPs and friends/family. To make sure everybody is continuing to feel safe, guests are asked to have had 2 vaccinations (plus 21 days) and to wear their masks as much as possible. Get in touch via email or call them.	HOMEPAGE CONTACT EMAIL 0127354 9604
	Exploring Senses – Digital Aged Arts Club	Free weekly online Zoom arts activity for older people Thursdays between 3:30pm-5pm. You don't need to be an artist to join the Club. This is a social space for people to socialise, make art and share conversations. You can choose the arts or crafts activity you participate in during the session or you can take part in a chosen group activity.	07825 371559 FACEBOOK GROUP EMAIL
Befriending	Time To Talk Befriending	Time To Talk Befriending are offering befriending support via telephone at this time.	WEBSITE 01273 737710
	The Silver Line	A free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Their specially trained team can offer information, regular friendship calls and advice, as well as protect and support older people who are suffering abuse and neglect.	WEBSITE 0800 4 70 80 90
	Hangleton & Knoll Project	HKP offer telephone befriending, delivery of food shopping/medications and IT support provided by volunteers. If you're interested in these services or would like to volunteer, please contact Claire Johnson.	WEBSITE 01273 410858 EMAIL
	Independent Age	Independent Age offers telephone befriending.	WEBSITE 0800 319 6789
	Aphasia Befriending Service	Offering befriending of those who have had a stroke with those who have Aphasia. Offering people living with stroke and communication difficulties after stroke the chance to talk with someone who understands what they are going through, and has been trained to do so.	WEBSITE 01273 242271 EMAIL
	Reengage	Get a Call Companion from Reengage, is a free service for anyone over-75 who lives alone and feels they could do with a friendly phone call every week or two.	WEBSITE 0800 716543
	Carers	Agespace	A group for people supporting elderly relatives at risk of Coronavirus. A chance to



meet others (virtually) in the same position, ask questions and share your experience.

Brighton & Hove Council	Advice for anyone who is looking after a relative or a friend with a health problem. If they need to go into hospital or a care home, or need extra care at home in the next few months, this information will help you to know what to expect, and to prepare for the new environment.	WEBSITE
Carers Centre	Providing family Carers with emotional support, advice and a well-deserved break from their caring role.	WEBSITE 01273 746 222 EMAIL
Carers UK	General Coronavirus Information. A-Z of changes to benefits, assessments and support for carers during Covid-19.	WEBSITE WEBSITE
Carers Information and Support Programme (CrISP)	Provides support and relevant information in a group environment for those caring for someone with dementia. The programme is run in a series of sessions which offers carers the opportunity to share experiences in a confidential and friendly environment with others in a similar situation.	WEBSITE 01202 458204 EMAIL

Mental Health

If you are experiencing a mental health crisis and need urgent support, call 999 or contact your local Emergency Department / A&E

Every Mind Matters help and support (NHS)	If you are worried about Coronavirus or how staying at home may affect your mental health, this website could help.	WEBSITE
Samaritans - National	A safe place for you to talk any time you like, in your own way – about whatever’s getting to you.	WEBSITE 116 123 EMAIL
Brighton Mental Health Rapid Response	The Mental Health Rapid Response Service (MHRRS) is a rapid assessment service for patients suffering from mental health problems who are at risk and may not be able to keep themselves safe, or are considering attending A+E for help with their mental health. Available 24 hours a day, seven days a week, and health professionals, carers or patients can ring for advice.	0300 304 0078
MIND Brighton & Hove	Their mental health advice and information service remains open during lockdown offering advice, support and information via both telephone and email. This includes information on: <ul style="list-style-type: none"> Mental health and social support services, local and national. 	WEBSITE 01273 666 950 Mon – Fri: 9am - 5pm EMAIL



- Mental health conditions, symptoms, treatments and self-management.
- Self-care and general wellbeing techniques.

Community Roots	Community Roots are a network of local services committed to supporting good mental health and wellbeing in Brighton & Hove. If you need support, or know somebody that does, please call and we will help you navigate and access services.	WEBSITE 0808 196 1768 (Freephone) Mon – Fri: 9am - 5pm
Sussex Mental Healthline	People across Sussex struggling with their mental health during the coronavirus (COVID-19) outbreak are being offered additional telephone and crisis support to help them cope. Sussex Partnership NHS Foundation Trust has expanded the healthline to provide a 24/7 service to people needing urgent help with their mental health.	WEBSITE 0300 5000 101
SHOUT	If you would rather text than speak to someone on the phone. Whether anxious, worried or stressed, you can get help from their team 24 hours a day, 7 days a week.	WEBSITE 85258
Penny Appeal	Penny Appeal's Listening Line is a confidential, freephone helpline for adults aged 18+ providing national coverage, to those who find themselves increasingly worried about COVID-19 and how it may affect their daily lives.	Freephone: 0300 303 1360 Mon – Sun: 12pm – 8pm
Side by Side	Side by Side is Mind's online community (formerly known as Elefriends) where you can connect with others over shared experiences. It is open to anybody who has an experience of mental health problems, or is closely connected to someone that has.	WEBSITE
Grow	Grow is a charity based in Brighton that uses the healing power of nature to improve wellbeing. They run small safe supported groups that aim to help people connect to nature, each other and themselves.	WEBSITE 07557 501557
Homenauts	Free resources for better mental health.	WEBSITE
Mind National	MIND provide advice and support to anyone experiencing mental health problems.	WEBSITE 0300 123 3393 Text 86463 EMAIL
Anxiety UK	Anxiety UK's info line service is operated by a team of dedicated volunteers and staff. Many of whom have personal experience of anxiety, stress or anxiety-based depression	WEBSITE 03444 775 774



		and can offer practical advice and information on support services that are available.	EMAIL
	Staying Well Space (SWS)	Out-of-hours mental health crisis prevention service, provided at Preston Park Recovery Centre in Brighton. Open 7 days a week, 365 days a year, the Staying Well service provides psychosocial support and crisis prevention planning. Currently offering a blend of telephone support, and face-to-face support whilst adhering to PPE (Personal Protective Equipment) measures.	WEBSITE 0800 023 6475 option #3 Mon - Fri: 5:30pm – 10:30pm Sat - Sun: 3:30pm – 10:30pm EMAIL
	Mental Health Foundation	Guidance on how to look after your mental health during the coronavirus outbreak.	WEBSITE
	SANE	Open 4.30pm-10.30pm For to anyone affected by mental illness, including family, friends and carers.	WEBSITE 0300 304 7000
Dementia	Ageing Well – Early Interventions for People Living with Dementia	As part of our single point of contact (SPOC) service, we now offer signposting for those in the early stages of dementia. This includes for anyone who suspects they may have dementia or for those looking for groups and activities in the city.	07770 061072 Mon – Fri: 9am – 5pm
	Age Space	From information on diagnosing Dementia to helping someone with Dementia eat more, they can offer lots of information as well as signposting to services and organisations that can help.	WEBSITE
	Alzheimer’s Society	Alzheimer’s Society Brighton & Hove service is open Monday to Friday for advice, support and information. You can also call the national Dementia Connect Support Line for support on a range of issues and to be connected to local services. Alzheimer’s Society have produced guidance to help people with dementia and their carers stay safe during the coronavirus pandemic.	Brighton & Hove: 01273 726 266 Dementia Connect: WEBSITE 0333 150 3456 WEBSITE
	Health Innovation Network	Resource with lots of activities to do at home with the person you care for, including a video to help understand the needs of people living with dementia during the Covid-19 pandemic and an Activities Guide to signpost you to excellent activities.	WEBSITE
	Time to Talk Befriending	Working with experts in the field of dementia, this service offers a range of workshops and opportunities for volunteers to benefit from, including a new concept called ‘Use Your Marbles’ to benefit people living with	WEBSITE EMAIL



		dementia and the volunteers that are matched with them.	
	Brighton & Hove Music for Connection (former Open Strings)	Brighton & Hove Music for Connection (formerly Open Strings) are offering their wonderful musical activities online for everyone, including people living with dementia and their carers. Please contact them for more information.	WEBSITE 01273 569 096 Anna's Email Isabel's Email
	Plot 22	Offering the opportunity to be with nature in community. A range of sessions available including Dementia Inclusive Gardening, Women only, families with children and adults only. Please get in touch for more information, booking essential.	WEBSITE 07717 467 862 CONTACT ONLINE
	Dementia Friendly Food Project	Currently offering socially distanced visits at home for those living with dementia. The friendly, outdoor visits are adapted to suit the individual's situation and where possible they will help with some gentle gardening.	WEBSITE EMAIL
	3 Nations Dementia Working Group	A working group of people living with dementia creating a network of voices on dementia who can lead on regional projects. Events page offers videos of past webinars for people affected by dementia.	WEBSITE EMAIL EVENTS
	Dementia Adventure	Online dementia skills sessions for family and carers of people living with dementia.	WEBSITE 01245 237548 EMAIL
Digital Help	Digital Unite	Over 400 how-to guides covers a whole host of digital topics including online shopping, social networking, health & fitness and music.	WEBSITE 0800 048 7642
	AbilityNet	Free IT support at home over the phone or online.	WEBSITE 0800 048 7642
	BBC Guide: How to video-call your family	Step-by-step guide from BBC: How to video-call your family.	WEBSITE
	Learn My Way	Free courses (online) to learn different digital skills to stay safe and connected.	WEBSITE
	Age UK WSBH – Techno Team	AUKWSBH's Techno Team is a group of friendly and experienced volunteers who offer a free telephone service to help you to learn and improve your IT skills. For beginners and those with computer experience.	WEBSITE 01903 731800 EMAIL
	Digital Brighton & Hove	Offering resources, information and digital support, including matching up volunteers	WEBSITE



		with people needing digital help. Digital B&H have some internet-connected tablets all set up and ready loan to vulnerable people with no internet access. Please complete the referral form if you know a vulnerable person who could benefit from this.	Digital Helpline: 07475 946084 REFERRAL FORM
	Ageing Well: How to Create an Email Address	For those who have internet access and can watch videos on Youtube, here is a tutorial on how to create an email address.	YOUTUBE
	Deafcog	How-to videos for downloading and using Zoom, with BSL narration.	WEBSITE
Support with obtaining equipment	Wavelength	Supports organisations helping people who are lonely and isolated, by giving free TVs, tablets, and radios. This technology is often used in communal spaces or as part of specific projects.	WEBSITE
	Friends of the Elderly	Provide grants to help older people get online and stay connected. They can be used towards the cost of equipment such as tablets and smartphones as well as broadband costs.	WEBSITE 0330 332 1110
	GrandPad	A rental service of a smart, simple, and safe way to connect older adults with their family and friends. GrandPad is an internet enabled tablet device which comes preloaded with all features older adults need to reconnect to their family, friends, and community, with a Lifetime guarantee.	WEBSITE 0808 168 7278 CONTACT ONLINE
	Get Online at Home	Affordable refurbished laptops and PCs for all, with discounts available to those in receipt of benefits.	WEBSITE 03719 100 100
	LGBTQ+ Services	LGBT Switchboard	If you could use a friendly chat with another LGBTQ person, please call Switchboard helpline.
Directory of Services		During the COVID-19 Pandemic, many LGBTQ service providers have made significant changes to their services. This directory lists those changes.	WEBSITE EMAIL WEB CHAT DIRECTORY
MindOut		LGBTQ mental health service. They have an online support service, running at varying times every day - check out their website for more details on this.	WEBSITE 01273 234 839 EMAIL
Galop		LGBT+ anti-violence charity. Resources include: TRANS RESILIENCE IN ISOLATION GUIDE	WEBSITE 0800 999 5428 EMAIL REFER ONLINE
Domestic Violence	The Portal	RISE is a Sussex-based charity that supports people affected by domestic abuse	WEBSITE 01273 622 828



and violence. If you need support from RISE or are worried about a friend you can call their helpline.

Mon - Tues:
9am – 5pm
Wed:
9am – 8pm
Thurs – Fri:
9am – 5pm

STAYING SAFE AT HOME

Survivors' Network	Supporting survivors of sexual violence and abuse in Sussex.	WEBSITE 01273 203 380
Refuge - Domestic Abuse	National domestic abuse helpline. Help and support for women facing domestic abuse.	WEBSITE 0808 2000 247
Respect - Men's Advice Line	A helpline service for male domestic abuse survivors.	WEBSITE 0808 801 0327
National LGBT+ Domestic Abuse Helpline	Emotional and practical support for LGBT+ people experiencing domestic abuse run by Galop, the LGBT+ anti-violence charity.	WEBSITE 0800 999 5428 EMAIL
Elder Abuse	Hourglass UK wide charity promoting safer ageing and stopping abuse. The free and confidential national Helpline provides information and support to anyone concerned about the harm, abuse or exploitation of an older person.	WEBSITE 0808 808 8141 07508 823975 (Sussex contact Gail Shanahan)
999 calls if you cannot speak, but need help	Police have modified the 999 system for people who cannot speak, but need help. Make yourself known to the operator by coughing or tapping the handset, and then press 55 on the keypad. You must press 55, or the call will be ended	
Bereavement services	Cruse Offering support to bereaved people and have specialist support to those dealing with bereavement because coronavirus-related loss.	WEBSITE 0808 808 1677
	Sussex Bereavement Helpline The Sussex Bereavement Helpline has been set up to provide you with information and guidance, and is run by a team of experienced support workers, who can talk to you about the tasks to be completed after a death – such as registration of the death, arranging a funeral or informing other people and organisations. The Helpline can also give you information about other support for you and your family and friends as you grieve.	0300 111 2141 Mon – Fri: 8am – 5pm
	At A Loss A signpost website for the bereaved, directing the bereaved and those supporting them to information and services appropriate to their loss.	WEBSITE
	Sudden Offering sudden bereavement support, aiming to help people during the first ten weeks following a sudden bereavement. Due to current high demand, they are not able to	WEBSITE 0800 2600 400 Mon – Fri:



		accept any new cases in April. However, they do provide online resources on their homepage for people who suffered sudden loss.	10am – 4pm
	Sussex Health and Care Partnership	Information and guidance from experienced support workers who can talk to you about the tasks that need to be completed after a death – such as registration of the death, arranging a funeral or informing other people and organisations. The Helpline can also give you information about other sources of support for you, your family and friends as you grieve.	0300 111 2141 Mon – Fri: 8am – 5pm WEBSITE
	NHS	Online advice and guidance on ways to cope with bereavement.	WEBSITE
Refugees, Asylum Seekers	Voices In Exile	Supporting refugees, asylum seekers and those with no recourse to public funds. Do you have 'limited leave to remain' (LTR) with 'no recourse to public funds' (NRPF)? Have you recently lost your job or part of your income because of Covid-19? If so, you can get free legal advice on removing the NRPF condition so you can claim benefits.	WEBSITE 01273 082105 Tue: 1:30pm – 3:30pm Thurs: 2pm – 4pm Fri: 11am – 1pm EMAIL
	Afghanistan and Central Asian Association	This organisation offers telephone advice services/interpretation and other support for migrants and refugee. Based in London but able to support people outside London, including those in Sussex.	WEBSITE 0750 877 3336 Mon – Fri: 9am – 1pm EMAIL
Miscellaneous	Cinnamon Trust	The National Charity for the elderly, the ill and their pets. Peace of mind and practical help for people – love, care and safety for pets. They can offer dog walking for people aged 65+.	WEBSITE 01736 757 900
	The Essential Household item Sussex Relief Scheme	Now!Charity are able to supply beds, white goods such as fridges, freezers and washing machines, small appliances such as microwaves and toasters, miscellaneous essential household items such as utensil packs to people in need living in Sussex. Please note it is only one item per household, and this doesn't include installation. Because of social distancing all deliveries will be left on the doorstep. Requests are open from 20 th April.	WEBSITE EMAIL
Financial and Home Safety Advice	Understanding Universal Credit	This page provides information about coronavirus and claiming benefits.	WEBSITE
	Moneyworks	This is a partnership of local charities which supports residents with financial issues and is free to use. Their website also contains a	WEBSITE 0800 9887 037



	useful directory of trusted online information around finances.	01273 809 288
Money Advice Plus	Money Advice Plus provide money and debt advice services, including casework, by phone to people who have money and debt difficulties.	WEBSITE 01273 664 000 EMAIL
Post Office Card Account Holders	If you can't get to a Post Office branch or a Post Office ATM on a regular basis, you can nominate a helper known as a 'Permanent Agent' to have access to your account. Ensure this is someone you trust completely, as they will have full access to your account with their own card and PIN. To do this, get a ' <i>Permanent Agent Access Form P6163</i> ' available at your local Post Office or telephone. Only one helper can have access to your account at any one time and they must be at least 16 years old. A Permanent Agent will not be able to administer your account, if you need someone to do this you may want to consider taking out a Power of Attorney and then follow the steps on this website .	WEBSITE 03457 22 33 44
Having other people withdraw money from your bank account using the Post Office.	Self-isolating or vulnerable citizens can now contact their bank and arrange to withdraw cash quickly from their normal accounts through any local Post Office branch, with the help of a friend, family member, carer or local support worker. Please note that not all banks are participating.	WEBSITE
Southern Water - Priority Services Register	A register to ensure those most in need are always catered for. For example, the register will let Southern Water know who to prioritise if water or wastewater services fail. You can register if you have: <ul style="list-style-type: none">• Physical or mental health challenges• A medical conditions requiring a constant supply of water• Difficulty communicating• Reached pensionable age• Another reason you need a little help	You can register yourself – or apply on behalf of others in your family: REGISTRATION FORM
East Sussex Fire and Rescue Service	Are now carrying out special assessments over the phone where they can talk to you about the fire risk in your home.	WEBSITE 0800 177 7069
Brighton and Hove Independent	Relationship breakdown is a major cause of homelessness in Brighton and	WEBSITE 01273 700812



Mediation Service (BHIMS) - Homeless Prevention Service

Hove. If you are concerned about your situation, BHIMS can provide mediation or one-to-one support. This service is free of charge to anyone living in Brighton and Hove whose housing may be at risk because of conflict.

[EMAIL](#)

Local Energy Advice Partnership

LEAP is a free service that is helping people keep warm and reduce their energy bills without costing them any money. Check out their website for more information on how they can help.

[WEBSITE](#)

0800 060 7567

[EMAIL](#)

BHESCo

BHESCo will continue to provide free heating and energy bill support to the local community throughout the year including help with finding a cheaper energy tariff, applying for the £140 Warm Home Discount and general advice on reducing energy costs. Referrals can be made by phone or email.

[WEBSITE](#)

01273 284472

[EMAIL](#)

Keeping safe from scams

Sadly, during these uncertain and difficult times there are unscrupulous traders and scammers who are using the pandemic situation for their own benefit. If you would like more information about keeping safe online please look at this website which explains how to keep safe online: www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security. Which? also developed a useful scam protection toolkit with examples of typical scams and common warning signs. You can find the whole report [here](#).

The council are aware of the following taking place around the country and some incidents in the city:

- Texts or phone calls requesting bank details in order to receive a COVID-19 vaccine
- Offers to help with shopping but then taking money and never returning
- Spray cleaning driveways to clear bacteria
- Posing as door to door testers
- Sale of facemasks and or hand sanitisers
- HMRC tax refund fraud
- Overpricing

Bogus callers to your home

Take [5 steps](#) to reduce your risk of becoming a victim:

1. **If you're not sure who is at your door, don't open it.** If you have a door chain put it on before opening the door or speak to the caller through a closed door.
2. **Check the identity of the caller.** A genuine caller will happily wait outside while you check their identity and by calling their organisation they are claim to be from. Don't use any telephone numbers provided by the caller as they may be bogus.
3. **Call a neighbour or friend to assist.** If you are still concerned, telephone a neighbour or friend nearby to come along and check out the caller before you open the door to them
4. **Caution.** Never let anyone in your house unless they are someone you know and trust. It's ok to say No and tell them to leave.
5. **Keep doors locked and windows secure at all times.**

Report. If you suspect a bogus caller has visited you, even if you didn't let them in, call the Police straight away on 101 or on 999 if you believe a crime to be taking place.



Prepaid electricity

How can I top up my prepayment meter if I am self-isolating?

You should tell your supplier straightaway, if you can't top up your meter. This includes if you are ill with coronavirus or following guidance to stay at home and self-isolate, and if you don't have anyone to help you. Customers with prepayment meters who are self-isolating or unable to leave their home can now speak to their supplier on the options. This may include:

- someone being sent to top up your prepayment card or token
- having funds added to your meter credit
- having a preloaded gas or electricity card sent to you in the post

If your meter is outside, it may be helpful for you to leave your meter box unlocked, if it's safe to do so, and if you need someone else to top it up. You may also want to arrange for a trusted person to take your top-up card to the shop if needed.

If you have a non-urgent question for your energy supplier, please first check their online and mobile advice if you are able to. Most are regularly updating supporting service information and frequently asked questions relating to the coronavirus national emergency through these channels, as well as via contact centres. This will help ensure the most vulnerable can get through to contact centres to get the help they need. If you are a smart meter customer, you should be able to top-up remotely, such as by phone, mobile application or online.

Citizens Advice has published more detailed online advice for [prepayment customers](#). You can also their helpline on 08082 78 78 15. Calls are free. If you feel overwhelmed, or are unable to deal with your supplier on your own because of personal circumstances, the helpline may also be able to refer you to the Citizens Advice Extra Help Unit. Learn more at: <https://ehu.org.uk/>

Banks			
RBS	Dedicated support line for customers over 70 or those in isolation, and a separate service for NHS workers.		0800 051 4177
Natwest	Dedicated support line for customers over 70 or those in isolation, and a separate service for NHS workers.		0800 051 4176 Mon – Sun: 8am – 8pm
Santander	If you're a vulnerable customer with a unique situation and urgently need help, please call the dedicated helpline. Please only use this number if you need emergency support and can't contact them online. Lines are open Monday-Friday 9am-5pm and Saturday 9am-4pm	Vulnerable Customer Helpline:	0800 015 6382 General number: 0800 9 123 123
Barclays			03457 345 345
HSBC	Vulnerable customers who contact the bank may be referred to a specialist support team.		03457 404 404
TSB			03459 758 758
Metro Bank	Monday to Friday from 8am to 9 am for vulnerable customers and over 70s only.		0345 08 08 500



Lloyds	New service for over-70s, vulnerable and NHS workers to offer support to those who need it most.	0345 072 5555
Halifax	New service for over-70s, vulnerable and NHS.	0345 720 3040
Bank of Scotland	New service for over-70s, vulnerable and NHS workers.	0345 721 3141
Co-operative Bank	Lines are open 8am – 6pm Monday to Friday, and 9am – 5pm Saturday and Sunday.	03457 212 212
Nationwide		0800 30 20 11

Transport

Brighton & Hove Buses – Important Information

In line with guidance from the Government, if you can you must wear a face covering on public transport unless you're exempt. Click [here](#) for further information.

The buses are put through a rigorous cleaning regime every night. The cleaning teams are also out every day to give them an additional wipe down on key points using hospital grade cleaning product.

To find out more about the measures B&H Buses have in place for safer travel, follow this [link](#).

[WEBSITE](#)

[EMAIL](#)

01273 886200

Brighton & Hove Buses – The Helping Hand Scheme

The Helping Hand Scheme is empowering bus users to discreetly and directly advise of any assistance they may require. The scheme offers a face covering exemption support card, which you can order online or download the pdf version to have on your phone ready to be shown if needed.

The yellow card holds a brief written instruction for the driver to be made aware of the customer's needs or requirements without the customer having to verbally communicate it. This can be especially helpful for customers with non-visible disabilities.

[WEBSITE](#)

Southern Rail

You can continue to travel to venues that are open, or for reasons such as work or education, but you should reduce the number of journeys you make wherever possible. Before you travel, consider if your journey is necessary and if you can, stay local. If you need to travel you must wear a face covering whilst travelling and please always practise social distancing.

[WEBSITE](#)



Easy Link

A door-to-door transport service for people, including people in wheelchairs, who find it difficult or impossible to get on and off buses, or to get to the bus stop. To register please call the telephone number provided here.

WEBSITE

01273 677559

For the **Ageing Well Shopping and Help Accessing Food Directory** previously listed here please visit our website to find the most up to date version. If you have any questions regarding accessing food please call Ageing Well **07770 061 072**
<http://ageingwellbh.org/coronavirus/>