



Coronavirus Help and advice

Contact information

Community helpline

0300 200 1008

Surrey County Council has a community helpline number for residents: 0300 200 1008 and a Coronavirus Information and Services page: www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus.

Support for the vulnerable and elderly

0300 200 1005

www.surreycc.gov.uk/social-care-and-health/adults

The social care web pages give information on the following topics.

Staying independent

- Help at home.
- Equipment and technology.
- Hospital stays.
- Help with meals.
- Transport.
- Maintaining or adapting the home.

Social Care and assessments

- Paying for care.
- Residential/nursing homes.
- Direct payments.
- Supported living.

Looking after someone

- Support for carers and other information.

Disability and mental health

- Practical support.
- Advice on services, groups and organisations.
- Advocacy.

Keeping fit and well

- Combating loneliness and staying physically well.

Concerns for an adult

- How to raise a concern for an adult or child.

Residents and carers can access an online self-assessment tool for social care at <https://adultsocialcareportal.surreycc.gov.uk/web/portal/pages/home>.

Surrey Information Point is an online directory of help and support in your local area. It includes befriending, lunch clubs, help to manage your home and garden and services for medical conditions. www.surreyinformationpoint.org.uk.

Benefits, Housing, Council Tax & Business Support

01883 722000 - www.tandridge.gov.uk

- Business support.
- Council tax.
- Benefits.
- Housing & homelessness.

Volunteering

01883 722593 - www.tva.org.uk

Tandridge Voluntary Action supports local charities and community groups, recruiting volunteers, providing advice and information. Financial support for voluntary, community and social enterprise organisations. TVA also runs a Befriending Scheme, matching a friend with those who are lonely or isolated.

Physical and emotional wellbeing - Wellbeing Prescription

01883 732787 / 07926 564188 - www.wellbeingprescription.org

Wellbeing Prescription provides free confidential support and advice to help improve the health and wellbeing of East Surrey residents aged 18 or over. Residents can access up to six free appointments with a Wellbeing Advisor during which they'll be supported to set achievable health and wellbeing goals. Wellbeing Prescription has a database of over 400 local and national services, many of which are free, that can improve health and wellbeing. Advisors support clients with issues including:

- Weight management.
- Stopping smoking.
- Meeting new people.
- Emotional wellbeing, including stress, worry, low mood and loneliness.
- Local community groups and activities, including virtual support.
- Getting active.
- Healthy eating.

Healthy Surrey (www.healthysurrey.org.uk) has health and wellbeing information about leading a healthier lifestyle and extensive information on support for mental wellbeing.

Debt, welfare, benefits, employment, housing, consumer, general advice and access to the foodbank

03444 111 444 Adviceline - www.citizensadvice.org.uk

The Citizens Advice Bureau gives free independent, confidential and impartial advice to everyone on their rights and responsibilities. There are offices in Caterham - 01883 348385 and Oxted - 01883 730259.

Register to access the Caterham Food Bank - 0808 208 2138 (Monday to Friday 10am-4pm). If you live in the South of the area you can contact the East Grinstead Foodbank - 0785686425.

Community initiatives and support

www.tandridge.gov.uk/your-council/coronavirus/community-initiatives-and-support

Parish or local groups may still be able to help collect shopping, prescriptions and be a friendly contact.

Domestic Abuse

01737 771350 - www.esdas.org.uk

East Surrey Domestic Abuse Services offers a confidential listening service to anyone affected by domestic abuse and violence. The team offers advice about your legal position, housing options and children's needs.

Community transport

www.tandridge.gov.uk/parking-streets-and-transport/transport/community-transport

A variety of transport services are available for the elderly or less mobile for those without access to a car.

- Buses4U 01883 732937.
- North Tandridge Dial-a-ride 01883-732937.
- East Surrey Dial-a-ride 01883 349001.
- Lingfield Community Bus (for shopping trips) 01342 529331.

Volunteer Car Schemes

- Age Concern Bletchingley - 01883 740236.
- Age Concern Oxted, Limspsfield & District - 01883 713899.
- Care in East Grinstead and Lingfield - 01342 410086 (9am-5pm)
www.careineastgrinstead.co.uk.
- Nutfield Good Neighbours - 07809 900 661 (10am-12noon).
www.surreyinformationpoint.org.uk/Services/5120.
- Oxted and District link Association - 01883 713333 (9am-5pm & 9am-11am Sat) www.surreyinformationpoint.org.uk/Services/11/Oxted-District-Link.
- Tatsfield Car Scheme - 01959 577749 www.tatsfield.org.uk/helpline.
- Transport and More (Godstone, South Godstone and Blindley Heath) - 07522 869 636 (Mon - Fri, 10am – 12 noon).
www.surreyinformationpoint.org.uk/Services/5874/Transport-More-Go.
- Woldingham Good Neighbours - 01883 652545
www.woldingham.com/ourvillage/goodneighbours.

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www.tandridge.gov.uk