



Wandsworth Council

Town Hall
Wandsworth High Street
London
SW18 2PU

Telephone: (020) 8871 6000
Website: www.wandsworth.gov.uk

Date: 24th March 2020

Dear Resident,

RE: COVID-19 (CORONAVIRUS) and SUPPORTING THE COMMUNITY

Earlier this week I wrote to you outlining what the council was doing to support our elderly, vulnerable and isolated residents during these uncertain times.

I also gave details about how people could get involved with volunteering if they wanted to help out in the community and assist with getting support delivered to the right people, at the right time and in the right way.

I can now also announce that we have set-up a Community Hub to co-ordinate the support being offered by the council and Wandsworth's voluntary organisations.

From **Tuesday 24 March**, we are launching a new helpline as a first response for residents, particularly those who are elderly and/or vulnerable without support networks, who need support to access medical/care services and food supplies. This is to help those most in need stay safe and well while they self-isolate at home.

Some of you with specific underlying health issues, who are at higher risk of severe illness if you contract COVID-19, will also be hearing from the NHS directly about how to best protect yourselves. The Government is launching its Local Support Scheme, which will link in with the Community Hub to support those for who self-isolation is most critical.

If you or someone you know needs this support, please contact **0208 871 6555** or **covid19support@richmondandwandsworth.gov.uk**. This helpline can also be used for other enquiries related to COVID-19, for anyone in need of support.

For all medical enquiries please continue to contact the NHS on **111.nhs.uk** or on **111**.

For all general enquiries about council services, please check wandsworth.gov.uk for updates or call the main Contact Centre on **0208 871 6000**.

If you want to help

If you are an individual, business or organisation that is interested in helping, we would encourage you to visit [wandsworth.gov.uk/coronavirus](https://www.wandsworth.gov.uk/coronavirus) and complete our online form in the 'how your organisation can help' section'.

This will allow the council and its voluntary partners to work together to effectively mobilise individuals who are able to help and match them to suitable volunteering tasks.

If you are an existing voluntary or community group in the borough, or you are considering forming one in response to the COVID-19 pandemic, please contact the Voluntary Sector Coordination Service (part of Wandsworth Care Alliance) to make sure you have the right processes in place to ensure the safety and wellbeing of those residents who are most vulnerable during this time.

To contact them email: communications@wandcareall.org.uk

In the meantime we continue to monitor Coronavirus developments closely and are following national guidance. So please keep up to date with the advice, which is changing all the time, and use the council website for the latest updates. Make sure you understand how things will work in our borough and what it means for you and your family.

You will know that the Government has now made a series of announcements regarding the closure of schools and financial support for businesses and individuals. We are currently working through what these implications mean locally. You can find the latest updates around this and updates on other council services on our website:

[wandsworth.gov.uk/coronavirus](https://www.wandsworth.gov.uk/coronavirus)

You can also sign up for our regular e-newsletter at:

[wandsworth.gov.uk/news/news-channels/e-newsletters](https://www.wandsworth.gov.uk/news/news-channels/e-newsletters)

This will ensure you receive the latest information on combatting COVID-19 and any changes to council services as part of the emergency response.

This continues to be a challenging time for everyone as we come to terms with new ways of living, working and behaving. I want to thank again everyone from across Wandsworth who continues to do such a fantastic job, day in day out, to support our communities.

Please continue to look after yourselves and follow Government and NHS advice if you feel unwell. And remember your council is here to help. We are all in this together and together we will get through this.

Very best wishes



Cllr Ravi Govindia,
Leader of Wandsworth Council