



Malmesbury Town Council COVID-19 IMPORTANT UPDATES

HELPLINE – FOOD & ESSENTIAL SUPPLIES – WELFARE APPEAL – POSTER

9th April 2020

HELPLINE 01666 815888

The Malmesbury Town Council and HEALS Partnership is up and running and providing s co-ordinated volunteer activity to support our local community during the COVID-19 situation. HEALS is our local charity with specialist skills in this area and will also continue to support its existing service users through this situation.

This support can now be contacted on 01666 815888.

The Helpline is open from 8am to 11pm Monday to Friday, 9am to 6pm at weekends, and 8am to 8pm on Bank Holidays. (Bank Holiday calls are being received for us by the Wiltshire Council Helpline service).

It is not an Emergency service so continue to access those in the usual manner. Call 999 in an emergency. Call 101 for non-emergencies.

This Support Service is helping:

1. Support vulnerable individuals and families in the local community during COVID-19 situation.
2. Provide additional back up to the fantastic family, neighbour and street support in place.
3. Coordinate the response of local Community Groups to ensure all our actions are aligned and effective.
4. Resolve problems around essential food order and collection, prescription collection and support well-being. We expect other requirements may emerge.

To Volunteer

1. Volunteers can register by emailing tic@malmesbury.gov.uk, or download the form our website www.malmesbury.gov.uk.

2. We need more Volunteers – we are now over 60 and based on current and forecast demand we would like to increase this to 100.

FOOD and ESSENTIAL SUPPLIES

The Malmesbury Town Council and Heals Partnership is now providing three types of food and essential supplies shopping solutions:

1/. If you need food and essential supplies and you have no money or access to money: We can refer you to HEALS for a Malmesbury Foodbank Voucher.

2/. If you are stuck at home, you can't get into a supermarket delivery system and you can't get any food or essential supplies? This is a growing problem as many food retailers are unable to take orders by phone or email or payment by phone. We can help you. We have a phone/email ordering and home delivery system in place with our local Co-Operative Store in Gloucester Road and we have the ability to take all types of payment.

3/. If you are being offered an online shopping and delivery solution by your food retailer of choice and you would like help filling in the order on your computer....One of our Registered Volunteers can help you.

If you need shopping help call the Helpline on 01666 815888 - and we'll take it from there.

READY MEALS

Thanks to the generosity of the team at Calcot Manor, our Registered Volunteers are delivering 60 ready meals direct to the most vulnerable members of our community 3 times a week. We expect the need to provide this support will grow and thanks to the team at Waitrose Malmesbury we will be able to increase our delivery to 100 ready meals 3 times a week.

Malmesbury Area Covid-19 Emergency Hardship Fund Appeal

These are worrying times for everyone.

They are particularly difficult for residents and families who have already run out of money, some of whom also have children at home needing to be fed.

We are very proud of our community and the way it pulls together and helps those in need and now, more than ever, is the time for that!

Heals of Malmesbury is our local charity that helps and supports vulnerable local people and families. Heals has stepped up in this emergency to do even more to help those who need it now as well as those that soon will. None of us know how long this crisis will last. We do not want to see any local people not receiving basic essentials or resorting to payday loans and getting into serious debt just to survive.

Therefore, an Emergency Hardship Fund has been set up, managed by Heals - which is a registered charity - with the full support of Malmesbury Town Council, our Mayor and fifteen past Mayors. It will aim to help pay essential bills for local residents and meet other urgent needs.

Please do support this fund if you can. This is best done by donating online through Local giving at <https://localgiving.org/appeal/malmesburyhardshipfund/>

If that is not possible, you can make a bank transfer to the Malmesbury Area Covid-19 Emergency Hardship Fund, account number 21527088, sort code 40 31-07

Or, post a cheque - made payable to 'Heals' - to Heals, Malmesbury Town Hall, Cross Hayes, Malmesbury, SN16 9BZ

Please support this appeal and be as generous as you can.

Thank you for your support.

Richard Spencer-Williams - Town Clerk

Paul Buckley – Manager HEALS <http://www.healsmalmesbury.co.uk/>

Campbell Ritchie – Deputy Mayor

Gavin Grant – Chair of HEALS

Help During the Coronavirus Situation

Ring (01666) 815888

Lines open 8am to 11pm Monday to Friday
and 9am to 6pm at Weekends. Bank Holidays 8am to 8pm.

This is not an Emergency Service so continue to access those in the usual ways.
Call 999 in an emergency. Call 101 for non-emergencies.

The Malmesbury Town Council and HEALS Partnership

We can help you:

- Essential food and grocery supplies; ordering, collection and home delivery
- Prescription and medicines; collection and home delivery
- Friendship calls and activities by phone or video calls
- Additional back up to family, neighbour and street support

How We Help: Ring the Helpline Number 01666815888. You will be put in touch with one of our Registered Volunteer Co-Ordinators who will talk with you about what you need and mobilise our Registered Volunteers or other local community groups.

More complex cases, Foodbank voucher requests, help to replace essential household items and problems with debts, rent or Council Tax arrears will be linked to HEALS.

Willing to Help? Become a Registered Volunteer.

Email: tic@malmesbury.gov.uk

Find Out More: www.malmesbury.gov.uk



Malmesbury Town Council
Charter 880ad

