

## **Important Information for Portland Residents from the Portland Resilience Committee**

This is a leaflet to tell you about extra support that is available. There are a number of different services in place to help people through the COVID-19 (Coronavirus) pandemic. If you need help please contact the organisation directly.

### **Medical Services Information (Including what to do if you're unwell)**

From now on, people won't be able to turn up at a GP surgery, minor injuries unit or urgent treatment centre without an appointment. Emergency departments are still open 24/7 for serious conditions and injuries.

Portland's Urgent Treatment Centre is now closed but Weymouth's Urgent Treatment Centre is still running, but by appointment only. You can no longer walk into this service. If you have an ailment or injury which requires urgent care, please call your local MIU at Weymouth on 01305 760022 or 01305 762541 and you will be given advice or booked in for a face-to-face appointment at the appropriate site.

If you need GP services, please refer to your practice website for information on how to access GP care. If you do not have online access, please phone your GP instead (Royal Manor Healthcare 01305 820422). The clinical staff in your GP surgery will speak to you on the phone to assess your medical need and how to manage it.

**NHS advice is not to leave your home** if you have either:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. Use the 111 online coronavirus service to find out what to do. Only call 111 if you cannot get help online.

***The 999 emergency number is being overwhelmed with calls relating to COVID-19 (coronavirus). Only call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.***

**Portland Foodbank-** provides food and other essential supplies for people in need. Open Tuesday & Friday 9.30am-11.30am at St John's Church Hall, Ventnor Road, Fortuneswell. Food deliveries may also be possible. Please email [portlandfoodbank@gmail.com](mailto:portlandfoodbank@gmail.com) call 07913 170495 for more information.

**Listening Helpline-** Are you finding things difficult? Would you like someone to speak to? The Portland Listening Helpline is operated by the churches of Portland and is here to listen, and if you wish, pray for you. Please call 07928 829780. Open 4pm-10pm daily.

### **Domestic Abuse Helpline**

Any help needed with domestic abuse queries for male, female or LGBT, phone in confidence the free answerphone service on 0800 032 5204. In an emergency please phone 999.

**Childline-** a free, private and confidential service for children where you can talk about anything. 0800 1111 (9am-midnight) or [www.childline.org.uk](http://www.childline.org.uk)

**ICA- Help for those aged 65+ (and those in groups identified as high risk/need of assistance) who are self-isolating.** Do you need help with your shopping, prescriptions or other small errands? We have a team of local friends and neighbours who have volunteered to help. Please call 01305 823789 (Monday to Saturday / 10am-2pm) or message us through [www.facebook.com/islandcommunityaction](https://www.facebook.com/islandcommunityaction) anytime.

**Universal Credit** If your earnings have reduced you may be entitled to Universal Credit, which can assist you with housing costs such as rent or mortgage payments. Apply online at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit). Please note – Universal Credit must be applied for online. If you are not able to go online please contact an adviser on 0800 328 5644.

**Council Tax Support/Council Tax Payment Issues** If you have experienced a reduction in earnings due to the Coronavirus pandemic, you may be entitled to Council Tax Support. Apply online at [dorsetcouncil.gov.uk](http://dorsetcouncil.gov.uk) or email [Benefits@dorsetcouncil.gov.uk](mailto:Benefits@dorsetcouncil.gov.uk) to request a form. If you have no internet/email access then telephone 01305 211930 – please be aware lines are very busy at this time.

If you are claiming all the benefits to which you are entitled and are still experiencing difficulties paying your Council Tax, please get in touch directly with the Council Tax team who are here to help ([revenueservices@dorsetcouncil.gov.uk](mailto:revenueservices@dorsetcouncil.gov.uk) or 01305 211970).

**Discretionary Housing Payments** can help with rent payments not fully covered by other benefits. To claim you must be getting Housing Benefit or Universal Credit Housing Costs. Please email [Benefits@dorsetcouncil.gov.uk](mailto:Benefits@dorsetcouncil.gov.uk) to request an application form or if you have no internet/email access call 01305 211930 – please be aware lines are busy at this time.

**Small Businesses and Self-Employed Workers** are advised to visit [www.dorsetchamber.co.uk](http://www.dorsetchamber.co.uk), the website of the Dorset Chamber of Commerce and Dorset Council ([www.dorsetcouncil.gov.uk](http://www.dorsetcouncil.gov.uk)) for support.

### **Dorset Council Support Helpline**

If you don't have family, friends or a support network that can help you get the things you need, you can call 01305 221022, 8am to 8pm, 7 days a week to get specific help and advice. Alternatively, you can email [communityresponse@dorsetcouncil.gov.uk](mailto:communityresponse@dorsetcouncil.gov.uk).

**Citizen's Advice Bureau** continues to provide support to people in Dorset who need advice in these difficult times. Free, independent and confidential advice and information whatever your question. We offer a full range of advice including help with:

- Benefits entitlement and claims
- Debt management and budgeting
- Employment advice including Statutory Sick Pay and rights when laid off work
- Advice for the self employed

We are open to help by phone: 0344 411 1444 or online: [www.westdorsetca.org.uk](http://www.westdorsetca.org.uk)

**Money matters-** Martin Lewis provides up to date financial info about COVID-19 on [www.moneysavingexpert.com](http://www.moneysavingexpert.com). Covers mortgages, wages, council tax, utilities and more.

The Portland Resilience Committee is co-ordinating a local community response on Portland to the COVID-19 pandemic. It comprises representatives of Portland's Dorset Councillors, Portland Town Council, Island Community Action and churches (including the Foodbank) and liaises closely with Dorset Council and other authorities.

### **Committee Members:**

- Rev James Menzies (Chair) [vicar@portlandparish.org](mailto:vicar@portlandparish.org) or 01305 458593
- Cllr Sue Cocking (Vice-Chair) [Cllrsusan.cocking@dorsetcouncil.gov.uk](mailto:Cllrsusan.cocking@dorsetcouncil.gov.uk) or 07830 971934;
- Cllr Paul Kimber [Cllrpaul.kimber@dorsetcouncil.gov.uk](mailto:Cllrpaul.kimber@dorsetcouncil.gov.uk) or 07801 629 648;
- Cllr Giovanna Lewis [giovannalewis@hotmail.co.uk](mailto:giovannalewis@hotmail.co.uk) 07421 995096;
- Cllr Pete Roper [peteonportland@gmail.com](mailto:peteonportland@gmail.com) 07445 883577;
- Karon MacFarlane (PTC Clerk) [clerk@portlandtowncouncil.gov.uk](mailto:clerk@portlandtowncouncil.gov.uk) 01305 821638;
- Paula Brown (Mayors Chaplain) [paulajane2004@yahoo.co.uk](mailto:paulajane2004@yahoo.co.uk);
- Pastor Dave Farmer [dave@portlandmethodist.co.uk](mailto:dave@portlandmethodist.co.uk) 07766 021 359;
- Kim Wilcox (CEO ICA) [office@islandcommunityaction.org.uk](mailto:office@islandcommunityaction.org.uk) 01305 823789.