

Your ref:
Our ref:
Please ask for:
Direct dial no:
Date: 7 April 2020



Dr Anthony Leonard & Malcolm Johnston
Executive Directors

Town Hall
Bexhill-on-Sea
East Sussex
TN39 3JX

Dear Rother resident

The Rother Community Hub is here to support vulnerable residents who are struggling to cope with the effects of Coronavirus and who have no one else they can ask for help. These are residents who have **not** received a letter from their GP or the NHS.

Many people will be able to get the support they need from family, friends or neighbours, but it is vital no one is left on their own if they feel alone, unwell or anxious.

Working with voluntary groups across the district, the Community Hub will deliver essential food or medication. No one will be left on their own due to self-isolation or social distancing.

If you are unable to get to the shops or have no one to bring groceries or medicines to you, contact the Rother Community Hub, the hub will find a local group or person that can help.

If you have internet access contact the hub at www.rother.gov.uk/community-support this will free up the phone lines for those residents without internet access. For those who need to make contact by phone the number is: [01424 787000](tel:01424787000) option 4.

Once a request for support has been made, we aim to give you a call back within two working days. Call backs are dealt with in the order they are received so **please don't leave requests until the last moment**. We are expecting a high level of demand and will need time to coordinate volunteers to get essential supplies out to people. The number of enquiries we are dealing with will determine how long it takes for you to receive a call back.

Please only register for help if you have no other support available to you. The number of volunteers is limited, we need to ensure their services are prioritised for those who have no one else that can help.

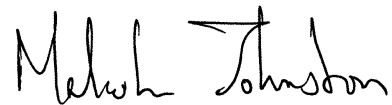


If you need medical help for any reason, do not visit your GP surgery or hospital in person. If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the NHS website <https://111.nhs.uk/covid-19> or call 111. For life-threatening emergencies, call 999 for an ambulance.

Yours faithfully

Handwritten signature of Dr Anthony Leonard in black ink, featuring a stylized 'A' and 'L'.

Dr Anthony Leonard
Executive Director

Handwritten signature of Malcolm Johnston in black ink, with a clear, legible cursive style.

Malcolm Johnston
Executive Director