



WHAT ARE YOUR TOWN COUNCIL DOING FOR YOU?

As Your Town Council we are taking everyone's wellbeing very seriously. We are working as a Council to give all residents a central place to contact if they need help through our Pandemic Coordination Group.

In these difficult times we must all help each other and feel able to ask for help. We want to take this opportunity to thank our **Fantastic** local volunteers for being part of Looe Town Council
[#WeAreHereForLooe](#)

CONTACT

Covid-19 PHONELINES:

For support requests: 01503 804099
For checking/befriending requests: 01503 840199

WEBSITE:

www.looetowncouncil.gov.uk

FORM TO RECEIVE HELP:

<https://www.looetowncouncil.gov.uk/index.php>

FORM TO VOLUNTEER:

<https://www.looetowncouncil.gov.uk/coronavirus.php>

FACEBOOK:

Looe Town Council (gov and local updates)
Looe Coronavirus Support (communication and questions)
Looe Library and Community Hub (activities and live streaming)
Looe Business (information for businesses)

DELIVERY AND USEFUL CONTACTS:

<https://www.looetowncouncil.gov.uk/coronavirus.php>

Covid-19 IMPORTANT INFORMATION FOR RESIDENTS OF LOOE

“You are not alone”

Looe Town Council have a dedicated team of over 150 volunteers who are here to support you during this crisis.

“Social isolation and Social distancing are truly some of the hardest things our community has faced”

Stay at home to stop coronavirus spreading – it is the greatest form of love and respect you can show your community. You should only leave the house for 1 of 4 reasons:

- to shop for basic essentials – only when you really need to. Essentials includes topping up your energy - if you're self-isolating or a vulnerable person and can't top up, read advice given on the BBC website.
- to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- to travel to and from work – but only where this is absolutely necessary

If you need physical or emotional support please either complete the form on the Looe Town Council website, call **01503 804099** or email support@looetowncouncil.gov.uk

If you can volunteer (even if in self-isolation as a befriender), **please complete our form** or email volunteer@looetowncouncil.gov.uk

Follow our Facebook pages or visit the website for updates – we will be posting all the latest advice.

Also, on our website is a list of shops and takeaways who are delivering to homes which is updated daily.

Free online books are available on borrow box and our library can help you to register for a library card if you do not have one. If you have no electronic means of reading digital books call the library and volunteers will be distributing quarantined books on Tuesdays and Thursdays. The number is **01503 262390**.

We have created a new Facebook page for businesses and will be keeping it up to date with the latest information and advice.

Overleaf is a list of support numbers and information to support you during this crisis.

Cornwall Council

General Enquiries (and all services)	0300 1234 100
Children, Schools and Families	0300 1234 101
Libraries	0300 1234 111
Benefits	0300 1234 121
Adult Care and Support	0300 1234 131
Refuse and Recycling	0300 1234 141
Planning	0300 1234 151
Housing	0300 1234 161
Council Tax and Business Rates	0300 1234 171
Registration Services	0300 1234 181
Trading Standards	0300 1234 191
Environmental Management	0300 1234 202
Environmental Health & Licensing	0300 1234 212
Roads, Transport & Parking	0300 1234 222
Fire and Community Safety	0300 1234 232

www.cornwall.gov.uk

Mental health

Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.
Phone: 03444 775 774 (Monday to Friday, 9.30am to 10pm; Saturday to Sunday, 10am to 8pm)

Website: www.anxietyuk.org.uk

Bipolar UK

A charity helping people living with manic depression or bipolar disorder.

Website: www.bipolaruk.org.uk

Mental Health Foundation

Provides information and support for anyone with mental health problems or learning disabilities.

Website: www.mentalhealth.org.uk

Mind

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: www.mind.org.uk

No Panic

Voluntary charity offering support for sufferers of panic attacks and obsessive-compulsive disorder (OCD).

Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: www.nopanic.org.uk

OCD Action

Support for people with OCD. Includes information on treatment and online resources.

Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: www.ocdaction.org.uk

OCD UK

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Phone: 0333 212 7890 (Monday to Friday, 9am to 5pm)

Website: www.ocduk.org

PAPYRUS

Young suicide prevention society.

Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays)

Website: www.papyrus-uk.org

Rethink Mental Illness

Support and advice for people living with mental illness.

Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Website: www.rethink.org

Samaritans

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

Website: www.samaritans.org.uk

EMERGENCY CONTACT NUMBERS

GAS EMERGENCY (24 hour service)

0800 111 999

SOUTH WEST WATER

To Report a Leak line (24 hours) 0800 230 0561

Water and Sewerage Enquiries Monday – Friday 8am – 6pm Telephone Number: 0344 346 2020

(This number can also be used for out of hours emergencies).

WESTERN POWER DISTRIBUTION - ELECTRICITY (24 hour service)

Telephone Number: 0800 6783 105

ENVIRONMENT AGENCY (24 hour service)

Report an Incident - Telephone Number: 0800 80 70 60

AMBULANCE SERVICE (24 hour service)

Emergency - 999

NHS 24 hour helpline advice for health – Telephone Number 111

POLICE (24 hour service)

Emergency – 999

Non Emergency – 101