



### **Lewes District Council**

Lewes District Council  
Southover House  
Southover Road  
Lewes  
BN7 1AB

Dear Resident

We are writing today to let you know that Lewes District Council is doing everything within its power to support you and every other member of our community at this difficult time.

Our most vulnerable residents (described by government as ‘extremely vulnerable’) will have received a letter from the NHS telling them how they can get food and prescriptions delivered to them directly. However, we know there are many more who are isolated and vulnerable or experiencing financial hardship. We have implemented a local system to support those people.

For those unable to afford food, we have people packing food parcels which are being distributed by local food banks. We’ve implemented the emergency funding arrangements for businesses, for people receiving support with their council tax, we are crediting their accounts with £150. Refuse and recycling continues to be collected and our housing officers are giving older tenants the reassurance they need.

We know that these are difficult times for local businesses. We are delighted by the number of local food shops who have managed to set up delivery services so that local people can continue to get the food they need.

To help promote these businesses, and to signpost local people needing food, we have set up a directory with the latest information for customers.

You can find it at [www.lewes-eastbourne.gov.uk/food-delivery](http://www.lewes-eastbourne.gov.uk/food-delivery)

For residents who are isolating and don’t have friends and family and other support networks around them, we have set up ways to help. Perhaps you can’t make it to the shops to buy groceries or you have essential medicines that need picking up? We all know modern families are often spread across continents, not just towns and cities, so it isn’t unusual for older people to find themselves alone. But you’re not alone, we’re here for you.

If you are in this position and need help visit [www.lewes-eastbourne.gov.uk/requestsupport](http://www.lewes-eastbourne.gov.uk/requestsupport) and fill in a simple form to request the help you need. If you don’t have access to a computer or smart phone, then call us at Lewes District Council on 01273 099956. We will give you advice, guidance and information and signpost you to the best local organisation to help you.

Please, if you can use our on-line form, then do. Our telephone lines are very busy and we want to prioritise those who are not able to use the on-line form. Be patient on the phone line, we will get to you.

Much of the help on offer is being provided by volunteers in small, local community organisations. It is humbling that so many people have offered to help and volunteer at this time and they all deserve our thanks – if that's you, a huge thank you from everyone at Lewes District Council.

We are very proud too of the way our council officers have responded. From the teams that collect your waste and recycling to our customer advisers who answer your emails and telephone calls, they are working tirelessly in really challenging circumstances.

The good news is our contingency plans are in operation and these frontline services are running well and we intend to keep it that way. Lots of helpful information for residents and businesses can be found on our website – [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

We are also posting information on Twitter, so follow us if you can @lewesdc and Facebook @lewesdistrictcouncil. And please share the messages with others. Most importantly, our residents must follow the government advice, stay at home, protect our NHS and save lives.

Yours sincerely



Councillor Zoe Nicholson  
Leader of Lewes District Council



Councillor James MacCleary  
Deputy Leader of Lewes  
District Council