

COVID-19

BRIDGEND TOWN COUNCIL

COMMUNITY SUPPORT DETAILS



During this unprecedented time, the health and wellbeing of the community and getting help to our more vulnerable residents are our priority.

This leaflet provides signposting to resources and support that is available for you. Please contact these schemes directly if you need assistance.

Vulnerable Residents

Vulnerable residents who have no family members or support networks to assist them can contact Bridgend County Borough Council on telephone number 01656 643643 or email talktous@bridgend.gov.uk

Each individual will then need to be assessed in relation to their own circumstances and can be signposted appropriately.

Bridgend Association of Voluntary Organisations (BAVO) has been asked to lead on co-ordinating a community response to COVID-19 in Bridgend County Borough, working with voluntary and community groups and the volunteer centre and connecting people that need support to assets in their local community.

The advice from BAVO is that if people have neighbours, friends or relatives they can call on to help, they are asking them to do so wherever possible.

For people who have no-one, they can contact BAVO and they can direct them either to local shops that can help with basic shopping needs in their area (where they may be delivering too), or to local community groups/neighbourhood schemes who may be able to help them directly.

If this isn't possible, BAVO can call on their volunteers to help with prescription collections and basic food items/shopping. BAVO is currently dealing with a high volume of inquiries therefore please call in advance where possible if you are running out of supplies, or need a prescription collecting so that it can be scheduled in.

USEFUL INFORMATION & CONTACT DETAILS

You can find all the latest public information on the outbreak of coronavirus on the following websites:

UK Government
www.gov.uk

Welsh Government
gov.wales

Public Health Wales
phw.nhs.wales

**Cwm Taf Morgannwg
University Health Board**
cwmtafmorgannwg.wales

BAVO
Tel (9am-5pm)
01656 810400

Out of Hours (until 8pm)
07851248576

Email
bavo@bavo.org.uk

Website
www.bavo.org.uk

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Food Bank Service

Bridgend foodbank are changing how they run their service following advice from Welsh Government and Public Health Wales to help slow the spread of coronavirus.

Foodbanks in the Bridgend County Borough will now be issuing e-referral codes rather than food bank vouchers to ensure there is no face-to-face contact.

Until further notice clients must wait outside the food bank centre whilst volunteers bring pre-packed food parcels to them.

These measures have been put in place for the safety and well being of clients and volunteers. No items will be swapped and no snacks and drinks will be served at the centre.

For more information please visit:
www.trusselltrust.org

Free School Meals

A take-away packed lunch will be made available for all pupils eligible for free school meals in Bridgend county borough. If your child is eligible for free school meals, meals can be collected from an allocated collection point between 11:30am and 1pm between Monday and Friday (inclusive). A list of collection points can be found at www.bridgend.gov.uk

If you are unable to collect your packed lunch, or have any dietary requirements, please email EDFSCOV19@bridgend.gov.uk with details.

Safeguarding

The Bridgend Multi-Agency Safeguarding Hub (MASH) which provides safeguarding in the county borough is open as usual to receive any safeguarding concerns.

The Bridgend MASH is made up of a number of teams such as those from children's and adult social services, South Wales Police public protection unit and early help services.

To contact the information, advice and assistance team in MASH call (01656) 642320 or 642279. People can also email contactassessmentreviewteam@bridgend.gov.uk or mashcentra@bridgend.gov.uk

Energy Suppliers

If you are on lockdown or self-isolating & use card & key meters please note that all energy suppliers are giving 3 weeks emergency credit. Swalec can provide £100 electric & £50 gas. Swalec Telephone Number: 0345 0717806. Other suppliers are also providing help so contact your supplier for further information.

Council tax deferment plans

Residents in Bridgend county borough who are facing difficulty paying their council tax as a direct result of the coronavirus will have the possibility of deferring their council tax payments over the next couple of months to later in the financial year.

Please visit www.bridgend.gov.uk for more information or call 01656 643643.

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USEFUL CONTACTS

Age Cymru

Age Cymru have launched a check in and chat service for anyone over the age of 70 and living alone to help during self isolation.

Tel: 08000 223 444 (9:30am – 4:30pm)

www.ageuk.org.uk/cymru

Meic Cymru

Helpline service for children and young people up to the age of 25 in Wales.

Tel: 80880 23456 or Text 84001

www.meiccymru.org

Mental Health Matters Wales

One of Wales' leading mental health charities offering a range of support to help people achieve good mental and physical wellbeing.

Tel: 01656 651450

www.mhmwales.org.uk

Mind Cymru

Advice and support to empower anyone experiencing a mental health issue.

Tel: 0300 123 3393 or text 86463

<https://www.mind.org.uk>

Citizens Advice Bureau

Citizens Advice Bureau provides free, confidential and impartial advice on issues affecting people's lives.

Bridgend Office Tel: 01656 762800

www.citizensadvice.org.uk

SHOPPING

If you having difficulty getting to the supermarkets please remember there are many local businesses providing fresh produce.

T&H Morris Butchers

Offering free delivery service in the Bridgend area. To place orders call 01656 768620 or 07840315680.

SPAR Ewenny Road

Offering deliveries to elderly and vulnerable people within a short walk of the shop.

Please call: 01656 655373

One Stop Bridgend (Bryntirion)

Jackson Cabs have teamed up with One Stop Bridgend to offer shopping deliveries to NHS staff, elderly, vulnerable and those self-isolating.

Please call: 01656 645781 or 01656 650650.

You can also find fresh bread, milk, meat, eggs, fruit, vegetables and more at your local convenience stores:

- **Premier Stores**, Coity Road
- **Motherways Premier Store**, Ewenny Road
- **Nisa Local**, Cowbridge Rd
- **SPAR Bridgend**, Unit 2B 254 Quarella Road
- **SPAR Cefn Glas**, Llangewydd Road