

## Important information regarding Coronavirus (Covid-19)



As we now go into another period of social distancing and as a gesture of our appreciation, Diss Town Council has purchased a flag to fly in the Park. At a time where all work undertaken by the NHS and fellow key workers is of vital importance, our Council thought this show of support from the residents of Diss would go some way to show how much our town appreciates the hard work all those workers are putting in to keep us provided for and safe in this troubling time for all.

We hope by flying this flag that we can reinforce the message to the public to Stay at home. Protect the NHS. Save lives.

### Message from Diss Town Mayor

"I would like to express my sincerest sympathies as your Mayor to those who have lost loved ones, and those who have been debilitated by COVID-19; my thoughts are with you all.

Community, Communication and Kindness - the themes that are the basis for my first year as Mayor are highlighted more now than ever! I have witnessed over the past few weeks first-hand our community spirit, the use of different forms of communication used for work and connecting with loved ones, as well as the kindness of strangers through acts of altruism.

We need to continue following the government guidelines, such as social distancing and support those who are vulnerable and in need of help. I hope that the information provided in this leaflet goes some way to helping you and your loved ones keep well through the up and coming days."

**Councillor  
Sonia Browne**



**Diss Town Council** continues to answer queries by email and telephone. We have however, closed most of our sites and facilities to protect staff and the community following government guidelines.



The Park is open to use for daily exercise, but the children's play areas, Pavilion kiosk, toilets and the boardwalk and gardens are closed.

The Diss Youth & Community Centre is solely open for the FareShare Food Scheme, the Sports Ground is closed but the market continues to operate for essential supplies only. The Traffic Regulation Order for the Market Place states, 'No Entry to Cars and Motorcycles on Fridays from 5.00am to 6.00pm.'

The Cemetery has now re-opened following recent government guidance. Please adhere to social distances measures and review the guidance on the entrances to the site.

### Contact Diss Town Council

Telephone: 01379 643848

Email: [towncouncil@diss.gov.uk](mailto:towncouncil@diss.gov.uk)

Website: [www.diss.gov.uk](http://www.diss.gov.uk)



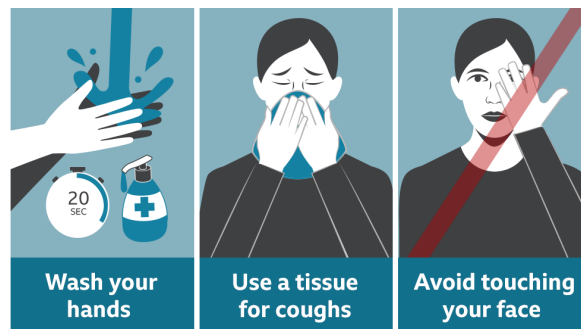
### COVID-19: What do I need to do?

- Stay at home
- If you go out, always stay 2 metres (6ft) away from other people
- Do not meet with others, even friends or family. Be aware that the virus can be spread by those, who do not display any symptoms.
- Wash your hands as soon as you get home

### How to support each other

There are things we can do to help reduce the risk of spreading the Coronavirus:

- wash your hands with soap and water often and use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue when you cough or sneeze, put used tissues in the bin immediately and wash your hands afterwards
- do not touch your eyes, nose or mouth if your hands are not clean.
- clean and disinfect frequently touched surfaces and objects in your home, such as door handles and taps.
- shop responsibly, follow advice in stores, and only buy what you need for yourself and your household, and those you're supporting.



### Looking after your health and wellbeing

To help yourself stay well whilst at home:

- stay in touch with family and friends over the phone or through social media
- try to keep busy – take up activities like cooking, reading, online learning and watching films
- do light exercise at home, or/and outside once a day.



## NHS Advice Line

If you are concerned that you are unwell or are unsure about your symptoms, use the NHS 111 Coronavirus service at <https://111.nhs.uk/covid-19/> or if you cannot get help online, dial 111.

## When can I leave my home?

Only leave your home for very limited essential journeys:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, such as a run, walk, or cycle - alone or with members of your household
- any medical need, including donating blood, escaping risk of harm, or to provide help to a vulnerable person
- travelling for work purposes, but only where you cannot work from home.

Legislation and stay at home measures introduced on 26<sup>th</sup> March gives the Police powers to disperse public gatherings and fine those who do not follow the 'stay at home' measures. To find out more, visit <http://www.norfolk.police.uk/news/latest-news/16-03-2020/covid19-chief-urges-people-follow-stay-home-measures>.

## Do you need support?

If you are classed as vulnerable and in need of support, please contact the dedicated helpline on **0344 8008020** Monday to Friday from 9am – 5pm and Saturday and Sundays, 10am – 4pm. Outside of these hours, please call 0800 3896109. Residents can also visit [www.norfolk.gov.uk/coronavirus](http://www.norfolk.gov.uk/coronavirus)

## Support for mental health

We have been provided with the following by the Early Help Hub at South Norfolk, which may be useful for you or for someone you know. For mental health support, there are two suggestions:

[www.justonenorfolk.nhs.uk/mentalhealth](http://www.justonenorfolk.nhs.uk/mentalhealth)

Norfolk and Suffolk NHS Foundation Trust has launched a First Response helpline

offering immediate support for mental health difficulties. The free phone service, staffed by mental health professional will provide reassurance, advice and support 24/7. Call 0808 196 3494.

## Early Help Hub

The Early Help Hub is a good point of contact for many different services, should you have any urgent needs or worries. Please visit <https://www.southnorfolk.gov.uk/residents/south-norfolk-help-hub>

## See Something, Hear Something, Say Something

These are difficult times and families are under huge amounts of pressure – the help us to keep Norfolk's children safe campaign is here to help. If you hear something or see something that makes you feel worries about a child living nearby, please call 0344 800 8020. In an emergency call 999.

## Food Support

There are two voluntary food schemes running in Diss supporting vulnerable people and those who are without a network of friends and family.

The FareShare Food Scheme supported by Tesco operates out of the Diss Youth & Community Centre on Shelfanger Road on Thursdays, 3pm – 4pm. For more information, call 07778 896325.

The Waveney Food Bank offers a daily service from the Hope Church on Vincennes Road Monday-Thursday, 10am – midday and Friday, 11am – midday. If you are struggling to afford food and are self-isolating, please call 07484 394749. *Please be aware that visiting the food bank is classed as an essential journey.*

## Other shopping opportunities

Food stalls are continuing to trade on the Market Place.

- Diana Atkins's fruit and veg stall on Wednesdays and Thursdays.



HM Government

**CORONAVIRUS**

**STAY HOME. PROTECT THE NHS. SAVE LIVES.**





- Mummary Brothers' fish stall on Thursdays and Fridays
- Jonathan Iron's fruit and veg stall on Fridays.

Home delivery services are available from:

- Tony Fields Discount Deli - contact 07810 864119
- Diana's fruit and veg by - call 07747 840387

## Supermarkets

- Aldi is open 8am – 8pm Monday – Friday and Sundays 10am – 4pm
- Tesco as above but 8am – 9pm Saturdays
- Morrisons 8am – 8pm Mon - Fri and Sundays 10am – 4pm.

Some supermarkets have dedicated hours for the elderly, vulnerable and NHS workers. Opening hours may be subject to change, it is advisable to check prior to shopping.

Morrisons now has a dedicated elderly and vulnerable phone line for food orders. Call 0345 6116111 and select option 4 to order a food box or 5 for a home delivery. This service is available 8am - 4pm Monday - Friday excluding bank holidays.

Aldi has also launched its Aldi Food Parcel, containing 22 of your essentials (plus a few treats). It's a great shopping solution for vulnerable people and those who are self-isolating. Available online only for £24.99 with contactless delivery to ensure everyone's safety. Visit <https://bit.ly/3clyx5t>.

## Park Radio

Our volunteer led local community radio station, Park Radio continues to provide a vital service remotely. You can contact them 24/7 at [chris@parkradio.co.uk](mailto:chris@parkradio.co.uk) or call 01379 21 00 00.

## How can I volunteer?

Those wishing to volunteer should visit <https://www.voluntarynorfolk.org.uk/home-2/register-to-volunteer-2/>. If you have any questions about volunteering, applying for

roles or registering on the Volunteering Portal, please email [volunteercentre@voluntarynorfolk.org.uk](mailto:volunteercentre@voluntarynorfolk.org.uk).

## Be Vigilant

Coronavirus-related scams are on the rise. For the latest information on how to protect yourself, visit

<https://www.actionfraud.police.uk/covid19>

The latest scam alerts from Norfolk County Council Trading Standards provide the latest on scam alerts visit

<https://www.norfolk.gov.uk/business/trading-standards/scams/consumer-alerts>.

## Latest Government advice on Covid-19

General information from the Government continues to be provided at the following web address: <https://www.gov.uk/coronavirus>

## Message from Diss Town Council Leader

"My fellow councillors, staff and I would like to extend our sincere best wishes to everyone in our local community; our thoughts are with you all at this very stressful time. I would especially like to thank key workers and volunteers for all they are doing to support our community.



We still have some way to go until any form of normal life resumes but please be reassured that all at Diss Town Council will do everything within our remit to keep all residents informed, safe and well.

Please don't forget the 'Clap for our Carers' every Thursday at 8pm."

**Councillor Simon Olander**