

Tunbridge Wells Borough Council Information

Do you need help?

A local helpline has been set up to support people who need urgent help, supplies or medication as a result of the Coronavirus. The number is 01892 554497. Please call this number now if you do not have friends, family or neighbours looking after you.

Dear Resident,

We are writing to let you know that advice and support is available if you need it. Please check the Council's website at tunbridgewells.gov.uk for information on our services, for help and advice or to see how you can help others.

Help, Advice and Wellbeing

You can register for free Wellbeing calls for yourself or someone you know by calling 01892 554497. If you are struggling to cope and need more urgent help you can talk to someone on the 24-hour 'Release the Pressure' helpline on 0800 1070160, or you can call the Samaritans on 116 123.

For tips on how to look after your mental wellbeing during the outbreak you may like to visit the 'Every Mind Matters' website at nhs.uk/oneyou

Protect yourself against frauds and scams by email, text or in person, by visiting actionfraud.police.uk

Financial Advice

Please contact 01892 526121 if you are struggling with Council Tax payments or housing costs. If your income has reduced, contact the Department of Work and Pensions and ask about making a claim for Universal Credit on 0800 328 5644 or at gov.uk/universalcredit

Support and Advice for Businesses

There are a range of schemes to help businesses at businesssupport.gov.uk. There is also a business advice line run by the Kent and Medway Growth Hub on 03333 602 300.

If you believe you are eligible for support but have not been contacted by our Business Rates team, please email businessrates@midkent.gov.uk.

Coronavirus Advice

Advice on the symptoms, what to do if you think you have contracted the virus, and how you can help stop the spread is at gov.uk/coronavirus.

Significant breaches of the Government's coronavirus measures can be reported at kent.police.uk. Please do not call 999 except in an emergency.

Community Fundraising

During this time charities and organisations across the borough need your support more than ever. You can help them by visiting [tunbridgewells.gov.uk/fundraising](https://www.tunbridgewells.gov.uk/fundraising)

Council Services

We are working hard to keep Council services running but some are suspended or reduced due to prioritising key services. Full details can be found on our website.

Please look after yourselves and those you care about by following Government guidance and staying at home. Thank you for your continued support and understanding at this difficult time.

Cllr Alan McDermott, Leader of the Council

William Benson, Chief Executive

Cllr Ben Chapelard (Liberal Democrat Group Leader)

Cllr Dianne Hill (Labour Group Leader)

Cllr David Hayward (Tunbridge Wells Alliance Group Leader)