



### Local Information for Self-Isolation

The following information is collated daily by the Westleton Village Hall Centre Manager. Please call Annie on 01728 648354 or email [centremanager@westletonvillagehall.co.uk](mailto:centremanager@westletonvillagehall.co.uk) with any information or updates, or if you wish to go on the email circulation list. It is also updated on the village hall and village websites.

#### Takeaways/Delivery Restaurants

- White Horse – menu TBC - as of 21<sup>st</sup> March they will be offering a takeaway menu which will be available for both collection or free delivery. Details will follow shortly.  
<http://www.westleton-whitehorse.co.uk/>
- The Westleton Snug may be offering a service. More details to follow.
- Mains in Yoxford offering deliveries/takeaways from 27<sup>th</sup> March  
<http://www.mainsrestaurant.co.uk/deliverytakeoutfrom-march-27th2020/>
- Darsham Nurseries offering takeaway and delivery service from Monday 23<sup>rd</sup> March:  
<https://www.darshamnurseries.co.uk/cafe/>

#### Shops offering food deliveries

- Westleton Village Stores offers accounts and will deliver.
- Emmerdale Farm Shop – currently organising an account and delivery service.
- Reckford Roost Farm Shop & Café can deliver on request.
- Major supermarket online deliveries are normally 2-3 weeks waiting time.
- Most supermarkets are offering the 1<sup>st</sup> hour of opening only to vulnerable people or their carers.
- Home cooked frozen food to your door: <https://www.cookfood.net/>
- Amazon offer grocery delivers, particularly items in bulk (perfect for all those teabags you may need!) [https://www.amazon.co.uk/s?k=Grocery&ref=nb\\_sb\\_noss](https://www.amazon.co.uk/s?k=Grocery&ref=nb_sb_noss)

#### Updated information from supermarkets (21<sup>st</sup> March)

- Waitrose

Some early closures for restocking. All cafes and coffee machines suspended. Purchase restrictions - maximum three of each grocery item (excl fresh fruit/veg and some alcohol) and maximum two packs of toilet roll. Vulnerable customers - priority first hour for elderly, vulnerable and their carers. Working on special deliveries for vulnerable customers.

- Tesco

Limits to shopping hours. All stores closing at 10pm for restocking. Some larger stores with pharmacies will stay open later. Temporary closure of all fresh food counters except bakeries. Purchase restrictions - maximum of three of each item. Multi-buy promotions axed. Vulnerable customers priority hour on Monday, Wednesday and Friday morning from 9am-10am (apart from Express stores) for the elderly and vulnerable. Online delivery restrictions - online customers are asked to go to physical stores to free delivery slots for the elderly and vulnerable. Other Floor marking in stores to facilitate social distancing.

- Sainsbury's

All cafes and meat, fish and pizza counters closed. Purchase restrictions - maximum of three of any grocery product, maximum of two of most popular products, including toilet roll, soap and UHT milk. Vulnerable customers - first hour after opening set aside for elderly and vulnerable customers. Priority access to online delivery slots for customers aged over 70 or disabled from Monday 26 March. Online delivery restrictions. Expanding click and collect service, increasing number of collection sites across the country, including car park collection points.

- Asda

Open 8am – 8pm. Purchase restrictions - maximum of three of any product. Vulnerable customers - from opening until 9am is priority time for the elderly and vulnerable. Request for cashless money to reduce money handling. NHS staff access on Monday, Wednesday and Friday from 8am-9am in larger stores. Online delivery restrictions - asking customers to consider less popular delivery times.

- Aldi

Shorter hours, closing at 8pm each day. Purchase restrictions - shoppers only allowed to purchase four of each product.

- Lidl

Yet to introduce any item restrictions, but has asked customers to be considerate.

- Morrisons

Shorter opening hours and closing at 8pm. Purchase restrictions - limits on toilet roll, cleaning products and some health and beauty items. Vulnerable customers - making more delivery slots available. Online delivery - making more slots available to customers through [www.morrisons.com](http://www.morrisons.com) and the Morrisons stores on Amazon Prime Now. A call centre for people who cannot shop online to order by phone.

- Marks and Spencer

Closure of all cafes. Purchase restrictions - maximum two items per customer of frozen food, home products, groceries and eggs. Vulnerable customers - first hour of trading reserved for older and vulnerable customers. Other Special shopping hour for NHS and emergency service workers during first hour of trade each Tuesday and Friday morning. 4,600 employees from clothing, home and cafe teams drafted in to help at food stores. Working with suppliers to increase production of British food products.

### **Home Exercise Programmes – keep those muscles going, stay happy and help prevent falls:**

- Please email Annie Groves [centremanager@westletonvillagehall.co.uk](mailto:centremanager@westletonvillagehall.co.uk) for advice, as this depends on any health conditions you may have and she can refer you to the appropriate ones. Call 01728 648354 if you don't have internet access.

### **Prescriptions**

- Catriona (the village 1<sup>st</sup> Responder) can pick up prescriptions from Leiston (48 hour routine ones can still be delivered to the shop) or from Saxmundham, with her ID; providing the person who needs the prescription phones though first.
- You can also order prescriptions online for delivery through the post – takes about 10 days at present (26<sup>th</sup> March) - <https://www.pharmacy2u.co.uk>

## Scams

- Sadly there are a lot of new scams operating at present e.g. people pretending to be from the Red Cross. Please check online for the latest information on scams and cons e.g. Suffolk Trading Standards and remember to:
  1. Never sign or agree to anything on the spot.
  2. Check the trader's identity. Always ask for an identity card and look up the organisation to check the salesperson's identity is genuine.
  3. Be wary of special offers or warnings about your home or your health.
  4. Read the small print. Always read documents carefully before you sign them and make sure you fully understand your rights.
  5. Double check the facts.
  6. Talk to someone you trust for a second opinion.
  7. Trust your instincts. If it sounds too good to be true, it probably is.
  8. Please report any cold callers to Trading Standards via 0808 223 1133.
- Police Information regarding scams 24<sup>th</sup> March:

Suffolk Constabulary is issuing advice on social media channels to combat unscrupulous individuals who look to exploit the vulnerable during the coronavirus outbreak. The messages on social media urge vigilance against criminals who will be using the publicity around the virus as a chance to target the vulnerable. For example, the social guidance includes making clear to always ask for identification of anyone claiming to be from the emergency services or the voluntary sector and not to open the door to anyone, especially from someone you are not expecting. Other scam include coronavirus tax refunds, fake cures, World Health Organisation impersonation emails and bit coin payments.

County Policing Commander for Suffolk Chief Superintendent Marina Ericson said: "We are living through unprecedented times, and while we are seeing mostly positive and very helpful community based activity to support the vulnerable, there continues to be a heartless and scheming group of criminals who will look to exploit the current situation for their own needs.

"Scams are likely to come in many different forms – from, for example, calling on people to say they are testing for the virus, to those fraudulently selling protective face masks, or offering to do shopping and taking money.

"The majority of groups are well intentioned and will be working through the voluntary or charity sector and will be very happy to provide you with proof as to who they are.

"The message is simple, if you have any doubts about the honesty of the person or offer of help, we urge you not to engage further – put the phone down or shut the door and report suspicious behaviour."

Vulnerable people will be most at risk so we ask that people protect themselves and we ask relatives and neighbours of the vulnerable to have a conversation with their loved ones or neighbours to stay alert and be wary of unsolicited offers of help.

If you feel in immediate danger call 999 or if you know someone is vulnerable and has been a victim of fraud, please contact Suffolk Constabulary on 101 or Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call 0300 123 2040.

## Advice:

- Only accept help from people you know and / or trust. Never deal with unexpected cold callers
- You do not have to agree to anything you don't feel comfortable with
- Police, health workers and others will not and do not call at your house to test for coronavirus or ask for money regarding investigations
- Check the person calling at your door has valid identification, even if they are dressed in uniform
- Do not transfer any money across to someone who calls you over the phone, banks will not ask for your personal security details
- Do not trust anyone asking for money transfers or cash over the phone
- Do not make shopping purchases from a company or person you do not know and trust. Use a credit card to pay to protect yourselves.

Further advice can be found on our website:

<https://www.suffolk.police.uk/sites/suffolk/files/coldcallers1.pdf>

<https://www.suffolk.police.uk/sites/suffolk/files/fraudprevention1.pdf>

## Train Travel

- Reduced timetable from Monday 23 March from Greater Anglia. The timetable that will operate from Monday onwards is closer to a Sunday timetable, but with extra early morning and later evening services, to deliver an effective public transport service for key workers. Reducing the number of trains in service also creates opportunities for additional cleaning activities on trains, and in depots, and allows more targeted cleaning at stations. The service level will deliver enough seats to meet the current demand levels and the timetable will be kept under regular review to react to any further developments. Full details of the reduced timetable are available on the Greater Anglia website: <https://www.greateranglia.co.uk/>

## Hairdressing

- Kelly – senior stylist from Heavenly Hair in Saxmundham and now self-employed as a mobile hairdresser – 07501 412182. N.B. Please follow current government advice on people entering your home.

## Library Service

Suffolk Libraries will be closing the county's library buildings to the public for the foreseeable future from the end of Friday 20 March and the mobile library service will be suspended. The decision has been taken following advice from Public Health England and the government regarding social distancing to reduce the spread of coronavirus (COVID-19). Suffolk Libraries has been working closely with county council on this decision. All library events and activities have already been suspended to ensure the safety of customers and staff, but SCC will have access to run a Children's Centre from a library where there is that arrangement in place.

Suffolk Libraries has suspended charges for overdue books and extended reservation and return dates indefinitely, so customers do not need to worry about renewing or returning items. Suffolk Libraries is also promoting its extensive and free eLibrary services during the closure. There are around 60,000 items available including eBooks, eAudiobooks, magazines and newspapers. You can also stream music, films and documentaries.

People will still be able to contact Suffolk Libraries' customer service team with any enquiries. The team are available Monday to Friday 9-5 and can be contacted at [help@suffolklibraries.co.uk](mailto:help@suffolklibraries.co.uk) or by calling 01473 351249. As staff are now operating this service remotely, customers will have to leave a message and someone will get back to them asap. Other ways to access the library service while the buildings are closed will be announced in the coming weeks as Suffolk Libraries continues to support the response to local need.

### **Petrol Stations**

- Jet garage at Darsham now closes at 6pm daily.

### **Refuse/Recycling Sites**

- All of the centres across the county will close from Monday, March 23, until further notice. The council has requested all "bulky" waste, such as furniture and wood should be held on to until sites reopen. It has also reminded residents not to put electrical items in any of their bins at home and to use grass cuttings and hedge trimmings to make compost.

### **Wine Deliveries**

The Westleton Village Hall Wine Tasting has been cancelled, would you like to drink our choice of wines in your own home?

Try one of each in a case of 6 bottles for £53.50 (inc. 20% vat) delivered to your doorstep, no contact necessary!

#### **WHITES**

- Ferno Pires, Cintila 2019 Peninsula de Setubal/Portugal 12%  
Vegan, peachy and complex with notes of spice
- Zibibbo, "Vitese" Colomba Bianca 2019 Sicily/Italy 13%  
Organic & Vegan floral, fresh and fragrant
- Sauvignon Blanc & Verdejo, Dominio D Fontana 2018 Ucles/Spain 12.5%  
Organic & Vegan. Crisp, aromatic with touches of fennel and white pepper

#### **REDS**

- Castelao, Cintila 2019 Peninsula de Setubal /Portugal 12.5%  
Vegan, smooth, fruity and spicy
- Merlot/Corvina, Ponte Pietra 2018 Veneto/Italy 12%  
Vegan, structured with blackberry fruit and herbaceous notes
- Carmenere, Undurraga 2018 Central Valley/Chile 13%  
Exuberant red fruit with savoury spice, great with curry!

All wines are subject to availability, pay by BACS on delivery

Please contact Eve & Richard Berrill Tel. 01728 638 395

email [everich@globalnet.co.uk](mailto:everich@globalnet.co.uk) website [www.case-serawines.co.uk](http://www.case-serawines.co.uk)

### **Faith/Religious Services**

Many of these are now streamed live online via Facebook and websites. You can find out more online but here's a few examples of various faith website updates:

- <https://www.cofesuffolk.org/bishops/broadcasting-live-services>

- [https://www.achurchnearyou.com/live-stream/?tags=Live\\_stream](https://www.achurchnearyou.com/live-stream/?tags=Live_stream)
- <https://www.churchservices.tv/>
- <https://www.methodist.org.uk/about-us/coronavirus/official-guidance/>
- <https://www.baptist.org.uk/>
- <https://mcb.org.uk/>

### Socialising

- Feeling lonely? Call a neighbour, family or friend, or have a natter over the garden fence, as long as you're 2 metres or 6 feet away! Alternatively, get in touch with the Westleton Village Hall Centre Manager on 01728 648354 or email [centremanager@westletonvillagehall.co.uk](mailto:centremanager@westletonvillagehall.co.uk) and she will try and match you with a friendly person in the village to have phone calls with.
- How about trying online video calls? There are lots of options through WhatsApp, Facebook, Facetime, Skype – it all depends on what devices you have – so have a look online for a free app. Recently recommended is Zoom – easy to set up and it's also free <https://zoom.us/>

### Nature Reserves and Walks

- Currently RSPB Minsmere and NT Dunwich are closed but public footpaths are not. So, check out your local walks from your doorstep and enjoy the weather, whatever it may bring! Just once a day though at the moment and observe social distancing (25<sup>th</sup> March government rules)! Here are some routes and further info:

<http://services.eadt.co.uk/suffolk/pdfs/lifestyle/walks/westletonfeb4.pdf>

[http://www.discoversuffolk.org.uk/walking/SearchForm?Search=westleton+&action\\_results=Go](http://www.discoversuffolk.org.uk/walking/SearchForm?Search=westleton+&action_results=Go)

### Banks

- Banks are requesting that customers undertake necessary transactions online if at all possible, and do not attend branches unless strictly necessary. Many are on reduced hours or have changed opening days. Check before you travel by phoning your local branch or online. You can even pay in cheques online with some banks.
- Phone banking is under a lot of pressure but most banks are prioritising vulnerable and older customers.
- For the latest information on local bank opening times check individual websites or call them, here are a few links to banks we have locally:  
<https://www.ibs.co.uk/blog/corporate/coronavirus-covid-19-frequently-asked-questions>  
<https://www.hsbc.co.uk/help/coronavirus/>  
<https://www.barclays.co.uk/coronavirus/>

### Learning

- Bit bored in self isolation? Then have no fear, a new website is here! Check this out, so many great ideas! Explore a fort, learn and language, watch concerts and sing along with a virtual choir:  
<https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home>