



Local Information for Self-Isolation/Shielding

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 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.

Useful Government Advice:

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

Takeaways/Delivery Restaurants

- **Westleton White Horse** – menu delivered to each house in Westleton offering a takeaway menu which will be available for both collection or free delivery. Contact Amy on 01728 648222 or email westletonwhitehorse@gmail.com
- The **Westleton Snug** is offering a soup service. Contact Ian at the shop (details below).
- **Mains** in Yoxford offering deliveries/takeaways from 27th March. Call 01728 668882. <http://www.mainsrestaurant.co.uk/deliverymenu/> and <http://www.mainsrestaurant.co.uk/deliverytakeoutfrom-march-27th2020/>
- **Queen's Head, Blyford**: From Friday 27th March you can order the following and collect in a safe way: Groceries, Meat and Fish, Soft Drinks and Alcohol. Call 01502 478404.
- **Two Magpies Bakery** is offering click and collect and deliveries to Westleton: <https://www.twomagpiesbakery.co.uk/> or call the Darsham shop 01986 784370. New on 24th April are click and collect pizzas from the Darsham bakery 4.30pm-8pm on Friday nights: <https://www.twomagpiesbakery.co.uk/pizzas>
- **Golden Key, Snape** - offering take away meals and deliveries within 10 mile radius <https://www.goldenkeysnape.co.uk/ready-meals/> Pre-order on 01728688510 to leave a message or phone Alex directly on 07870606289 with your order and desired collection/delivery time.
- **M&S Café Martlesham** takeaways from 14th May <https://www.express.co.uk/life-style/food/1281999/marks-and-spencer-open-m-s-cafe-reopen-food-takeaway-uk-full-list>

Local shops offering food deliveries or collection

- **Westleton Village Stores** offers accounts and will deliver daily, except Sundays. Fresh veg, milk, meat, and the usual shop products. Order via: ianjohnson191069@yahoo.co.uk or call the shop number 01728 648216. Please call after 1.00pm for delivery the following day. Payment can be made via BACS or card over the phone. *30th March update from Ian: "We have plenty of the Nicholson's Handmade Scotch Eggs available in Traditional, Chorizo, Black Pudding and Chicken Tikka - pop them in the oven for about 30 minutes and they make a*

great lunch or add to them for an evening meal - please order some to stop me eating them!"

- **Emmerdale Farm Shop** – currently an account and delivery service. 01728 668648. Also a collection service: they will put together your basket and phone you back when it is ready. Pay for it over the phone. Collect it from the store.
- **Reckford Roost Farm Shop & Café** can deliver on request. 01728 648936.
reckfordroost@gmail.com
- **Jet Garage** at Darsham offering food deliveries if over £50. E-mail your shopping list to darshamshop@icloud.com They will phone back when it is ready. Collect and pay in the shop or will deliver.
- **Platts** (Leiston Grocery) delivering: <http://plattsfruitandveg.co.uk/> or call 01728 830363 or Geoff on 07860 152894 or plattsfruitandveg@gmail.com
- **Nicols Butchers**, Leiston. 01728 830571. They will take a phone order for collection and payment at an agreed time.
- **Focus Foods**, Halesworth. 01986 872899. Phone through and place your order. Then collect or they will deliver outside Halesworth for orders over £30 plus £5 delivery charge.
- **Maximus**, Friday Street, Saxmundham (fishmongers) 01728 605578. Phone through and they will take your order for collection and payment at an agreed time.
- **Horners**, Yoxford. Shopping in person only at the moment.
- **Friday Street Farm Shop**, Saxmundham. 01728 602783 Place an order for a collection a few days ahead (Monday, Wednesday or Friday). They will let you have a slot for collection and take payment.
- **Railway Farm Shop** near Saxmundham are offering veg boxes for collection. 01728 605793.
- **Market, Aldeburgh (fish)** aldeburghmarket@g.mail.com . 01728 452520. Collection the following day.
- **Salter & King, Peasenhall (Butchers)** info@saltersandking.co.uk 01728 660219. Collection and free delivery for orders over £85 or vulnerable residents in Peasenhall. Open 8am to 1:30pm.
- **Maple Farm, Kelsale** 01728 652000 info@maplefarmkelsale.co.uk Open Daily, 9am to 6pm
- **Fishmonger** - Gary Bull. Deliveries to village on Thursdays – mobile van. 07970 293631. Also Danny Porter – door deliveries on Thursdays - takes payment online. Text 07921 921103 and he will send the week's selection.
- **The Truly Traceable Pie Company, Halesworth** – deliveries and collections
<https://www.trulytraceable.com/> Available frozen to cook at home (pies and sausage rolls).
trulytraceable@btinternet.com 01986 835980 or 07787770774.

Updated information from supermarkets

Major supermarket online deliveries are normally 2-3 weeks waiting time. New delivery slots seem to become available after midnight, so if you're a night owl then try after 12. Most supermarkets are offering the 1st hour of opening only to vulnerable people or their carers. See below for more details. Give yourself plenty of extra time to do your grocery shopping as social distancing measures are resulting in some long, slow queues.

- 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

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- <https://www.allianceonline.co.uk/> Free delivery if over £50. Sell lots of useful home essentials, including loo rolls!
- Home cooked frozen food to your door: <https://www.cookfood.net/> Customer Care: 01732 759010. Home Delivery: 01732 759020. We're here...Mon-Fri: 9:30am-4:30pm Sat: 9:00am-1:00pm
- Meat, deli and bakers boxes delivered to your door: <https://www.cleveleysfoods.co.uk/> During business hours (8am - 2pm Mon-Fri) we are available on: 01986 782241 contact@cleveleysfoods.co.uk
- Waitrose

Some early closures for restocking. All cafes and coffee machines suspended. Has removed its limits on fresh food, so meat, fish, poultry and other fresh goods. Working on special deliveries for vulnerable customers. Opening times have not yet changed, but Waitrose has implemented a prioritised and dedicated shopping hour every day for the elderly and most vulnerable. This is the first opening hour of the shop.

Waitrose has announced that it will now limit the number of people allowed in stores at a single time to ensure social distancing guidelines are met. The number of people allowed in store will depend on how many tills are in each specific branch. One shopper per household where possible. Marshals will be deployed outside to monitor queue levels, and there will be stickers on the floors of stores to remind people of the social distancing rules. NHS staff are given priority at the checkouts. Quieter in store after 6pm. Click and collect operating in some stores. If you are able to go out then please leave online delivery slots for those who cannot leave home.

- 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. NHS workers will be prioritised in all stores (excluding Express stores) from 9am to 10am on Tuesdays and Thursdays. NHS workers will also have preferred access to a browsing hour before checkouts open on Sundays. Online delivery restrictions - online customers are asked to go to physical stores to free delivery slots for the elderly and vulnerable. Floor markings 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. 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.

All supermarkets will be open from 8am to 8pm, Monday-Saturday, including those with an Argos store. Sunday opening, Sainsbury's Local and petrol station opening times will stay the same.

NHS ID holders have priority Monday to Saturday 07:30 - 08:00. Elderly customers, carers and disabled customers have priority Monday, Wednesday and Friday 08:00 - 09:00.

“From Wednesday 25 March, Sainsbury's is limiting the number of people in our stores and at our ATMs at any one time. This includes putting queuing systems in place. Customers are to keep at a safe distance of 2 metres apart. From Thursday 26 March, the supermarket is reducing the number of checkouts in supermarkets, convenience stores and petrol stations. It will be introducing safety screens at manned checkouts and are regularly sanitising customer areas of our stores. Customers are asked to pay via contactless card where possible”

- Asda

Open 8am – 8pm. Has now urged shoppers to come solo where possible, and is hoping for one shopper per household where possible. The supermarket has also decided to lift restrictions on fruit, vegetables and chilled products. Stores will now open an hour early on Sundays for NHS staff, as well as offering a priority hour on Mondays, Wednesdays and Fridays.

“ Customers should only touch items they intend to purchase and to use cashless payment wherever they can to minimise contact. To make this even easier, from 1 April, the contactless limit will be increasing to £45. There will be regular announcements on Asda radio to remind customers of their responsibility to apply social distancing rules whilst they shop, and to help you do this they are closing every other self-checkout till. Asda is also in the process of installing Perspex screens at our checkouts, pharmacies and service desks to help minimise contact and keep social distancing in place. Colleagues are at the doors to maintain safe customer numbers to help with social distancing. There will also be clear signage, directional barriers and floor markings to help you move around stores easily and maintain a 2-metre distance from other customers and colleagues”

Volunteer Shopping Card:

“This week we proudly launched a dedicated volunteer shopping card to help the many people self-isolating and unable to go out to buy their shopping. With the support of millions of amazing volunteers, we'll be able to make sure these vulnerable customers have access to their shopping essentials. Customers can buy these shopping cards online, top up and give to their family member, friend, or NHS volunteer to pay for their shopping without the hassle of using cash or bank cards. This also promotes a contactless way of shopping, essential for reducing risk to our self-isolating customers. These volunteer shopping cards can be bought at asda.com/volunteercard”

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.

“Opening hours have been shortened slightly to 8am-8pm every day, apart from Sundays when hours are 10-am-4pm (9am-6pm in Scotland). This helps colleagues to re-stock products while stores are empty. Aldi is also opening our stores half an hour early on Sundays for NHS, Police and Fire Service workers. If this is you, please bring a form of ID with you”

“Shoppers must follow government guidance on social distancing and respect the personal space of others. Customers should only buy what they need. Customers should pay via contactless card or by Apple or Android Pay. Markers are being placed on the floors to help everyone keep the required

safe distance apart. Clear screens are being installed at checkouts to provide protection when you pay. Where necessary, Aldi is limiting the number of people allowed in stores at any one time, and, where possible, is implementing a queuing system outside of stores.”

- Lidl

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

- Morrisons

Shorter opening hours and closing at 8pm. Increasing some item buying limits from three to four per customer and has removed some completely so it's easier for people to donate to food banks. One trolley per customer policy. This is in support of the latest government advice that one member of each household should shop for essentials once a day. There are vinyl stickers on floors to indicate where to stand and queue, staff are controlling the amount of people in the store at any one time and the shop has a dedicated hour for NHS staff in the morning. Vulnerable customers - making more delivery slots available. Online delivery - making more slots available to customers through 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.

To check opening hours for your local store, visit the website. M&S stores have confirmed that older and more vulnerable customers, as well as NHS workers, will have time set apart for them to make sure they are able to purchase the essentials they need. For older and vulnerable customers, it's on Mondays and Thursdays. For NHS and emergency workers, this will be Tuesdays and Fridays.

M&S says it is 'conducting more filling outside of opening hours so that customers have all the space they need to shop, as well as all the goods needed on our shelves.' Store workers have also had time built into their shifts so that they can leave Food Halls and wash their hands every half hour, as well as being able to keep hand sanitiser on them. Sneeze guards have been implemented at checkouts to keep staff safe. As a result, customers are being asked not to use their Sparks cards. Finally, M&S is raising the contactless card limit from £30 to £45, to help with larger purchases.

- Co Op

Priority shopping to the vulnerable and those who care for them at the following times: Mon-Sat: 8am - 9am/ Sun: 10am-11am

- Iceland

Iceland will open its supermarkets early for elderly customers to visit before stores open to the public. Each day, elderly shoppers can visit between 8am - 9am to get their shopping first. The store has now introduced a daily slot for NHS workers to shop. Monday to Saturday first hour of trading - priority hours for elderly and vulnerable people. Final hour of trading - NHS staff only. To check opening times at your local store, visit www.iceland.co.uk

Food Banks

- <https://lowestoft.foodbank.org.uk/> (14 miles) 07307 866146

- <https://waveney.foodbank.org.uk/> (19 miles) 07484 394749
- Emergency main meals (premade, frozen for microwave or oven) are available from the Westleton Community Care Network. Call Annie on 01728 648354 or email centremanager@westletonvillagehall.co.uk No immediate payment required; on a donation-only basis at a later date.
- Westleton Food Bank – if you can contribute the following items there is a collection box outside the village hall foyer door on Thursdays for collection on Fridays - thanks. This will go to the new Leiston Food Bank for distribution in Leiston, Aldeburgh and Saxmundham <https://www.trusselltrust.org/> The Leiston Food Bank is open Friday mornings from 10am-12pm at the United Reformed Church in Leiston, for all who may need it (no need to contact them first).

Food (in tins, packets etc):

- Cereal
- Soup
- Pasta
- Rice
- Pasta sauce
- Tinned meals (especially those with meat, such as beans and sausage, chili con carne, chicken curry etc.)
- Tinned vegetables
- Tinned tuna
- Tinned baked beans
- Tea/coffee
- Tinned fruit
- Bread
- UHT milk
- Mayonnaise
- Biscuits

Other (non-food) items:

- Toiletries – Loo roll, shower gel, shampoo, soap, toothbrushes, tooth paste
- Household items – laundry liquid detergent, laundry powder, washing up liquid
- Feminine products – sanitary towels and tampons

Note: Please do not donate fresh/perishable food or any out-of-date items

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

- Please email Annie Groves 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

- Prescriptions are delivered to the Westleton shop on Wednesday and people collect by knocking on The Snug door.
- The Saxmundham Health Centre is now delivering prescriptions for free. Contact them for details on 01728 602022 or see here for more information: https://www.saxmundhamhealth.nhs.uk/prescriptions_online.htm
- You can also order prescriptions online for delivery through the post – takes about 10 days at present (26th March) - <https://www.pharmacy2u.co.uk>
- Boots – order online and collect or free delivery: <https://www.boots.com/online/pharmacy/>

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- Asda - “We have over 255 pharmacies in our stores across the UK, and this month we launched a prescription delivery service for our extremely vulnerable customers—meaning colleagues can bring essential medication direct to customers’ homes. If you have a regular discussion with one of our pharmacists on a particular health issue, you’ll be pleased to hear we’re moving many of these services to the phone—you can call your pharmacist for a discussion and then visit the store to collect your prescription, saving you time and keeping everyone as safe as possible. We will be launching a ‘Call and Collect’ service at our stores, which will allow our pharmacy customers to call ahead and order their prescription to then collect their medication without coming inside the store.” Nearest stores are Lowestoft and Ipswich.

Scams and Security

- 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 <https://mailchi.mp/723e77d4f1d9/fake-ambulance-service-message-circulating-on-whatsapp-1539230?e=045fbd29d2> 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 24th 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 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>

- **Neighbourhood Watch newsletter for May:** <https://suffolknwa.co.uk/documents/snwa-newsletter-may-2020.pdf>
- **Police update regarding burglaries 8th April:**

Suffolk Police would like to remind residents during the spring and summer seasons to regularly check that their garden gates, sheds, garages, outbuildings and barns are locked and secure. This follows a number of burglaries and attempted burglaries of sheds, garages & outbuildings in various locations across the County. In many cases, various gardening equipment such as ride-on lawnmowers, push lawnmowers, strimmers, hedge trimmers, electrical equipment, tools etc have been stolen. We recommend that all property is security marked, insured, secured and locked away after being used.

Security advice can be found on our website under 1st Principle for Shed/garage security and property marking guidance (see links below). We also would like to remind residents that often, tools left out can also be used to commit other crimes such as dwelling burglaries. 1st Principle Security advice can be found on the Suffolk Police webpage www.suffolk.police.uk or via this link

<http://www.suffolk.police.uk/sites/suffolk/files/shedandgaragesecurity1.pdf> Register serial

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numbers of tools and equipment via Immobilise <https://www.immobilise.com/> and make a personal record. This will help identify items if they are found, and speed up the process of returning items to the owners. A list of security products can be viewed via - http://www.suffolk.police.uk/sites/suffolk/files/security_product_brochure.pdf

Police advice on a variety of subjects can be accessed via <https://www.suffolk.police.uk/advice> To report something, or to otherwise contact Police, use the link <http://www.suffolk.police.uk/contact-us> To report something anonymously call Crimestoppers on 0800 555 111 or visit www.crimestoppers-uk.org Alternatively call 101 for non-urgent matters. Always call 999 in emergencies, or if an immediate police response is required.

- **Police for reporting C-19 breaches by businesses or individuals:**
<https://www.suffolk.police.uk/contact-us/report-something/report-breach-covid-19-restrictions>

Train Travel

- Reduced timetable from Monday 23rd 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. **Kelly will be available for home cuts from Monday 6th July (currently taking bookings and will contact you if anything changes with the legislation).**

Library Service (4th May update)

This is a note to let you know what we're doing at Suffolk Libraries during the lockdown and beyond, and how it affects your library account. If you'd like to get more regular updates, sign up to our newsletter <https://www.suffolklibraries.co.uk/newsletter/> Visit our Coronavirus page for updates on our services <https://www.suffolklibraries.co.uk/coronavirus/>

Branches, mobile and home library services - due to social distancing measures and to ensure the safety of staff and customers, we suspended our home library and mobile services and closed all library buildings on 20 March. We're monitoring Government advice about any relaxation of lockdown rules but planning for how we might be able to reopen libraries at some point. Safety of staff and customers is our main consideration so when we do reopen it's likely that the services we offer will look a little different for a while. We'll update customers as soon as we're able.

Charges, fines and reservations - while libraries are closed your account's charges have been frozen. Loans made after 1 February won't incur any charges at all until libraries re-open.

Using the library at home -

eLibrary:

We have extended the range and availability of eBooks, audio, streaming and eMagazines and newspapers. You can access tens of thousands of titles, downloads and streams on your reader, phone, tablet, laptop, PC and TV. <https://www.suffolklibraries.co.uk/elibrary/> Need help setting this up? You can find instructions on our website <https://www.suffolklibraries.co.uk/elibrary/>

Streamed and recorded events, activities and arts content:

Many of our libraries are live-streaming events and/or recording activities such as Storytime, Tot Rock and Baby Bounce. <https://www.suffolklibraries.co.uk/events-activities/online-and-streamed-events/> We've also recorded a range of artist interviews <https://www.youtube.com/playlist?reload=9&list=PLvxvZydrWWeW4RSyKI-qSHG--sCnrXtiK> and wellbeing activities. <https://www.youtube.com/playlist?list=PLvxvZydrWWeViv9H-bMBX4X-ywsLVENKe>

Ask a Librarian:

If you've got a more in depth question or want some advice on a subject, get in touch with one of our information professionals. They're on hand to answer questions like:

"Where do I get reliable information about coronavirus?"

"Which organisations can help my health or wellbeing?"

"I need some ideas for entertaining my kids!"

Ask a question → <https://www.suffolklibraries.co.uk/research-and-reference/ask-a-librarian/>

Help and questions

Our customer service line remains open 9-5 Mon to Fri for any questions you have about your account, using the eLibrary and any other queries. Please note that we are operating an answering machine service due to lockdown. A member of our team will call you back when available.

Phone: 01473 351249 E-mail: help@suffolklibraries.co.uk

Local Library Update (Saxmundham) on 23rd April March:

Whilst all Suffolk Libraries are closed:

Please don't worry about your loans; all fines have been suspended and any loans you have, have been extended indefinitely.

Suffolk Libraries has a number of helpful resources online that you might like to try. Free access to thousands of the latest eBooks, eAudio titles, magazines, newspapers, films, courses and streaming. For children and adults <https://www.suffolklibraries.co.uk/elibrary/>

Suffolk Libraries online events, activities & groups - Enjoy live streams, recorded events and book & film groups from your home <https://www.suffolklibraries.co.uk/events-activities/online-and-streamed-events/>

We hope you are enjoying our Facebook Posts? We have run lots of online BabyBounce sessions, Craft sessions, gardening tips, cheery posts, information, services, events to watch/listen, authors

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reading and more. Please remember to like and/or comment so that we know that you are out there and we are not just amusing ourselves.

Did you know that for as little as £25 per year you can become a supporter of Suffolk Libraries? Click here for further details: <https://www.suffolklibraries.co.uk/support-us/become-a-supporter/>

Please let us know how & what you are doing, staying safe, keeping busy (or not!), getting supplies, keeping in contact, what helps (& what doesn't) and how this strange time is changing your routine and life? We would love to hear from you via email or our Saxmundham Library Facebook page. Let us know your ideas & preferences:

Liz Gleave, Library Manager Liz.Gleave@SuffolkLibraries.co.uk

Petrol Stations

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

Refuse/Recycling Sites and Services

- Recycling Centres in Suffolk are now open with a booking service only (slots available from Thursday 14th May). You book a 15 minute slot online (you will require your car registration) and have to observe strict rules e.g. no trailers/vans/gloves on etc. Further information here: <https://www.suffolk.gov.uk/council-and-democracy/council-news/show/public-to-access-suffolks-recycling-centres-from-thursday-by-appointment-only>
You can book here: <https://www.suffolk.gov.uk/planning-waste-and-environment/waste-and-recycling/book-a-recycling-centre-time-slot/> or call 0345 606 6067.
- Green bin waste collections are back in service from 25th May! Put out your bins as per normal. Full update from the council below:

“Following the suspension of the Garden Waste Service, due to the impact of COVID-19, we are now pleased to confirm that the service will resume on Bank Holiday Monday 25 May. All collections will then be made during the subsequent fortnight, including - where required - on a Saturday.

We would like to apologise for the inconvenience which the suspension has caused. We hope you can understand that this has been a difficult time for us all with the safety of our customers, our crews and their families always being of paramount importance.

The garden waste web page is now available for renewals and new subscriptions.

All existing subscriptions have been extended by four collections. This takes into account those collections which were missed because of the initial suspension on 27 March 2020.

Your collection day may now change and details of your new timetable, will be placed here shortly and should be finalised no later than 5pm on Tuesday 12 May:

<http://apps.eastsuffolk.gov.uk/pages/bins/collectiondays.aspx>

Replacement stickers will not be required for your bin. The crews have been informed that all valid household subscriptions have been extended by four collections; they also have

access to “in Cab” collection technology within the freighters. Renewal invitations will be sent as before and, if renewed, a new bin sticker will then be issued.

If you have received a renewal invite prior to the suspension of service and have not yet renewed your subscription then please use the link below:

<https://www.eastsuffolk.gov.uk/waste/waste-collection-and-disposal/garden-waste/>

For more information please read our frequently asked questions, using the link below:

<https://www.eastsuffolk.gov.uk/assets/Waste/Green-waste/Garden-waste-FAQs.pdf>

This will enable you to determine your new subscription renewal date, or you can go to our website at www.eastsuffolk.gov.uk.

- Refuse waste disposal advice if you have C19, and to prevent spread via waste:
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#cleaning-and-disposal-of-waste>
- Sole Bay Waste and Recycling Services. Are you overflowing with garden waste? This company will collect for a fee (advertised as £20 for a domestic green bin one-off collection).
info@solebaywaste.co.uk or call 07931 845138
https://m.facebook.com/solebaywaste/?ref=page_internal&mt_nav=0

Wine/Beer/Alcohol Deliveries

- The Westleton Village Hall wine tasting event has been cancelled, so why not take advantage of Eve and Richard’s wine offers and do some tasting at home instead? Contact them below for the latest list. Contact-free delivery to Westleton fortnightly.
All wines are subject to availability, pay by BACS on delivery please. Please contact **Eve & Richard Berrill** Tel. 01728 638 395 email everich@globalnet.co.uk website case-serawines.co.uk
- **Westleton White Horse** - four pint container for just £16 of: Dry hopped lager, Carlsberg, 1664, Guinness, Blackshore Stout, Aspalls, Adnams Bitter, Ghost Ship, Fat Sprat. Service available throughout the week 12:00-14:30 and 17:00- 20:00, with the exception of Sundays where the hours will be 12:00- 14:30. Please call Amy at the White Horse on 01728 648222 to place your order. They can take card payments over the telephone or if you would prefer cash on either delivery or collection. For people self isolating we will explain to you over the phone when ordering how the delivery process will take place so there is no risk to either parties.
- **Adnams** – free deliveries if spend over £80 <https://www.adnams.co.uk/> Deliveries taking longer than normal due to demand.
- **Wrentham Wine Shop** (The Suffolk Cellar) - www.suffolkcellar.com Fine wine deliveries to Westleton (staff member lives in Dunwich) 01502 473473 to talk through options, get helpful advice & arrange deliveries. There is a large choice of quality fine wine by the bottle, or mixed cases available at reduced prices. We are now offering FREE delivery -within 10 miles- Alexander is happy to drop wine on your doorstep. Collections are also still available from the shop's carpark in Wrentham on A12 near the crossroads, just behind Stove Solutions. Dan is the Shop Manager, previously ran Adnams shops for many years. The team

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has a wide knowledge of fine wine, are very happy to help and answer any queries.

contact@suffolkcellar.com

- Valley Farm Vineyards - offering free delivery on their wines - Madeleine Angevine, Pinot Gris, Rose and Sundancer - a lovely English sparkling wine. Order from the website or by phone 07867 009967 www.valleyfarmvineyards.co.uk

Faith/Religious Services

Westleton's St Peters Church is producing a weekly newsletter. To go on the distribution list (mostly email but hard copy is possible) please contact Jeremy Branch jbranch563@gmail.com or call 648140. Or contact Sue Foster susanelizabethfoster@icloud.com or 649034. You can also contact them if the church is required. If you'd like to pray together then join the Westleton Zoom Prayer Group: "Meet with us Thursday Mornings 9.30 for (virtual) Prayer on Zoom contact: tony.ketley@yahoo.co.uk Or send us your prayer requests; that can be prayed for anonymously if you wish, phone 648140"

The Yoxmere Fisherman is now available online. Click here for the latest:

<http://westleton.onesuffolk.net/assets/Church/Yoxmere-Fisherman-May-2020.pdf>

Many church services 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.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 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/>
- **Why not join the new online Westleton coffee social?** It's a temporary weekly online meeting for the village, so that you can catch up with friends and make new ones over your favourite brew. FRIDAYS 10.30AM- 11.00 AM. Register your email address with Annie at centremanager@westletonvillagehall.co.uk Download the free application from Zoom.us to your computer or tablet. Brew your favourite cup then just click the link in the email we'll send you. If you're new to Zoom we can give you phone support to set it up too.

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! Here are some routes and further info:

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<http://services.eadt.co.uk/suffolk/pdfs/lifestyle/walks/westlestonfeb4.pdf>

http://www.discoversuffolk.org.uk/walking/SearchForm?Search=westleton+&action_results=Go

- Some RSPB reserves locally are now open. Check here for updates: https://www.rspb.org.uk/our-work/rspb-news/news/stories/coronavirus/reserve-reboot/?utm_source=beccy_email_update_21May&utm_medium=email&utm_content=2&utm_campaign=covid-19 Currently listed in Norfolk and Suffolk are: North Warren and Aldringham Walks, Snape Warren, Wolves Wood, Dingle, Berney Marshes and Buckenham Marshes.
- Missing the beautiful surroundings at Snape Maltings? Then why not visit it virtually here: https://www.youtube.com/watch?v=H_SsLnwB_Uc&t=&utm_campaign=1898308_Britten+Pears+Arts+Newsletter&utm_medium=email&utm_source=snapemaltings
- National Trust update: some NT car parks are open using a booking system, including Dunwich: <https://www.nationaltrust.org.uk/news/our-latest-statement-on-reopening-and-coronavirus-covid-19>
- Do something wild every day in June: <https://action.wildlifetrusts.org/page/57739/petition/1>

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/>

Culture/Education

- Bit bored in self isolation? Then have no fear, a new website is here! Check this out, some 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>
- Theatres online on Thursdays <https://www.theguardian.com/stage/2020/mar/26/national-theatre-to-broadcast-shows-online-on-thursdays>
- A bunch of National Theatre productions are to be made free to view on YouTube from next week, as is their National Theatre Collection education resource: Exhibitions and Events: https://www.nationaltheatre.org.uk/sites/default/files/national_theatre_announces_remote_access_plans.pdf
- The Guardian here with 10 of the world's best virtual museum and gallery tours <https://www.theguardian.com/travel/2020/mar/23/10-of-the-worlds-best-virtual-museum-and-art-gallery-tours>

- The Philharmonia has an abundance of digital orchestral experiences to keep you occupied – as does London Philharmonic Orchestra and Royal Opera House.
<https://philharmonia.co.uk/philharmonia-digital-experiences-during-the-crisis-shutdown/>
<https://www.lpo.org.uk/lponline.html>
<https://www.roh.org.uk/news/the-royal-opera-house-launches-a-programme-of-free-online-content-for-the-culturally-curious-at-home>
- Sadler’s Wells has added new dance content to its online platform
https://www.thestage.co.uk/news/2020/coronavirus-sadlers-wells-announces-new-digital-dance-content/?login_to=https%3A%2F%2Fwww.thestage.co.uk%2Faccounts%2Fusers%2Fsign_up_popup
- 50 virtual days out: <https://inews.co.uk/inews-lifestyle/virtual-days-out-best-coronavirus-lockdown-uk-online-art-galleries-modern-wonders-world-2528733>
- Check out Andrew Lloyd Webber’s website for daily sing-alongs, free musical streaming etc
<https://www.andrewlloydwebber.com>
- Snape Maltings and the Britten–Pears Foundation have merged and are now a new organisation – Britten Pears Arts. Find out more here and click on the links for arts updates/entertainment:
https://brittenpearsarts.org/?utm_campaign=1898308_Britten%20Pears%20Arts%20Newsletter&utm_medium=email&utm_source=snapemaltings&dm_i=41N2,14OQS,2JAY1N,3ZEHN,1
- Free Virtual Tours of Norfolk Museums:
Blickling Estate - norwich360.com/bli...ng/
Norwich Castle - tinyurl.com/y8s...697
Strangers Hall - norwich360.com/pan...tml
The Museum of Norwich at Bidwell - norwich360.com/pan...tml
RAF Radar Museum - norwich360.com/pan...tml
- Learn and new language for free: <https://www.duolingo.com/>
- Online, free, short courses: <https://www.futurelearn.com/courses>
- Trivia quizzes: <https://www.sporcle.com/>
- Free online courses/skills share: <https://www.skillshare.com/classes/free>
- Comedy from the New Wolsey Theatre: <https://arts-mail.co.uk/1PON-6VREX-EA9QV158DC/cr.aspx?v=0>

Gardening/DIY

- Busy in the garden? Ladybird Nurseries in Snape are now delivering (free if over £50, maybe combine your order with a neighbours?): <http://www.ladybirdnurseries.co.uk/> Ideally email your order to: ladybirdorders@gmail.com Call if no internet access: 01728 688289.
- Many DIY stores have waiting times to get onto their websites, so grab yourself a cuppa to enjoy while you wait! Delivery times are longer than normal. Most are offering click and collect.
- Three Willow Garden Centre in Bungay <http://threewillowsgardencentre.co.uk/> Offering deliveries: 01986 893834 will be manned from 9am - 12noon Monday to Friday, to accept your orders
- Holton Road Garden Centre are offering click and collect. Open for normal trading as well. 01986 872761.
- Knodishall - Elmwood Nurseries. Open, call 01728 830797.

- Coopers in Leiston are delivering. Call 01728 831313. Also Coopers in Halesworth are delivering to a 15 mile radius: 01986 872110. You can also order on their website <http://www.coopersdirect.com/>
- To help connect growers with the public, the Horticultural Trades Association has launched the 'Plants Near Me' webpage – www.plantsnearme.hta.org.uk - allowing the public to find local growers and garden centres that are offering home delivery.
- Sole Bay Waste and Recycling Services. Are you overflowing with garden waste? This company will collect for a fee (advertised as £20 for a domestic green bin one-off collection). info@solebaywaste.co.uk or call 07931 845138
https://m.facebook.com/solebaywaste/?ref=page_internal&mt_nav=0
- Join in the Westleton Virtual Gardens Guided Tour! Take 4-5 photos of your garden (this can be of whole gardens, flower beds, ones featuring flowers or vegetables or of new structures or features added to gardens during this time) and send by 31st July to Ivor Murrell at: ivor.murrell@btinternet.com The intention is to book the village hall one evening later in the year to showcase people's gardens. All will be invited. So get snapping! Organised by Westleton Gardeners <http://westleton.onesuffolk.net/clubs-and-organisations/westleton-gardeners/>
- Do you have swifts in/around your house? Please record them with the RSPB as they are in sharp decline. You can also record other migrants such as swallows here too: <https://www.rspb.org.uk/our-work/conservation/conservation-and-sustainability/safeguarding-species/swiftmapper/> There is also guidance on swift care here e.g. don't throw them up in the air if you find them on ground: <https://www.swift-conservation.org/SwiftFirstAid.htm> The local swift action group in Aldeburgh is very helpful too: <https://aldeburghsamazingswifts.co.uk/>
- Would you like to take part in a friendly local competition to see who can grow the largest sunflower in the village? The Westleton Sunflower Challenge is here! To request your two seeds, contact Catherine Ash (01728 648741) or email catherine55.ash@btinternet.com asap – no later than 23rd May as the seeds need to be sown as soon as possible and at the latest by end May. The seeds will be provided in a sealed envelope via your letter box. All are from a packet of "Giant Single."
The seeds can either be sown initially in a pot and placed into the ground once established, or they can be sown direct into the ground where they are to bloom. Two seeds are a failsafe, in case one fails!
Plant the seed at a depth of about an inch and the soil should be kept moist until the plant is well established. Watch out for slugs and snails once it's planted in the garden!!
Please try to grow your sunflower where it can be seen by passers-by and be sure to take a picture of yourself beside it as it grows! At the end of September, hopefully, in better times, we will ask you to measure the height of your sunflower. A prize will be awarded for the tallest flower, the youngest and the oldest grower.
PS - If we run out of Giant Singles, we will move on Russian Giant seeds! Enjoy the growing!
Catherine Ash
- Dobbies Garden Centre in Woodbridge is now open: "Following updated guidance from the UK Government, our Woodbridge store will reopen on Wednesday 13th May. For the safety of our customers and team members we have implemented social distancing measures throughout our stores:
We are limiting the number of customers in store at one time. A queuing system will be in operation outside the store. Two metre markers will be in place inside and outside of the store. Hand sanitising and trolley cleaning stations will be available at the store entrance.

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We have installed protective screens at our tills. We ask that customers pay by card or contactless if possible. Appropriate PPE has been provided for team members. Team members will receive training and regular briefings on how to keep themselves and customers safe. We are continuing our rigorous daily hygiene routines throughout the store Whilst our restaurants and soft play remain temporarily closed, we will be offering a takeaway menu from Friday 15th May including hot and cold drinks, soups, toasties, panini and selected bakery items. Club Plus members will also be able to redeem their hot drink credits and birthday treat vouchers”

- Notcutts Garden Centre in Woodbridge is now open: “We are pleased to be able to welcome you back into our garden centres following the announcement from the government that we are now permitted to re-open. Our restaurants however remain closed at this time. In line with government guidelines we have introduced safety measures to comply with social distancing and hygiene requirements, for the wellbeing of our customers and colleagues. We are limiting the number of customers in our garden centres at any one time to ensure we are able to adhere to social distancing guidance. Customers are welcome to visit with a member of their household, however please do not visit in groups and be respectful in your browsing time to others who may be waiting to enter. Our colleagues will be on hand to help and there will be a queuing system at the entrance to our garden centres as well as at the till payment point. We have introduced screens at the tills and colleagues will be wearing face visors, face masks and gloves where appropriate. For hygiene purposes we are asking colleagues and customers to regularly wash their hands and we are providing trolley and basket sanitisation points. We would also ask that you pay with contactless card options where possible and that you hold your Privilege Club card for our colleagues to scan. Our opening hours will be different in the short-term. Our garden centres will be open from 9am to 4pm Monday to Saturday and 10.30am until 4.30pm on Sundays. We hope that we can help you enjoy your gardens and the wellbeing benefits that plants and nature can bring. Please continue to stay safe and thank you once again, for your understanding, continued support and loyalty”

Dog/Pet/Bird Care

- The Dogs Trust has released some guidance on walking and enrichment ideas: https://www.dogstrust.org.uk/news-events/news/2020/advice-for-dog-owners-who-need-to-self-isolate-and-stay-at-home?utm_source=newsletter&utm_medium=email&utm_campaign=NW2003
- Wild About Birds, Theberton (Pet and bird food). 01728 833262. Phone to order and they will deliver. May be a small charge.

Post Offices

- Westleton PO currently closed.
- Saxmundham PO open Monday – Friday 9am-5.30pm and Saturdays 9am -2.15pm.
- Peasenhall PO operating 9am – 1pm Mondays, Wednesdays, Thursdays and Fridays. The shop is open Mondays – Saturday 8am – 1pm and Sundays 8am – 12 noon.
- Halesworth open Tuesdays, Wednesdays and Fridays 9am – 12noon. No access to Coopers’ wares though!
- Leiston open Mondays 9am – 12noon.

Family Support

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- From East Suffolk Council:

In general Suffolk Family Focus support families who are experiencing poor mental or physical health, domestic abuse, alcohol or substance misuse, lack of educational attendance, No Employment Education Training, financial difficulties or an all-encompassing umbrella of child in need. We are always happy to take referrals in this regard. However, we write to you today at this time of need to offer a telephone service to any families who are struggling with the social isolation brought about by COVID19. We call our families on a weekly basis to offer a listening ear and address any further support needs that they may have. If you have any families in mind within your community that you are aware are currently in need, please do not hesitate to call us for an informal chat or direct them to us, obviously with their prior permission, and we will make contact.

Monday, Tuesday, Wednesday morning – Ayesha – 07920 088660

Wednesday, Thursday, Friday morning – Nicki – 07880 149865

Emotional Support/Mental Wellbeing

- Mind UK Coronavirus and your wellbeing www.mind.org.uk
- Suffolk Mind. How to get your emotional needs met while isolating www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/
- Samaritans 116 123
- Silver Line Free 24-hour confidential helpline for older people. 0800 470 80 90
- Age UK Information & Advice 01473 351234
- Help Hub Free 20-minute online therapy www.thehelphub.co.uk
- NHS mood zone <https://www.nhs.uk/conditions/stress-anxiety-depression/>
- Just want to talk? Email us at neighbourmhfa@gmail.com

Citizens Advice

Citizen's Advice Service is available and remains open via TELEPHONE from Leiston. 01728 832193 supervisor@leistoncab.cabnet.org.uk

Leiston office – Monday, Tuesday, Thursday, Friday 10-2

Suffolk Adviceline - 0300 330 1151

National Advice line – 03444 111 444 Monday to Friday 9-5

Help to Claim – 0800 144 8 444 New Universal Claim applicants – Monday to Friday 8-6

Opticians

- Asda – “Our opticians also continue to offer essential and urgent optical care in over 150 optical departments across our stores” Nearest stores are Lowestoft and Ipswich.

Face Mask Patterns

- Face mask pattern and advice from Dilys: this is the website I used; be careful printing - don't scale the pattern in any way at all and measure the 2" bar to make sure. If it's less than 2" the mask may not fit from nose to chin (voice of experience!) <https://www.craftpassion.com/face-mask-sewing-pattern/#face-mask-pattern>
- Useful website here for other patterns: <https://threadsmothly.com/free-fabric-face-mask-sewing-patterns/>

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Westleton Village Hall Updates – all activities are on hold until further notice, however:

- The Craft Fair planned for the weekend of the Wildflower Festival has been cancelled, but we have set up a web-page with information about exhibitors and their products here: <https://westletonvillagehall.co.uk/craft-fair/> Please support your local businesses if you can.
- We have set up a Virtual Art Gallery page to showcase the work being done by members of the Westleton Art Group. Click the link in the menu at the bottom of any page on the website to see the gallery. You can then click on any image to get a full screen view, and on the left & right arrows to scroll through all the images <https://westletonvillagehall.co.uk/art-gallery-2/>
- We have recently set up a collection service for donations of food (etc) to the Leiston Food Bank. Boxes in which to put donated items will be put outside the Foyer door on Thursdays each week. A list of suggestions of what to donate is available above in the Food Bank section.
- Need some help with using Zoom? See here: <https://westletonvillagehall.co.uk/wp-content/uploads/2020/04/Using-Zoom-v2.pdf>
- If you need any assistance during isolation or shielding, from emergency meals to shopping to a chat with a local friendly person, or maybe you just need your grass cut then please don't hesitate to contact Annie at the Westleton Community Care Network on 01728 648354: <https://westletonvillagehall.co.uk/community-care-network/> There are many volunteers locally wanting to help.
- Join us on our online social page here: <https://www.facebook.com/Westleton-Village-Hall-106890120950787/> Weekday updates and useful information, with some nice photos and artwork too! Stay in touch and connect with others too.
- The 'Let's Do Coffee' online video social every Friday 10:30-11:30am is a nice way to stay in touch too – all are welcome who are in Westleton – just contact Annie on centremanager@westletonvillagehall.co.uk to join in. Normally there is a weekly theme, which results in lots of laughs and fun, along with useful local information every week too.