

Buckinghamshire Council

Wycombe Support Hub

Information Bulletin 15 May 2020

This is the fifth bulletin that we are issuing. We hope that you are finding the information useful.

The same information is contained as an attachment. Depending on the device you are reading it on, you will prefer one or the other. We are also dropping hard copies round to those without email.

Contacting us

For those of you already 'on our books', when you want to contact us for support, we now have:

- A dedicated mail box: Wycombesupport@buckinghamshire.gov.uk
- A direct number: 01494 421057. This may sometimes be set to voicemail, but where we can we will answer the call. If you leave a message, we will phone you back.

For more general inquiries, please contact the Council on 01296 395000. There is also information on the Council's website at:

<https://www.buckinghamshire.gov.uk/coronavirus/>

Food parcel cancellation

To stop receiving a Government food parcel which you no longer require, the letter inside the food parcel advises you to re-register on the following website <https://www.gov.uk/coronavirus-extremely-vulnerable> and state you are now able to get food and basic supplies.

Please note that there is quite a time lag between re-registering and the food parcels being stopped, possibly as long as 2 or 3 weeks.

There is also anecdotal evidence that some people then lose their priority slot at supermarkets. Until that is resolved, you may prefer not to re-register.

So you may need to ask us to come and collect unwanted parcels – unless you are able to give the food away yourself. Please tell us each week once you have received your parcel that you would like us to collect it. We may collect it the same day, or the following day. Contact details are at the top of this bulletin.

Update from ASDA

ASDA have now launched a food box for all vulnerable customers who are not on the Governments Extremely Vulnerable list. The food box will typically contain 31 store cupboard staples, it will cost £30.00. The box will contain items such as cereal, bread, pasta, tinned fruit and vegetables.

It is targeted at vulnerable people who are struggling to get to the supermarket and a volunteer will be able to purchase the box on someone's behalf.

You can purchase one of these boxes at www.foodboxes.asda.com and the box will be delivered directly to you within 2 days of placing the order.

Services available to victims of domestic abuse

It has recently been reported in the news that the number of domestic abuse cases being reported has risen since lockdown began.

It is important to make everyone aware of the support services available that can be accessed across Buckinghamshire.

The following local and national domestic abuse services are continuing to offer support, including online and telephone services:

- **24-hour National Domestic Abuse Helpline** 0808 2000 247.
- **Aylesbury Women's Aid** www.aylesburywomensaid.org.uk 01296 437777.
- **Wycombe Women's Aid** www.wycombewomensaid.org.uk 01494 461367.
- **Victims First** www.victims-first.org.uk 0300 1234 148.
- **Give us a Shout** www.giveusashout.org
- **Reducing the risk** www.reducingtherisk.org.uk
- **Aylesbury Vale & Milton Keynes Sexual Assault and Abuse Support** www.avmksaass.org.uk 01296 719772.
- **Childline** <https://www.childline.org.uk/> 0800 1111.
- **Safe** <http://www.safeproject.org.uk/> 0800 133 7938.

Please also include Thames Valley Police – 999 in an emergency and 101 for any other calls.

Coronavirus Scammers

Fraudsters are exploiting the coronavirus crisis to carry out various scams. To ensure we are staying vigilant during this time the Friends against Scams training now includes coronavirus related scams. The online training takes approximately 20 minutes and is a great way to gain knowledge of scams to share with family members, friends and neighbours: [Friends Against Scams](#).

Wash your hands of coronavirus scams!

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

Be aware of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home decontamination services.

Protect yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods and services from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.



Contact

For advice on scams call the
Citizens Advice Consumer Helpline on **0808 223 11 33**
To report a scam call Action Fraud on **0300 123 2040**
Contact your bank if you think you have been scammed.

**Be a good friend,
help to protect
your family, friends
and neighbours
from scams.**

**Read It.
Share It.
Prevent It.**

**#Coronavirus
#ScamAware**

**NATIONAL
TRADING
STANDARDS**

Scams Team

To learn more about the different types of scams visit www.FriendsAgainstScams.org.uk

If you would like to see any of the previous bulletins from the previous weeks, please email Wycombe.Support@buckinghamshire.gov.uk or phone 01494 421057