

A community response hub has been established which will cover the whole of the East Riding and will work alongside existing charities, voluntary organisations and community groups as well as those groups set up on social media platforms to provide coordinated help and support.

For those people living on their own and following Government and NHS guidelines to self-isolate and do not have a network of family, friends, neighbours or carers to call upon, they will be able to call a dedicated telephone number to request support which could include asking for prescriptions or essential food items to be picked up or just a simple telephone call.

The initial calls will be taken by council staff who will process the request for help before forwarding the information on to the HEY Smile Foundation for their team of volunteers, who will be based across the East Riding, to action.

The dedicated telephone number is (01482) 393919 and it will be operational from 9am-9pm Monday to Friday and 9am-6pm on Saturdays and Sundays.

Email requests are also available and all emails should be sent to covid@eastriding.gov.uk

The council will continue to keep residents updated on its response to the coronavirus pandemic through its website at www.eastriding.gov.uk/coronavirus on its social media channels and through the local press, including BBC Radio Humberside as the public service broadcaster.