

To All Town & Parish Councils in the East Riding of Yorkshire.

Work is now well underway within East Riding of Yorkshire Council to determine how we can together best support our vulnerable residents during this challenging time as we all respond to the COVID-19 pandemic. We are treating this matter as one of our highest priorities. We are going to tackle this by working alongside the HEY Smile Foundation, a charity which works closely with the private, public and voluntary sectors. Plans are in place to set up a contact centre which will take calls and receive emails from vulnerable or at risk residents who most need our help and who cannot source that help from friends, family or others. This will be in place by the middle of week commencing 23 March. This centre will receive and record the requests for help and will triage those requests and source the best solution.

I know that your council is also working hard on this and will want to do everything you can to support residents living within your boundaries. We are very much aware of the great work and community spirit that has been established over the last few weeks across the East Riding by town and parish councils, community groups and residents in response to the pandemic. We would like to sincerely thank you for your all your efforts. It is really humbling to see what communities have achieved and the support structures that have been put into place in such a short period of time.

The support systems that have been set up in your community will be integral to this work. It would be very helpful to have the best possible understanding of what community and other groups there are out there across the East Riding willing to help those residents who most need it and who cannot source that help from friends, family or others. It would be very helpful if you, as town and parish councils, could encourage any community or voluntary groups, along with those groups set up on social media channels, to register their details on www.beecan.org. This website is hosted by the HEY Smile Foundation and the aim is to build up a detailed database of organisations that can work alongside us and build our resilience when helping those in need. Guidance on how to register can be found in this video - <https://youtu.be/q2Xy2Yd0TFs>. If there are any difficulties with registering, please email Andy Barber at the HEY Smile Foundation on ab@heysmilefoundation.org and he will resolve the matter.

Once the contact centre is ready to go, details will be widely publicised via numerous channels. As Town and Parish Councils, I know you want to continue to play a key role in this effort over the coming weeks. I will write to you again next week with a further update on this work. I will be in a position then to give you more specific details about how this will work. In the meantime, I would like to thank you for your on-going support and efforts.

Darren Stevens
Director of Corporate Resources, East Riding of Yorkshire Council