

Emergency Planning Newsletter

Severe weather briefing no. 3

Dear CEVS and Parish Councillors

please see the latest information below from the emergency planning service. We would appreciate it if you could make this information available within your community to ensure we are able to reach everyone.

Emergency helpline number - 01225 713158 - set up by council

Wiltshire Council has set up a dedicated emergency helpline for isolated elderly and vulnerable residents who are struggling to cope in the bad weather and need help in getting essential supplies.

With freezing conditions forecast to continue the council is asking local people to visit elderly or vulnerable neighbours to make sure they are comfortable and safe.

However the council recognise that many elderly or vulnerable adults may not have any one to turn to for support and help. The emergency helpline is targeted to these members of the community who are in desperate need of help.

The helpline number is 01225 713158 and is open from 8am until 9pm every day. Elderly and vulnerable adults are being urged to call this number if they are in trouble and have no support from friends, neighbours or family.

These residents, particularly those with mobility problems may need help collecting food or other essential supplies. Staff manning the phone line can help residents order food and essential supplies and arrange for these to be delivered to their door. The council will make arrangements with the individual to recover the money.

The council is working with local food stores to ensure they are on hand to help and if they can not make deliveries because of the weather conditions the council will arrange for one of their 4x4 vehicles to deliver the supplies instead.

As well as asking local people to check on their neighbours, the council is liaising with community volunteers, parish councils, Age Concern, residents associations, businesses and other community groups to make sure those people who need assistance receive help.

With more snow forecast over the coming days the council's dedicated teams of gritters, carers, social workers care staff and refuse collectors are working all hours to keep the county moving and ensure essential services are delivered to residents.

Adults, older people, people with disabilities and their carers can contact the Social Care Customers Advisors Desk on 0300 4560111 with general advice about social care issues.

For all other enquiries contact the council on 0300 4560100.

Ends