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**Who to call if you need help during the festive period.**You are not alone, whatever you are going through there is someone who can help you. Please see below the list of organisations that can help a range of situations.  **Covid – 19 helpline – 01983 8236000** [**contact.centre@iow.gov.uk**](mailto:contact.centre@iow.gov.uk)   
The Isle of Wight COVID-19 helpline is for anyone who needs information about COVID-19 or support because of self-isolation. If you are alone with no local network of friends, family or neighbours please call.

**Christmas 2021 opening times:**

The Helpline will close at 4.30pm on Friday 24 December.  
It will re-open:  
Wednesday 29 December 9 am to 5 pm  
Thursday 30 December 9 am to 5 pm  
Friday 31 December 9 am to 4.30 pm  
Closed from Saturday 1 January until 9am on Tuesday 4 January  
  
**Isle of Wight Council** – **01983 821000**Adult services on (01983) 823340 (office hours) or (01983) 821105 (out of hours)  
IW Council Safeguarding Team (01983) 814980

**Barnardo’s - Ryde Family Centre 01983 617617 iowfamilycentres@barnardos.org.uk**Information advice and guidance for parents of children 0 – 19 years, get in touch if needing advice or support or more information. Phone between 9am – 4.30pm.   
  
**Help through Crisis - Call 01983 823859** (Direct Dial)or email: [**helpthroughcrisis@iwcab.org.uk**](mailto:helpthroughcrisis@iwcab.org.uk)Help Through Crisis (HTC) aims to assist Island residents who are in genuine hardship, enabling them to quickly access help in an emergency. There is a limited fund to provide immediate emergency help with food, gas and electricity.

**Baby Box Isle of Wight - 07850 263477**Baby Box provide clothing, nappies, baby food, wipes and other items to families on the Island

**Carers IW – 533173** [**info@carersiw.org.uk**](mailto:info@carersiw.org.uk)7 days a week 8am - 8pm Monday – Friday and 10am – 4pm Saturday and Sunday

**Citizens Advice Money Advice Team** - **01983 823898 ext: 2825** or via email on **debtenquiries@iwcab.org.uk**  
The Money Advice team can help you to take control of your finances and provide you with solutions for dealing with your priority and non-priority debts.

**Citizens Advice General Advice Service - 0800 144 88 48**or **Textphone on 18001 0800 144 8884**information and advice on benefits, money, housing, employment and more  
  
**Age uk** - **0800 678 1602**Offer support through their free advice line, lines are open 8am-7pm, 365 days a year.

**The Footprint Trust - 01983 822282** or email[**info@footprint-trust.co.uk**](mailto:info@footprint-trust.co.uk)Help if you are worried about your utility bills.

**Foodbank Ryde - 01983 292040**Once you have been issued with a voucher, you can exchange this for a minimum of three days of emergency food at your nearest foodbank centre. You can also call Age uk and help through crisis for a Foodbank voucher.

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| --- | --- | --- | --- |
| **Ryde** | **Open as Usual** | **Open as Usual** | **Open as Usual** |
| **Grace Church** | **Tues 21 December 10am – 12.30pm** | **Tues 28 December 10am – 12.30pm** | **Tues 4 January 10am – 12.30pm** |
| **Marlborough Road** | **Thurs 23 December 10am – 12.30pm** | **Thurs 30 December 10am – 12.30pm** | **Thurs 6 January 10am – 12.30pm** |

**Suicide Prevention and Intervention IoW - 667 247. 24 hours a day 7 days a week**This service is available 24 hours a day 365 days of the year.

**Samaritans of Isle of Wight - Free phone 116123** or email **jo@samaritans.org**If you would like to talk off the record about how you're feeling and would like emotional support please Samaritans.

**You First IW – 08002346266**For anyone is suffering Domestic Abuse and in need of a Refuge.

**Independent advocates - 03333 447928** or email [**IoW@swanadvocacy.org.uk**](mailto:IoW@swanadvocacy.org.uk)An advocate is a person who will assist you to get the information that you need to help you make decisions. They will also support you to say what you want to say and make sure that your views are being heard so that your problems can be sorted out. Advocacy is provided free of charge when a social worker has identified that a person meets the qualifying criteria under the Care Act, Mental Capacity Act or Mental Health Act.  
[**www.swanadvocacy.org.uk/iow**](http://www.swanadvocacy.org.uk/iow)

**The Advocacy People’s Independent Health Complaints Advocacy Service - 0330 440 9000**Free, independent and confidential advocacy and support for anyone wishing to make a complaint about NHS care and treatment.

**Island roads – 01983 822440** or email **info@islandroads.com**For issues relating to the highway network or for sandbag provisions   
 **My pa - 01983 861001** or email [**mypa@e-pa.com**](mailto:mypa@e-pa.com)For issues relating to the public toilets in Ryde

**If you're heading to a gathering or event, please remember to do it safely to protect each other from COVID.**

Wear a mask where appropriate, such as in crowded and indoor areas.

Wash your hands regularly with soap or use hand sanitiser.

Take a rapid response LFT test before and after any event to check you're not spreading COVID-19 amongst your community without knowing.

If you feel unwell, start to develop symptoms or test positive on a LFT test, self-isolate and book a PCR test. You should not attend any events if you are self-isolating.