**Ashbury Parish Response Letter – we are here to help!**

We understand that the news at the moment may have been a bit worrying so we are putting together a plan to keep everyone safe and looked after. In this letter you will find answers to any questions you might have, and information on who can help you.

Street Coordinators

***What are Street Coordinators?***

These are a group of people in place to get help, information and support where it is needed quickly. Every street has a Street Coordinator – you should also have a leaflet through the door with your Coordinator’s name and number. This is the go-to person if you have any queries, or just want a chat.

***I have a friend who was helping me already. Do I have to switch to my Street Coordinator?***

No. The Street Coordinators are here to help, but if you already have a system in place that works for you, please continue with that.

***I’m actually doing ok, so why do I need a Street Coordinator?***

You don’t need to use your Street Coordinator, but there are others that do and we don’t want anyone left out. If things change and you need help, your street coordinator will be there to help you.

***What if I don’t like my Street Coordinator?***

That’s fine, don’t worry. There is a list of Coordinators so just pick one you do like instead.

***I am not a Street Coordinator but I’d like to help?***

That’s brilliant, thank you! We don’t know how busy things will get yet so just let your Street Coordinator know and they will be in touch.

Medication

***Will my medication still be brought to the village?***

Medication will continue to come into the village as normal.

***My medication wasn’t being delivered to the village. How will I get it?***

If your medication wasn’t being delivered to the village, you can contact your surgery (Lambourn or Shrivenham) to request this now and it will be brought to the village.

Hospital Appointments

***How will I get to my hospital appointment?***

We can arrange lifts to the hospital. Hospital guideline require that you be dropped off and picked up at the hospital door. Please ask your Street Coordinator if you need help organising this.

Care Packages

***What will happen to my care package?***

For those with carers, care packages are continuing as usual for now. If you have any problems, please talk to your Street Coordinator.

Pensions

***How will I get my pension?***

The Post Office still doesn’t know how they will deal with pensions. As soon as we know, your Street Coordinator will get in touch with you.

Shopping

***How can I get shopping?***

Lorna and Andy at the Village Shop will take shopping lists and have your shopping delivered to your door. You can call the Village Shop using this number:

01793 710 068‬

They will try their best to get everything on your list, but it might not always be possible to find the exact brands you are used to.

***How will I pay for my shopping if I use the Village Shop?***

You can pay the Village Shop over the phone by calling this number:

­­01793 710 068‬

Please DO NOT give your card details to your Street Coordinator, or anyone else. **Only give your card details to the Village Shop**.

***My friend does my shopping for me. Do I have to use the Village Shop?***

No. If you already have a system that works for you, please continue with that. The Village Shop is here to help, but you do not need to use them.

Post

***How will I get my post?***

Post will be delivered as normal; parcels will be placed on the doorstep. The postman will ring the bell/knock and then leave and sign for parcels on your behalf.

Transport

***Are buses running?***

Bus Service 47 (Lambourn, West Berkshire to Swindon, Wiltshire) is suspended until further notice.

Pastoral Care & Wellbeing

***Who can I talk to if I’m feeling a bit down?***

Norma is available for pastoral care – you can ring her using these numbers:

01793 784 338

07799 545 035

***How can I keep myself and my family occupied? Can we go outside?***

You can still go out for walks – you won’t be in danger. We are organising DVDs swaps around the village, and will send around a list of good websites you can use with children.

Current List of Street Coordinators

Sally-Ann Spence

Louise Jacobs

Maxine Curtis

Sarah-Jane Hayward

Nicola Foster

Sarah Reade

Claire Routley

Jay Caul

David Stacey

Suzanne King

Wendy Watherstone

Liz Derrington

Anne Taylor

Jonathan Loose

Amanda Saunders

Eliza Lewis

Alistair Kemp

Bernice Brown

Starr Owers

Laura Pilkington

Joanna Lambert

Graham Weller

Richard Tapper

Jackie Baker

Debbie Butler