

BCC EMERGENCY RESPONSE HUB

Birmingham City Council has launched an emergency response hub in order to ensure **access to support for vulnerable citizens**. The service will prioritise people in critical need who have received a letter from NHS England stating they are in a priority group. The hub will also serve those who are self-isolating for shorter periods of time but are unable to rely on family or friends for adequate support. If you fall into either of these categories, then below is a list of some of the ways the emergency response hub can help...

- Emergency food supplies / household essentials
- Prescription collection
- Social contact



If you would like to learn more about accessing this support, you can complete a short online form on the Birmingham City Council website. You can find this by searching 'BCC emergency support hub' on Google. Alternatively, you can call 0121 303 1116 between 9 am and 5 pm Monday to Friday. We also invite residents to use the support sheet created and distributed by the TMO office.

MEET YOUR BOARD

Minesh Pattni	Georgina Hanna
Elizabeth Moroney	Cheryl Sewell
Brian Winks	Kaash Choudhry
Kavan Hawker	Russel Thomas
Janice Frost	



Minesh Pattni – TMO Chairman

All of our board members operate on a voluntary basis. We would like to thank all involved for their invaluable support to the TMO and the service they provide to the wider community.

4 Towers TMO, Working for you!



CORONAVIRUS NEWSLETTER

4 TOWERS TMO NEWSLETTER

Spring 2020 Edition

Coronavirus: What should you do?

The TMO would like to reiterate that it is of the utmost importance **that we all continue to follow Government advice in regard to the Coronavirus**. Below is a brief summary of the most current advice, though we recommend that you follow the news and other media for the latest developments and further details.

The TMO would also like to remind residents to take extra care in social distancing whilst using lifts. We ask that, whenever possible, you only use a lift with a member of your household. This will help ensure that residents remain a minimum distance of 2 metres away from one another.

Stay Alert - We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2 metres apart where possible)
- Wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms.

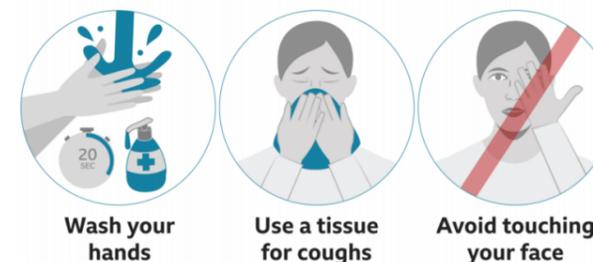
If you are feeling unwell

- Do not go to a GP surgery, pharmacy or hospital.
- If you have a 'new continuous' cough or high temperature you should self-isolate for 7 days and visit [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) for help.
- Anyone living with someone who has symptoms should stay at home for 14 days case symptoms develop.
- If symptoms worsen—use the online 111 Coronavirus service at 111.nhs.uk.
- The service will give advice on what to do next.

We would also like to take this opportunity to thank residents for their continued cooperation during this challenging and unprecedented time.

Turn over for information on the TMO's measures regarding COVID-19...

Coronavirus: What you need to do



Coronavirus: What is the TMO doing?

The TMO staff are working hard to ensure the safety of both staff and residents on the 4 Towers estate during this pandemic. In this regard, please see below some of the changes we have implemented during this period.

- Our cleaning team are regularly cleaning all touch panels, door handles, entrances, and lift control panels throughout the day.
- The TMO has arranged for additional cleaning of high traffic areas, such as lift cabs and entrances/exits, handles etc. on Saturdays and Sundays.
- The Housing Office in Kendal Tower is not open to residents but you can still contact us by telephone during office hours on 0121 426 4862. The office may only be staffed for part of the day. In the event that we do not answer the phone and your call is urgent please call 07719 518 104—this line will be open during office hours.
- Only emergency repairs will be attended to during the period of crisis. If you have an urgent repair that is NOT related to heating or hot water, please call 01952 217 217.
- If you live in Derwent, Coniston or Metchley House and you have a repair that relates to your heating and/or hot water please call 0121 216 3330.
- We have identified around 60 residents that we regard as vulnerable, based upon information we know, and they have all been telephoned to ensure they are 'safe and well'. We will continue to make calls to these residents and provide assistance when necessary.
- The TMO registered with Public Health England (PHE) at the outset of Covid 19. Consequently, we are continually looking to implement the latest government guidance and distribute the most up-to-date information to residents. Many of the posters seen in communal notice boards have come from Public Health England.

Some more useful links...

Physical Health

Exercise While Working: A guide on how to fit cycling, running and walking around your day - <https://www.wmnetwork.co.uk/campaigns/social-distancing-get-active/>

Activity Live Stream Finder (searches for live streams to help you do physical activity at home): <https://www.sportbirmingham.org/>

Activities for children to do at home: <https://www.nhs.uk/change4life/activities>

Route 2 Wellbeing

Route2wellbeing makes it easy to find local services and activities that promote good health and wellbeing. You will find financial advice, physical activities, support for carers and much more. <https://r2wbirmingham.info/>

ROUTE 2 WELLBEING



FOODBANK FOR RESIDENTS IN CRISIS

4 Towers TMO is working with Quinton and Oldbury foodbank to provide free short term, emergency food to individuals and families in crisis.

Food parcels include cereal, milk, fruit juice, soup, pasta, meat, fish, vegetables and pudding, providing balanced and nutritional meals for a minimum of three days. The quantity of food given is dependant on the number of adults and children in the household.

Clients are also consulted on their basic dietary requirements (for example, vegetarian, gluten free, baby food etc.). In addition to giving food, the foodbank centre volunteers also offer a free cup of tea/coffee, a friendly chat and 'help in finding help' by directing clients to further support services.



How do I know if I am eligible for this service?

This service is intended only for those individuals who are in financial crisis, to the extent that they have insufficient means to buy food. Each case will be individually assessed and clients will only receive vouchers if they meet this specific criteria.

The service is designed to help those in short term crisis rather than providing long term or indefinite assistance.

If I am eligible, how can I get a food parcel?

As a registered referral agency, 4 Towers TMO can issue vouchers which residents are able to redeem at Quinton and Oldbury foodbanks (*information on locations and opening times will be provided to eligible clients*). Volunteers will then exchange the voucher for a food parcel which the client can carry away in a supermarket-branded carrier bag, offering a degree of anonymity.

If you think you are eligible, call the 4 Towers TMO office on 0121 426 4862.

MENTAL HEALTH SUPPORT

As you will no doubt be aware, government regulations regarding social distancing and self isolation have been put in place in order to protect the public from the spread of Coronavirus.

For many people, self isolation and social distancing may have a negative impact on mental health. Fortunately, there are many different support services currently available. Please see below contact details for various support groups which have been set out by Birmingham and Solihull Mental Health - one of these groups will be applicable to you.

Group	Opening Hours	Contact Details
0-18 years old	10am-6pm (7 days a week)	0207 841 4470 askbeam@childrenssociety.org.uk
Over 18 in Birmingham	9am-11pm (7 days a week)	0121 262 3555
Key Workers	9am-11pm (7 days a week)	0121 633 1217