

Warwickshire Together

*Here to
help you*

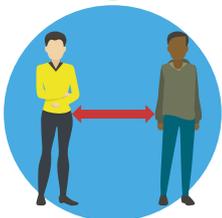
This special edition of Warwickshire Together contains information and advice on where to go for help during the current coronavirus pandemic.

Please remember that specific advice and rules from the UK Government around lockdown may change. The latest information can be found on the government website www.gov.uk/coronavirus

Stay at home, protect the NHS, save lives



Stay at home and only go outside for food, health reasons or work (but only if you cannot work from home)



If you go out, stay 2 metres away from other people at all times



Use telephone or online services to contact your GP or other essential services

Don't forget to wash your hands regularly with soap and water for at least 20 seconds



You can stay in touch with your friends and family online or on the telephone



Inside this publication:

Staying well 2

Staying safe 3

Services 4

Community and voluntary services 6

District and borough councils 7



Staying well

Looking after your health and wellbeing is important during this time to stay well.

Adjusting to a different way of life can be difficult. Everyone reacts differently to events, and our thoughts, feelings and behaviour is affected. There are organisations who offer mental health and wellbeing support in Warwickshire. While face-to-face contact may not currently be available there is online and telephone support on offer.

Physical health has a big impact on how we feel. At times like these, it can be easy to fall into unhealthy patterns of behaviour that end up making you feel worse. Try to eat healthy, well-balanced meals, drink enough water and exercise regularly. Avoid smoking or drugs, and try not to drink too much alcohol.

Visit: warwickshire.gov.uk/mentalhealth and warwickshire.gov.uk/fitterfutures

For more information about how we can support your health and wellbeing, visit: warwickshire.gov.uk/coronavirushealth
Tel: 01926 410410



Stop smoking services

Stop smoking services continue to be available throughout Warwickshire which can be accessed online or via the telephone. To find out more visit: warwickshire.gov.uk/quit4good

Pregnant smokers can call or text: **07917 227 004** or visit: www.quit4baby.co.uk

Drugs and alcohol

For help and support with drug and alcohol problems, services are still available.

Support for Warwickshire children and young people under 25 is provided by Compass.

compass-uk.org/services/warwickshire-cypdas

Support services for people aged over 18 years old is provided by Change Grow Live.

Email: warwickshire.info@cgl.org.uk
Tel: **01926 353513**

Advice about staying warm and well

If your financial situation has changed and you are struggling to pay the bills due to a job loss, uncertain pay or higher use of energy at home, Warwickshire County Council is working alongside Act on Energy to provide support for people who have concerns over energy bills.

Visit: actonenergy.org.uk
Tel: **0800 988 2881**

Warwickshire Local Welfare Scheme

This vital service helps our most at risk residents at times of unavoidable crisis, when they have no other means of help. The scheme provides basic and essential help for food and home energy. The help comes in the form of an emergency food parcel or as credit for a top up energy card.

Visit: warwickshire.gov.uk/localwelfarescheme

Using NHS Services

If you have a health concern which isn't an emergency or coronavirus, you can **still contact your GP**. Please call them first and don't just turn up at the practice.

If you think you might have cancer or are worried about a lump, contact your GP.

If you've injured yourself, but it isn't life threatening, use the NHS 111 symptom checker online. If you can't get online, call 111 and they will advise you.

If you or someone you know is having a stroke, heart attack, difficulty breathing, chest pains, is bleeding profusely or unconscious, call 999

If you have symptoms of coronavirus, **do not** go to your GP, pharmacy, urgent treatment centre or A&E.

Staying safe

Fire safety

When cooking, leave nothing unattended and keep flammable items away from naked flames. Don't overload plug sockets or extension leads and turn electrical items off when you are asleep or out. Fit and regularly test smoke alarms.

If a fire does happen, get out, stay out and call **999**.

For more information on home fire safety visit warwickshire.gov.uk/firesafety

Scams

Fraudsters posing as police, bank staff or council staff are targeting people to steal from them.

The police, your bank or the council will never:

- Ask for your personal details, including your PIN, password or account details. Never give this information to anyone over the phone or in person. If you have done this contact your bank immediately to cancel your card.
- Ask you to transfer money into another account or ask you to withdraw cash. If you have been asked to do this call Warwickshire Police on **101**.
- Send someone to your home to collect cash, bank cards, account details or PIN numbers.

If you have been a victim of a telephone scam, please report it to Action Fraud on 0300 123 2040 or via their website www.actionfraud.police.uk/

For advice on scams, contact Citizens Advice Consumer Service on **0808 223 1133**.

Always call **999** in an emergency.

Online safety

Fraudsters can also target you online. Get the knowledge you need to be safe online with free articles, guidelines and resources visit:

www.cybersafewarwickshire.com

Tel: **01926 412261**

Home and garden safety

Don't take shortcuts or rush DIY; take time to plan the work and consider the risks. Follow the instructions when using power tools or machinery especially for the first time.

Child safety

Keep children safe by making safe environments to play in your house and garden. Don't leave small children unattended and never leave any child alone in, or near, water. Place small objects, poisonous substances and hot and sharp things out of their reach.

For more information visit: www.capt.org.uk

Child abuse and neglect

If you are being abused or you suspect a child is suffering, contact Children's Services on **01926 414144**. Out of hours ring the emergency duty team on **01926 886922**. If you think a child is in danger call **999**.

Domestic abuse

Domestic abuse is never okay! Don't suffer in silence or alone. Police response and support services are still available. If you are in immediate danger call **999**, if you can't speak remain silent or press 55 on a mobile phone.

Refuge provides advice and information access to shelters and rape crisis centres.

www.refuge.org.uk Tel: **0800 408 1552**

If you think someone you know is suffering domestic abuse, ask them to reach out to family and friends for practical help.

Help them to develop a safety plan including numbers of trusted people, important documents, money, a few personal things and a route to leave. Advise them to call **Refuge** or **999** in an emergency.

For more information go to

warwickshire.gov.uk/domesticabuse

Support for you

Shielded and vulnerable people

If you are isolated without support from family, friends or neighbours you can get help in Warwickshire. This includes getting food and medication, financial support, mental health and wellbeing advice and housing support.

Visit: [warwickshire.gov.uk/coronavirusvulnerable](https://www.warwickshire.gov.uk/coronavirusvulnerable)
Tel: **0800 408 1447**

Going to shops and pharmacies

Check the opening hours of local supermarkets and pharmacies as they may have changed. Observe the social distancing measures supermarkets and pharmacies have in place. When food shopping be prepared, make a list and only buy what you need. Contact local pharmacies directly for information on any changes to their service.

Financial support

Warwickshire County Council can refer you to financial support including Citizens Advice www.citizensadvice.org.uk for information and advice relating to benefits, employment and money management.

Tel: **01926 410410**.

Support for businesses

These are challenging times if you are self employed or run your own business. Warwickshire County Council is working closely with the District and Borough Councils and other partners to offer advice and support to businesses throughout the county.

For full details of information, guidance and financial support available please visit: [warwickshire.gov.uk/coronavirusbusinesssupport](https://www.warwickshire.gov.uk/coronavirusbusinesssupport)

For regular business information subscribe to our newsletter:

[warwickshire.gov.uk/meansbusiness](https://www.warwickshire.gov.uk/meansbusiness)

Education and schools

Attending school, college or nursery

If you are the parent or carer of a vulnerable child or if you are on the key worker list, then a school place is available for your child. Your school will keep you informed of any changes to these arrangements. If your needs change, contact your school. If you need further advice, please contact our parent/carer's helpline: **01926 412021**.

Early Years Childcare Hubs

We are working with early years childcare providers to offer alternative places for vulnerable children or the children of key workers whose own setting is currently closed. The Early Years Childcare Hubs have been set up across the county.

Please contact the Family Information Service on Tel: **01926 742274**

Email: fis@warwickshire.gov.uk

You can also complete the childcare search online: [warwickshire.gov.uk/childcarefinder](https://www.warwickshire.gov.uk/childcarefinder)

Free School Meals

During term-time

If you are eligible for Free School Meals (FSM) then support is still available to you.

Please contact your child's school to find out whether they are providing food on-site, arranging meal deliveries or providing food vouchers.

Visit: [warwickshire.gov.uk/coronaviruschoolmeals](https://www.warwickshire.gov.uk/coronaviruschoolmeals)

During school holidays

Support is available during the school holidays for eligible families through Warwickshire's Local Welfare Scheme.

Tel: **0800 408 1448** or **01926 359182**

Email: warwickshirelocalwelfarescheme@warwickshire.gov.uk

Supporting others

Support for carers

Providing care to someone who could not cope without you can be hard at this time. The Carer Wellbeing Service, delivered by Carers Trust Heart of England, provides emotional and practical support to help people care for someone and can also provide emergency cover should you need to leave the one you care for.

carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service

Tel: **02476 632972 (option 2)**

Email: carerssupport@carerstrusthofe.org.uk

Further support for carers is also available at www.warwickshire.gov.uk/carers

Young people who care for family members can get help. Visit:

www.warwickshireyoungcarers.org.uk

Tel: **02476 217740**

More information about adult social care can be found at:

www.warwickshire.gov.uk/adultsocialcare

If you think that an adult with care and support needs is experiencing, or at risk of, abuse or neglect, call **01926 412080**

Contact Warwickshire Police on **101**. If it is an emergency, always dial **999**.

Dementia

Dementia Connect offers practical and emotional support, a listening ear, suggestions on coping through these difficult times and advice about other services that might also be able to help. The service connects you with free support and advice available by phone and online.

Tel: **0333 150 3456**

Email: dementia.connect@alzheimers.org.uk

Visit: alzheimers.org.uk/dementiacconnect

For more dementia support at this time at this time visit:

warwickshire.gov.uk/coronavirusdementiasupport

For more information, please visit Warwickshire's Living Well with Dementia website:

warwickshire.gov.uk/dementia

Health and behaviour advice for parents and carers of children text **Chat health:**
07520 619 376

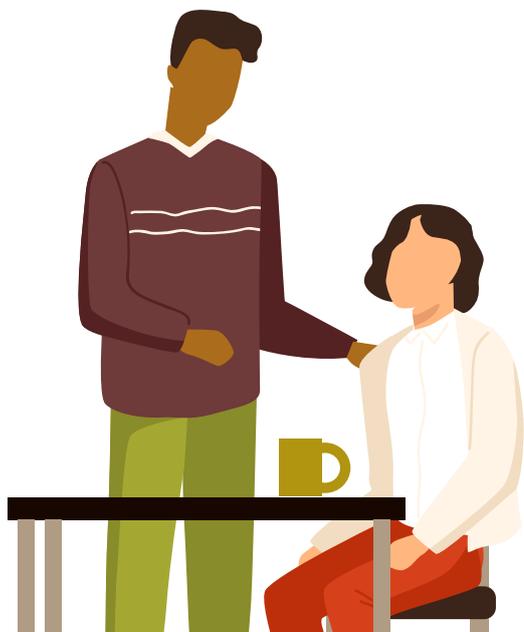
Bereavement

Losing a loved one at any time can be extremely distressing and experiencing the death of someone special to you during this pandemic is likely to be even more traumatic. The usual ways we would work through what has happened, and the support we could normally expect from friends, family and colleagues may not be available. However, we can support ourselves and each other in different ways.

Don't struggle alone. There are many organisations who offer support to adults and children locally and nationally.

For information about the support services available to you, visit:

warwickshire.gov.uk/bereavement



Community and voluntary groups

Warwickshire Community and Voluntary Action

Warwickshire Community and Voluntary Action (CAVA) champions the voluntary sector and volunteering. The charity gives vital support to volunteers, groups, enterprises and charities that are working to strengthen all of our communities.

Warwickshire CAVA has been recruiting extra volunteers via www.simplyconnectcommunity.uk

For more information visit: www.wcava.org.uk or call your local office:

North Warwickshire: **01827 718080**

Nuneaton & Bedworth: **024 7638 5765**

Rugby: **01788 574258**

Stratford-on-Avon: **07850 515185**

Warwick District: **01926 477512**

Warwickshire Association of Local Councils (WALC)

In response to COVID-19, Town and Parish Councils across Warwickshire are working with local community groups and organising teams of local volunteers to support those in need.

Work includes ensuring that essentials can be provided and making arrangements with local supermarkets to enable purchases to be made for multiple members of their communities quickly. WALC is there to provide help and advice to Local Councils and to share good practice at times like this. WALC can act as a point of contact on behalf of parish councils for individuals in need of support.

Tel: **01789 472616 (Mon – Thurs)**

Email: enquiries@walc.org.uk

Visit: www.walc.org.uk

Support from libraries



If you are protecting yourself through self-isolation Warwickshire Libraries are offering services to help you. You need to be a library member to access these services but we can sort that for you too.

Regular befriending telephone call

A friendly member of staff will ring you for a chat regularly - to check how you are getting on and signpost you to other services that might offer help.

Digital Library help

Interested in the digital library but never used it? Someone will contact you to explain how to access electronic books, audio books, magazines and newspapers from home. Visit: bit.ly/2RXlv6f

Weekly activities programme

Sign up to receive a weekly e-newsletter with information about online activities as well as highlighting some great web resources to keep you connected.

Doorstep deliveries

Our volunteers can deliver books or audio books to your doorstep once a month, for three months.

Email: libraryenquiryteam@warwickshire.gov.uk
Tel: **0300 555 8171** and leave a message.



 fis@warwickshire.gov.uk

 [@WarksFIS](https://twitter.com/WarksFIS)

 [WarwickshireFIS](https://www.facebook.com/WarwickshireFIS)

 **01926 742274**



Helping Warwickshire families through the COVID-19 pandemic

The Family Information Service provides information, advice and signposting to support on a range of topics.

Information is available on things to do at home, education resources, staying physically and mentally well, family relationships, finance, housing, parenting support, Special Educational Needs and Disabilities and pregnancy. Additional support is also available to families who may need extra help to engage with services.

Sign up to our regular updates - warwickshire.gov.uk/parentupdates

District and Borough Councils

Warwickshire is a two-tier authority which means a range of essential services such as housing, waste collection and recycling are provided by Councils in your District or Borough. Here is a summary of support available at this time, wherever you live.



North Warwickshire
Borough Council

North Warwickshire Borough Council

Here at North Warwickshire Borough Council our upmost priority at this time is to keep everyone safe whilst still providing those services that our communities desperately need.

We have been working incredibly hard to ensure that the most vulnerable people have access to essential items by setting up our distribution hub working with the many volunteer groups that have been set up providing everything people need during this time and communicating with those we haven't heard from through welfare calls, letters and emails.

Some of our services have adapted new ways to reach people our virtual fitness classes for example are proving very popular. We have been incredibly proud of how the people of North Warwickshire have adapted and supported us through any changes to our services and we hope we can continue to do this together. We are here if you need us.

Tel: **01827 715341** or visit: **www.northwarks.gov.uk**.



Nuneaton and Bedworth Borough Council

NBBC continues to maintain a food distribution hub and a local helpline to ensure the most vulnerable residents have access to vital supplies, circa 1000 essential packages have been delivered so far. If you have no access to food & support & need help call **0800 4081447** or NBBC on **02476 376376**, email: **communities@nuneatonandbedworth.gov.uk**

We are processing the small business grant payments speedily – Almost £16m (over 75% of our total Government allocation) had been paid out to over 1,200 businesses by 24th April, and we have sent new Business Rates bills to all businesses that were eligible for the expanded small business and retail relief.

Anyone struggling to pay their council tax can contact: **Recovery.section@nuneatonandbedworth.gov.uk** to discuss payments options or **Benefits.section@nuneatonandbedworth.gov.uk** to discuss claiming assistance. Many services can be accessed online at **nuneatonandbedworth.gov.uk/MyServices**

For any issues relating to homelessness call **02476 376406**. **02476 376376** Customer Services

Visit **nuneatonandbedworth.gov.uk/coronavirus** for service updates during this pandemic.
nuneatonandbedworth.gov.uk



Rugby Borough Council

If you need our help or support, we are here for you.

The Rugby Foodbank is available to help. You can be referred by Job Centre Plus or the council's Community Advice and Support team. You will be asked some questions about your finances to see if you qualify.

Isolation inspiration. Rugby Visitor Centre and Rugby Art Gallery and Museum have activities to keep you and your family interested, and our Play Rangers have put together craft, kitchen and garden activities. See

www.ragm.co.uk, www.therugbytown.co.uk and www.rugby.gov.uk/isolationinspiration

Support for businesses. There is a directory of local farm shops, grocery stores, takeaways and butchers/bakers that can deliver food and groceries at www.rugby.gov.uk/fooddelivery and if you run a small business you may be eligible for a cash grant. To check eligibility and to claim your payment of up to £25,000 please see www.rugby.gov.uk/supportgrant

Follow Rugby Borough Council at [facebook.com/rugbyboroughcouncil](https://www.facebook.com/rugbyboroughcouncil) and twitter.com/rugbybc

Visit: rugby.gov.uk Tel: **01788 533533**



Stratford-on-Avon District Council

At Stratford-on-Avon District Council, the staff and councillors have been working hard, alongside local voluntary sector and community groups, town, and county council to ensure that the important services we all rely upon continue to be delivered at this time. This has involved establishing a food delivery network; responding to hundreds of calls and emails from residents every day; putting in place new financial support mechanisms and housing some of the most vulnerable.

Stratford-on-Avon District Council is here to support the local community and we want to continue to encourage those in need to contact us, please call

the dedicated helpline number on **01789 260980**, email: CommunityRequests@stratford-dc.gov.uk or visit: www.stratford.gov.uk/coronavirus

You can also still access many services online at www.stratford.gov.uk or contact the District Council on **01789 267575**.



Warwick District Council

Warwick District Council is doing everything it can to support communities and keep essential services running.

Supporting shielded individuals. Weekly boxes containing essential food and hygiene items are being delivered to our list of vulnerable residents.

Tel: **01926 456111** (*Monday to Friday 9am to 5pm*)

Homelessness. Secure accommodation is available for the homeless and those sleeping rough.

Tel: **01926 456129** (Homelessness Support) or **01926 883654** (Council hostel William Wallsgrove House)

Lifeline Service. 24/7 monitoring service for the elderly and vulnerable living alone.

Tel: **01926 339577**

Business and Support. Information and applications for government support grants for businesses.

Further information is online at www.warwickdc.gov.uk.

Useful contacts

Warwickshire Directory

Find information about local organisations, groups and agencies that provide activities, advice, services and support you:

warwickshire.gov.uk/directory

Directory of COVID-19 support groups

This directory provides useful information about local organisations, groups and agencies that are providing activities, advice, and services to support you during the current COVID-19 crisis:

warwickshire.gov.uk/coronavirusdirectory

Warwickshire County Council

Customer Services Tel: **01926 410410**

Hotline for vulnerable and isolated residents

Tel: **0800 408 1447**

www.warwickshire.gov.uk

Trading Standards Tel: **0808 223 1133**

Citizens Advice Tel: **0300 330 1163**

Coventry and Warwickshire Mind (mental health) Tel: **0300 123 3393** Text **86463**

EQuIP The Equality Inclusion Partnership

Tel: **07377 431997**

Age UK Tel: **01926 458100**

Samaritans Tel: **116 123**

RISE Children's mental health Tel: **0300 200 2021**

For help to understand this information please contact us on 01926 410410

Follow **#BestWarwickshire** to see latest updates and let us know how you are doing.



www.facebook.com/WarwickshireCountyCouncil



<https://www.instagram.com/bestwarwickshire/>



twitter.com/warwickshire_cc

