

“You can call us” is our message to people who are self-isolating and need support





A range of support is available for people in Nottingham – from asking good neighbours to pick up some essentials, all the way through to NHS Shielding Measures and Adult Social Care support.

If you are self-isolating, and have no other means of support, you can call the Council. We can deliver a food parcel to your door for a small charge – parcels are free for extremely vulnerable people in NHS Shielding Measures. Simply call the Council’s Customer Hub on **0115 915 5555**. This line is open 9am-5pm Monday to Friday or you can complete the online form at www.nottinghamcity.gov.uk/coronavirus

Want more than a food parcel? Why not consider buying our Meals at Home service. This service provides single person and family food options as well as vegan and vegetarian meals – everything can be delivered frozen ready for you to cook at home or hot meals can be delivered by our friendly staff – just call **0115 876 1847** or visit www.nottinghamcity.gov.uk/mealsathome

If you would like to help your community by delivering food packages or providing phone support, become a volunteer with Nottingham Community and Voluntary Service www.nottinghamcvs.co.uk/volunteering/want-to-volunteer

The information below is available in alternative formats including plain text, British Sign Language and different language translations: www.nottinghamcity.gov.uk/coronavirus/translations

Type of help	Who is it for?	What support is offered?
Ask a Good Neighbour 	For people who are self-isolating but have a good network of trusted friends and neighbours who can help	Friends and neighbours can help you by picking up and delivering your medicine, food and household supplies, but please follow social distancing guidelines
Nottingham City Council Customer Hub 	For people who are self-isolating but do NOT have friends or neighbours who can help with picking up and delivering medicine, food and household supplies	Call our Customer Hub 0115 915 5555 9.00am-5.00pm, Monday to Friday or visit www.nottinghamcity.gov.uk/coronavirus We will connect you to community support groups and neighbourhood volunteer teams. Deliveries of food parcels can be arranged.
NHS Shielding Measures 	For extremely vulnerable people identified by the NHS as being at high risk of Covid-19 free food and medicine deliveries are available from the Government	You will be contacted by the NHS about the support available. Please register your support needs through the Government hotline 0800 028 8327 or website: www.gov.uk/coronavirus-extremely-vulnerable
Adult Social Care Support 	For people who are already receiving Adult Social Care support services, or people who have recently been referred to our services	You will continue to receive the support we already provide to you, or if you have recently been referred to us, our team will assess your care needs with you



If you are worried about symptoms of COVID-19, in the first instance go to www.111.nhs.uk.
In an emergency always call **999**

#NottinghamTogether



Nottingham
City Council

Useful contacts during the Coronavirus crisis

Safeguarding

The coronavirus lockdown may lead to tensions in households running high and unfortunately mean both children and adults are at greater risk of domestic violence and abuse.

If you are experiencing domestic violence or abuse, help is always available. Call the 24 hour free phone helpline for Nottingham **0808 0808 0340** or email helpline@junowomensaid.org.uk or visit www.junowomensaid.org.uk

If you are concerned a child is being abused or neglected please call **0115 876 4800** or email candfdirect@nottinghamcity.gov.uk or call the NSPCC on **0808 800 5000** or www.nspcc.org.uk

If you are concerned a vulnerable adult is being abused or neglected call please call **0300 1310 300** and select option 2.

Hate Crime can be reported to the Police and online at True Vision www.report-it.org.uk

Often neighbours suspect violence or abuse is taking place, but are reluctant to 'get involved' and report it. If you think someone needs help, please don't ignore it. In an emergency always call **999** and during working hours please get advice from the services above. You can help someone who needs it.

Businesses & self-employed

There is comprehensive information about the support and advice available for businesses and the self-employed on the City Council's Coronavirus webpages:

www.nottinghamcity.gov.uk/coronavirus/supportforbusinesses

Finding work and claiming benefits

www.nottinghamcity.gov.uk/coronavirus/workandbenefits

Money help and advice

Ask Lion:

The Ask Lion website is a good starting place for money advice: www.asklion.co.uk/money

Citizens Advice Nottingham & District:

0300 330 5457 or visit www.citizensadvicenottingham.org.uk

Welfare Rights Service:

0115 915 1355 or email welfarerights@nottinghamcity.gov.uk

Help with energy bills:

0115 985 3009 or visit www.nottenergy.com/news/emergency-food-vouchers

Meals at Home Service:

0115 876 1847 or www.nottinghamcity.gov.uk/mealsathome

Nottingham Credit Union:

www.nottinghamcu.co.uk or email info@nottinghamcu.co.uk

A list of food banks:

www.asklion.co.uk/food

Money Advice Service:

www.moneyadviceservice.org.uk

National Debtline Advice:

0808 808 4000 or www.gov.uk/national-debtline

Step Change Debt Advice:

www.stepchange.org

Universal Credit advice:

www.understandinguniversalcredit.gov.uk/coronavirus or **0800 144 8 444**

Stop Loan Sharks helpline:

0300 555 2222 or www.stoploansharks.co.uk

Do you know someone looking for work?

Nottingham City Council are urgently recruiting care workers.

The roles will pay £9.94 per hour and involve:

- ▶ personal care
- ▶ helping people in & out of bed
- ▶ cooking light meals
- ▶ medication checks

Work will be within a 1 mile walking distance of your postcode – so no need to use public transport.

No previous experience is needed and we will pay for your DBS check.

You can make a big difference to vulnerable people in Nottingham at a time when they need it the most.

Please send your name and phone number to: asc.vacancies@nottinghamcity.gov.uk or call Nottingham Jobs on **0115 876 4508**.

Thank you!

**Nottingham
Jobs**