

## Support on Offer from Job Centre Plus Partners

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| Action on Hearing Loss         | Local face to face activities are paused but they have a helpline 0808 808 0123 and textphone 08080 808 900 and live chat available. Their <a href="#">website</a> has a range of advice from what to do about hearing aid problems during the lockdown to working from home.                                                                                                                                                                                                                             |
| Age UK                         | Have information and advice on the <a href="#">website</a> . This is broken down in to Looking after others, Staying safe and Information. The <a href="#">latter page</a> has a range of helpful advice including connecting digitally, arranging a funeral, shopping, caring for someone in another household...                                                                                                                                                                                        |
| Barnardo's                     | Support for parents and young people to help deal with Coronavirus. This includes tips on family activities during lockdown and mental health and wellbeing advice tailored for adults as well as young people. <ul style="list-style-type: none"> <li>• <a href="#">Parents</a></li> <li>• <a href="#">Young People</a></li> </ul>                                                                                                                                                                       |
| British Heart Foundation (BHF) | Have a specific section on <a href="#">Coronavirus</a> covering a range of health related topics.                                                                                                                                                                                                                                                                                                                                                                                                         |
| British Red Cross (BRC)        | Have a "Coronavirus: eight ways to be kind" page with details of how to help your neighbours and yourself through this challenge. Find out more on the <a href="#">website</a>                                                                                                                                                                                                                                                                                                                            |
| BITC                           | As the impact of the COVID-19 pandemic on towns and cities across the UK intensifies, the need to link business support to community need has never been more urgent. To meet this need we have launched the <a href="#">National Business Response Network</a> to identify community needs across the UK and match them to the right business support. The network then connects businesses who have the resources to help. <a href="#">Find out more.</a>                                               |
| Cancer Research UK (CRUK)      | Have a page dedicated to <a href="#">Coronavirus</a> to help answer questions and concerns for those with cancer and with a range of useful links.                                                                                                                                                                                                                                                                                                                                                        |
| CIPD                           | Are providing advice, resources and guidance, on their <a href="#">website</a> , to support employers and people professionals in their response. They are also holding regular webinars to bring together experts, leaders and practitioners to tackle the key issues faced by organisations and employees around the pandemic.                                                                                                                                                                          |
| Citizens Advice                | Have a range of information on the <a href="#">website</a> , they also have a dropdown which allows you to find specific information for England, Scotland and Wales.                                                                                                                                                                                                                                                                                                                                     |
| GamCare                        | Is still providing their full range of online and telephone services – including the National Gambling Helpline via Freephone 0808 80 20 133 and live chat <a href="#">here</a> , 24 hours a day. Extra online group chatrooms are running throughout each day and their online Forum is available 24/7. Treatment sessions can be provided via web cam or over the phone. For more information on these services as well as online training and self-help resources, visit the <a href="#">website</a> . |
| Gingerbread                    | Have a <a href="#">webpage</a> that collects together information that is especially helpful to single parents. This includes advice on going to work, if your off work, benefits, housing issues, mental health and talking to children about the pandemic.                                                                                                                                                                                                                                              |

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| Headway         | Have general help and advice on their <a href="#">website</a> and also have a helpline 0808 800 2244 or can be emailed on <a href="mailto:helpline@headway.org.uk">helpline@headway.org.uk</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Macmillan       | Have the latest guidance for people with cancer, Macmillan supporters and their volunteers. The <a href="#">website</a> has information on a range of topic from health to financial support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Mencap          | Have a page with easy to read advice on <a href="#">Coronavirus</a> . They also have a helpline 0808 808 1111 available 9 am to 3pm Monday to Friday. This offers advice and support for people with a learning disability, and their families and carers. They also have an online contact form ( <a href="#">completing this online form</a> ) which can be used as an alternative to the helpline. More information is available on the <a href="#">website</a> .                                                                                                                                                                                                                   |
| MIND            | Have arrange of information on their <a href="#">website</a> . This includes support for young people coping with loneliness, anxiety and stress as well as help for those who are working: mental health tips for remote workers, coping with going in to work during the pandemic and supporting a team at work                                                                                                                                                                                                                                                                                                                                                                      |
| Parkinson's UK  | Have the latest guidance on coronavirus and Parkinson's, and where to get support on their <a href="#">website</a> . They also have a helpline 0808 800 0303 to offer support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Princes Trust   | Have set up a <a href="#">Coronavirus Support Hub</a> with some of the most useful advice, guidance and resources so young people can continue to upskill by developing their confidence and abilities during this challenging time, as well as find the answers to questions on work and self-employment.                                                                                                                                                                                                                                                                                                                                                                             |
| Refugee Council | Continue to provide vital services for refugees. They are: <ul style="list-style-type: none"> <li>• providing <a href="#">translated versions of the updated NHS guidelines</a> and resources on how to stay safe from Covid-19, produced by Doctors of the World</li> <li>• set up digital groups to help people still feel connected – for example for our 'Conversation Clubs', which enable our clients to learn and practise their English while meeting other refugees at the same time</li> <li>• ensuring our most vulnerable clients are still getting the critical necessities by handing out food and money parcels</li> </ul> Find out more on the <a href="#">website</a> |
| RNIB            | The helpline on 0303 123 9999 is available for information and support. The <a href="#">website</a> has a FAQ to answer the most common queries. There is also advice and guidance in coping with sight loss and social distancing including guidance in shopping in supermarkets.                                                                                                                                                                                                                                                                                                                                                                                                     |
| Scope           | Have help to support people especially the disabled. Their <a href="#">Coronavirus page</a> includes a range of information and advice such as: <ul style="list-style-type: none"> <li>• <a href="#">benefits and coronavirus</a></li> <li>• <a href="#">support with Council Tax during coronavirus</a></li> <li>• <a href="#">getting food and essentials</a></li> <li>• <a href="#">Cerebral Palsy and coronavirus</a></li> <li>• <a href="#">self-isolating when you are a carer</a></li> <li>• <a href="#">employee rights and coronavirus</a></li> </ul>                                                                                                                         |

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|                    | <ul style="list-style-type: none"> <li>• <a href="#">support with council tax during coronavirus</a></li> <li>• <a href="#">self-employment support during coronavirus</a></li> <li>• <a href="#">prescriptions and accessing health</a></li> <li>• <a href="#">help with coronavirus guidelines and risk</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| The Salvation Army | <p>Are ensuring they are directly reaching those hit the hardest by the coronavirus.</p> <p><b>Foodbanks</b> - expanding foodbanks and using local networks to reach people who can no longer feed themselves or their families and are cut off from other sources of help.</p> <ul style="list-style-type: none"> <li>▪ <b>Shelter</b> - opening buildings to become safe night shelters for homeless people, with space for healthy separation.</li> <li>▪ <b>Homeless day centres</b> - offering doorstep health advice and offering food parcels while night time soup runs are delivering hot food at a safe distance from emergency response vehicles.</li> <li>▪ <b>Employability service</b> - Employment Plus continues to offer telephone and online support.</li> <li>▪ <b>Debt Advice Service</b> - helping people work out how to pay their next bill.</li> <li>▪ <b>Maintaining their safe houses</b> - for the victims of modern slavery and meeting the emotional support for people who have escaped slavery and now have to self-isolate.</li> <li>▪ <b>Other</b> - supporting communities with a mixture of practical and emotional support, from phone calls to the isolated to prescription runs and food deliveries.</li> <li>▪ <b>Virtual worship</b> - maintaining a sense of belonging with their congregations as well as bringing hope at a time when we need it most.</li> <li>▪ Information is available on the <a href="#">website</a></li> </ul> |
| Shelter (England)  | <p>The <a href="#">website</a> has a specific section on Housing Advice and Coronavirus this includes information on:</p> <ul style="list-style-type: none"> <li>• <a href="#">Eviction</a></li> <li>• <a href="#">Rent payment problems</a></li> <li>• <a href="#">Benefits and other financial help</a></li> <li>• <a href="#">Domestic abuse</a></li> <li>• <a href="#">Homelessness</a></li> <li>• <a href="#">Mortgage arrears and repossession</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Spectra First      | <p>Are offering specialist support to Care Leaver's on a whole range of issues. Their <a href="#">Care Leaver APP</a> is also a great way of reaching and helping vulnerable Care Leaver's too.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| St Giles           | <p>Have a dedicated support line to help with access to benefits, advice on housing and welfare support. They are also:</p> <ul style="list-style-type: none"> <li>• providing food deliveries to those self-isolating</li> <li>• access to educational resources for those with children</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|                     | <ul style="list-style-type: none"> <li>• phones and laptops for those who are socially isolated and do not have access to technology</li> <li>• Providing contact and support during social isolation (via video call/phone)</li> </ul> <p>More information is available on the <a href="#">website</a></p>                                                    |
| Step Change         | Are able to provide free debt advice online or via a helpline 0800 138 1111. The <a href="#">website</a> has dedicated pages with information on dealing with Coronavirus effects on finances, work or benefits. They have also produced a <a href="#">guide</a> on how to avoid debt problems if you are furloughed or income is reduced due to the pandemic. |
| Stroke Association  | Have information and advice on the <a href="#">website</a> tailored to people affected by stroke and details of support available in the local area. They are also providing a helpline 0303 303 3100.                                                                                                                                                         |
| Trussell Trust      | Have a dedicated area on their <a href="#">website</a> which is updated regularly with information about what's happening in food banks across the country and what to do if you need support from a food bank.                                                                                                                                                |
| Versus Arthritis    | Have a helpline 0800 5200 520 and a virtual assistant (COVA) on their <a href="#">website</a> to help with information and answer common Coronavirus questions. They are also pulling together useful information and signposting to services and other appropriate sites.                                                                                     |
| Women's Aid         | Have set up a <a href="#">Coronavirus Hub</a> with practical support and advice. This includes a range of materials and help for those experiencing domestic abuse. They are also holding live chat sessions - the hours have been extended because of demand to 10am – 2pm Monday to Friday.                                                                  |
| Youth Employment UK | Have a range of information to support young people they are a one-stop ideas shop when it comes to education, work and future. More detail is available on the <a href="#">website</a>                                                                                                                                                                        |