



If you're in need of help when isolating, you should ask...



Family first

Do you have any family/friends that are not isolating who can help with shopping?



Neighbour next

Lots of neighbourhoods are helping each other, can you call on a neighbour to help?



Then online

Find support on our website at:
www.cheshirewestandchester.gov.uk/coronavirus



Or helpline

Contact us on:
0300 123 7031

Remember... Family ▶ Neighbour ▶ Online ▶ Helpline

We've adapted many of our services to ensure our residents are supported during the COVID-19 (Coronavirus) pandemic.

Residents in crisis

If you find yourself in crisis as a result of COVID-19 infection, due to sudden loss of income and/or self-isolation, and do not have family, neighbours or friends who can help, please call our dedicated helpline number: **0300 123 7031**

Shielding group

Anyone who falls into the priority group of extremely vulnerable people will have received a letter from the NHS. We are contacting borough residents directly to offer help and support if they are in this group.

Council tax

If you are experiencing difficulties and are worried you cannot make your council tax payments, the Council is able to offer support and advice. Please contact the council tax team through our website or by emailing: **counciltax@cheshirewestandchester.gov.uk**.

Council tax reduction

If your income has reduced you may be entitled to help with your council tax through our Council Tax Reduction Scheme. To apply visit the council's website and search for **council tax reduction**.

The additional government award of up to £150 towards your council tax bill for working age people receiving council tax reduction has already been applied.

Get HELP

If you are claiming council tax reduction but are experiencing hardship you may be entitled to support through the Help in Emergencies for Local People (HELP) scheme. Our online form means that you can access financial and practical support at the same time. Search for **HELP** on our website.

Advice for our businesses

The Council is working with partners to ensure that local businesses are given the support and advice they need at this crucial time. Our website provides details about business rates support, grants for small businesses and links to guidance for employers and businesses. Search for **COVID-19 business support**.

Work Zones

Our Work Zones are supporting people who are coming out of work as a result of COVID-19 who want to temporarily transfer into a new job in one of the expanding sectors as quickly as possible by job matching them with local employers. Search for **Work Zones** on our website for more information.

Domestic abuse

Some children and adults could face increased risks as we are all asked to stay at home. We are here to help. Search **COVID-19 domestic abuse** on our website for more information.

Homeless service

The Council and our partners have provided accommodation, food and personalised drug and alcohol support, for those who need it, to every person who is homeless in the borough. If you see a person sleeping rough please make contact with the outreach team or contact Forfutures on: **0300 123 2442** (Option 3).

Call out for carers

We need more carers and support workers to help the borough's most vulnerable residents. Full-time and part-time work is available immediately. For full information search for **COVID-19 jobs** on our website.

Advice for communities

So many people are stepping up to play their part to help others affected by the Coronavirus crisis. For advice that the Council has put together on what you can do safely, and to register as a volunteer or voluntary group, search for **COVID-19 volunteering** on our website.

Support in communities

To find out what support is available within your community, or to add information about how you are helping visit: **livewell.cheshirewestandchester.gov.uk**.

Visit our website for further details about all of the above services: **www.cheshirewestandchester.gov.uk/coronavirus**

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