

What do I need to know?

Who can I contact for help?

**Clinically  
Extremely  
Vulnerable (CEV)**

- Guidance is updated in line with the lockdown that comes into effect on 5th Nov. WODC is required to make contact with everyone on the CEV list and check if they need help with food and essential support
- Where possible, seek out support from friends, family and neighbours
- If you are worried and need help call **WODC Helpline 01993 861077** or [community.support@westoxon.gov.uk](mailto:community.support@westoxon.gov.uk) (Mon to Fri 9am to 5pm. Out of these hours please call 0151 34 32 945)

- A letter was sent to all CEV residents week commencing 2nd Nov with instructions of what to do and what not to do
- For additional support including **prioritised supermarket delivery** slots or if in need of help **register for support** on the [www.gov.uk/coronavirus-shielding-support](http://www.gov.uk/coronavirus-shielding-support)
- **Pharmacies** are being funded to deliver prescriptions - contact your GP or local Pharmacy to find out if you can get help
- **NHS Volunteer Responders** on 0808 196 3646 (8am to 8pm) can link you to a volunteer to help with shopping/ medicine

**Self-isolating and  
needing financial  
support**

- **Test and Trace Support Payment**  
[www.community.westoxon.gov.uk/s/test-and-trace-payment](http://www.community.westoxon.gov.uk/s/test-and-trace-payment)  
Or call WODC on 01993 861000

- If you have been told to stay at home and self-isolate by NHS Test and Trace, are employed or self-employed, unable to work from home and will lose income as a result or are currently in receipt of benefits you are entitled to receive a Test and Trace payment

**Struggling to  
afford food or  
unemployed**

- There are no government food parcels this time
- To find your **nearest Foodbank or community food larders** <https://foodmap.goodfoodoxford.org/> or call WODC on 01993 861077
- If you **are struggling to afford food and essential supplies** due to Covid email - [info@citizensadvicewestoxon.org.uk](mailto:info@citizensadvicewestoxon.org.uk) - or call WODC Localities on 01993 861077 and ask about the **Emergency assistance grant** (up to £250 to help individuals and families)
- **Universal credit** queries and for a **Hardship fund** grant up to £150 for working age residents to assist with Council Tax payment [www.westoxon.gov.uk/council-tax-and-benefits](http://www.westoxon.gov.uk/council-tax-and-benefits) or call WODC on 01993 861000
- **Debt and money advice** from Citizens Advice West Oxfordshire call 0300 330 9049 or [www.citizensadvicewestoxon.org/](http://www.citizensadvicewestoxon.org/)

- If you are worried about **your rights** contact **Citizens Advice** [www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/](http://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/) or call 0300 330 9049
- **Coronavirus Job Retention Scheme** extended now to March 2021 [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/932077/ECONOMIC\\_SUPPORT\\_UPDATE\\_NOVEMBER\\_FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/932077/ECONOMIC_SUPPORT_UPDATE_NOVEMBER_FINAL.pdf)
- **Self-Employment Income Support Scheme (SEISS)** grant 3 increased to 55% of profits - applications open 30th Nov [www.gov.uk/search/all](http://www.gov.uk/search/all)
- **Healthy Start vouchers** for pregnant women & parents, in receipt of benefits, with children up to 4 yrs. Under 18 parents not on benefits also qualify – call 0345 607 6823 [www.healthystart.nhs.uk/](http://www.healthystart.nhs.uk/)

**Struggling to pay  
for fuel or heating**

- Help with pre-pay meter top ups from **Citizens Advice West Oxfordshire** - [www.citizensadvicewestoxon.org/](http://www.citizensadvicewestoxon.org/) - or call 0300 330 9049

- **Warm Home Discount** of £140 energy credit for some people [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)
- **Better Housing Better Health** support grant of up to £1000 for energy saving measures [www.bhbh.org.uk/make-a-referral/](http://www.bhbh.org.uk/make-a-referral/) or call 0800 107 0044

**Feeling concerned  
for someone's  
welfare, are  
lonely or isolated**

- **WODC Localities team** can contact vulnerable people - please direct people to 01993 861077 or email [community.support@westoxon.gov.uk](mailto:community.support@westoxon.gov.uk)
- To find a **local support group** in your area try [www.oxfordshireallin.org/local-support-groups](http://www.oxfordshireallin.org/local-support-groups) or call WODC on 01993 861077

- If you are worried about your own or someone else's welfare call **TVP on 101 (non-emergency) or 999 if urgent**
- Contact the **Oxfordshire Domestic Abuse** helpline on 0800 731 0055 or email [das@a2dominion.co.uk](mailto:das@a2dominion.co.uk) if you're worried
- Call **Age UK** on 01865 411 288 for a friendly call and practical help

**Finding it difficult  
to cope, anxious,  
stressed or feeling  
low**

- If you or someone you know is worried or anxious contact **Oxfordshire Mind** [www.oxfordshiremind.org.uk/](http://www.oxfordshiremind.org.uk/)  
Or call 01865 247788
- If you or someone you know is in urgent need of mental health support contact **NHS Oxford Health 24/7 mental health helplines**: Adults 01865 904997 / Children 01865 904998

- **NHS 5 steps to mental wellbeing** could help: [www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/](http://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/)
- The **MIND Guide** contains a wealth of information about services [www.oxmindguide.org.uk/](http://www.oxmindguide.org.uk/)
- **Mental Health Foundation** [www.mentalhealth.org.uk/publications/how-to-mental-health](http://www.mentalhealth.org.uk/publications/how-to-mental-health)

**Has complex  
support needs**

- You can contact the **WODC Localities team** on 01993 861077 or email [community.support@westoxon.gov.uk](mailto:community.support@westoxon.gov.uk)

- If you need to talk about your care needs contact **OCC Adult Social care** on 01865 897820 or email: [shield@oxfordshire.gov.uk](mailto:shield@oxfordshire.gov.uk)

**Needs housing  
related support**

- **WODC Housing related support including Homelessness** [www.westoxon.gov.uk/housing/](http://www.westoxon.gov.uk/housing/) or call WODC on 01993 861000

- **Connection Housing Support** can support those with a housing-related need, including anyone facing homelessness. Call 01993 704061 or email - [enquiries@connectionsupport.org.uk](mailto:enquiries@connectionsupport.org.uk)

**General**

- [www.westoxon.gov.uk/coronavirus](http://www.westoxon.gov.uk/coronavirus) - 01993 861000

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