

Support to help you isolate

Bath & North East
Somerset Council

Improving People's Lives

Help with everyday tasks from an NHS volunteer

NHS Volunteer Responders can help with things like:

- collecting shopping
- collecting medicines and prescriptions
- phone calls if you want to chat to someone

Call **0808 196 3646** (8am-8pm, everyday) to arrange help from a volunteer. For more information visit:

www.nhsvolunteerresponders.org.uk

LET'S LOOK AFTER EACH OTHER

Covid hasn't gone away

www.bathnes.gov.uk

Community Wellbeing Hub

If you live in Bath and North East Somerset and need help, call the Community Wellbeing Hub on **0300 247 0050** (9am-5pm weekdays) or email:

BATHNES.thehub@virginicare.co.uk

There is a professional triage team that can identify and link you to local services or resources offering support such as:

- Accessing food, transport or medication
- Mental health
- Returning home from hospital
- Money advice and benefits support
- Housing
- Employment issues and advice
- Lifestyle services for help with stopping smoking, getting active or losing weight

To find out more about the Hub, visit:

communitywellbeinghub.co.uk

There are several ways you can get help from the council and the government if you're not working and you aren't getting paid while you're off.

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Test and Trace Support Payment. The government have introduced a Test and Trace Support Payment of £500, to help you if you have lost income due to the need to self-isolate. Contact: **01225 477277** or **www.bathnes.gov.uk/apply-test-and-trace-support-payment**

Self-employed Income Support: If you're self-employed or a member of a partnership and have been impacted by COVID-19, you may be eligible for this. Contact HMRC on: **0800 024 1222** or **www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme**

Welfare Support: If you're living on low income, you may be entitled to support (short-term, emergency help with living costs). Contact: **01225 477277** or **www.bathnes.gov.uk/apply-welfare-support**

Universal Credit: Contact: **0800 328 5644** or **www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/**

Council Tax Support: If you're living on low income, you may be entitled to Council Tax Support. Contact: **01225 477777** or **www.bathnes.gov.uk/apply-council-tax-support**

Housing Benefit: If you live on low income, you may be able to apply for Housing Benefit to help pay your rent. Contact: **01225 477777** or **www.bathnes.gov.uk/apply-housing-benefit**

Discretionary Housing Payment: If you receive Housing Benefit or Universal Credit that includes housing costs, but are struggling to meet rent payments, you may be eligible for Discretionary Housing Payment (DHP). Contact: **01225 477277** or **www.bathnes.gov.uk/apply-discretionary-housing-payment**

For more information about help and support whilst self-isolating visit: **www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/help-and-financial-support-while-youre-self-isolating/**.

If you have any questions about COVID 19 please contact the B&NES Council Public Health team on 01225 395500 or **public_health@bathnes.gov.uk**.