How to get further support during the Covid-19 outbreak

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Who has made this document?

This document has been made by Clissold Covid-19 Mutual Aid group. We are a community group of volunteers, supporting our neighbours during this time. We can help with shopping, picking up prescriptions and chatting on the phone. Unfortunately we are not able to offer longer-term support - i.e., long term food provision, providing social care or emergency finances - but there is help out there and the links below signpost where to go for assistance.

You can contact us for support with the details below:

- **Email address:** clissold.covid19.aid@gmail.com
- **Phone:** 07309785643
- **Our Facebook page:** https://www.facebook.com/Clissoldcovid19aid/
- **Support Request Form:** https://bit.ly/clissoldAid-INeedHelp
- **Donations:** https://bit.ly/clissoldAid-Donate or https://opencollective.com/clissold-covid19/donate

Coronavirus

- If you feel your life is at risk, or if you feel your symptoms are quickly deteriorating and you're finding it increasingly difficult to breath, ring 999. If you have coronavirus symptoms, ring 111 or your GP.
- Hackney Council have set up a coronavirus specific helpline. They can be reached on 020 8356 3111.
- A map of support services throughout Hackney is here: https://hackney.gov.uk/find-support-services

Food

- **Hackney Foodbank:** you can access weekly food bags by contacting the Rector, Dilly, at St Mary's Church. You can do so by calling on **0207 254 6072** or emailing dillybaker@gmail.com
- **Made in Hackney:** delivers 1 x pre-cooked, nutritious plant-based meal for each household member who needs it with a maximum of four meals per household. You can ask for this service here: https://madeinhackney.org/services/emergency-food-service
- **The Perch:** delivers hot food to vulnerable people - the elderly, people with underlying health conditions or in financial crisis. Contact Team Perch on 0203 488 4904 (https://www.facebook.com/PerchN16/)
- **The Castle Food Service:** prepares and delivers healthy, home-cooked meals every week to people in need of access to food - delivered within a 2-mile radius of Castle Climbing Centre, Green Lanes, N4 2HA. Contact them on 0208 706 0970 and leave a message with your details.
- **The Manna at St Stephens:** offers hot food, showers, laundry to homeless and destitute people on Tuesdays 19:00-21:00, Wednesdays 13:00-15:00, Fridays 10:00-12:00 at River Place - 17 Canonbury Rd, N1 2DF / 020 7226 5369 http://www.themanna.org.uk/what-we-offer.html

Finances

- **Hackney Council Coronavirus support:** Hackney Council can help with anything people need including financial assistance (eg rent, bills, food) and will be assessing people to ensure they are helping those most in need https://hackney.gov.uk/coronavirus-support
- **Hackney Council - financial assistance**
  Info for anyone needing financial help as a result of coronavirus https://hackney.gov.uk/coronavirus-financial-support
- **Hackney Council Benefits contact line**
  020 8356 3399 Mon to Fri 9am – 5pm. A member of the team can talk to you about your situation and provide tailored help and guidance.
- **Citizens Advice Bureau**
  Help with a wide range of issues, from work, to finances, to health. Search for services here: https://www.citizensadvice.org.uk/
- **Apply for Universal Credit:** https://www.gov.uk/apply-universal-credit

Domestic abuse

Hackney Council domestic violence advice

If you, or someone you know, is at risk of harm, you can contact the following services:

- In an emergency, call the police on **999**. If it's not safe for you to speak aloud, you can make silent phone calls to the police by dialling **999** and pressing **55** when prompted to do so. You can also set up 999 on speed dial.
- If you're not in immediate danger but you wish to report abuse to the police, you can call **101** or go online here: https://www.met.police.uk/advice/advice-and-information/daa/domestic-abuse/
- Hackney Council's Domestic Abuse Intervention Service Duty Line is open Monday - Friday 9am - 5pm. Call: **020 8356 4458**, email: **dais@hackney.gov.uk** or visit: https://hackney.gov.uk/domestic-violence
- The freephone National Domestic Abuse Helpline is open 24 hours on **0808 2000 247** or by visiting: https://www.nationaldahelpline.org.uk/
- The freephone National Stalking helpline is **0808 802 0330**
- If you are concerned about the safety of children, you can call Hackney Council's Children and Families Service on **020 8356 5500** from Monday - Friday, 9am - 5pm, or **020 8356 2710** at all other times.

You can also contact the below organisations for support:

Name of support	What does it offer?	How can you access it?	Who is it for?
Solace https://www.solacewomensaid.org/	Over the phone and 1-1 support. Advice and support, accommodation, therapeutic services, support for young people and anyone who has experienced sexual violence.	Call the advice helpline on 0800 802 5565 or email advice@solacewomensaid.org	Anyone who is a victim of domestic or sexual violence.
Refuge https://www.refuge.org.uk/	Over the phone.	Call the free 24 hour hotline on 0808 2000 247. There is also information on the website. Also includes survivor tips during the Covid-19 crisis.	Anyone who is a victim of domestic abuse.

Women's aid https://www.womensaid.org.uk/	Instant messaging service, email support and forum.	Instant message or email.	Anyone who is a victim of domestic abuse.

Social work

- If you are an adult, are struggling and feel you need some further support, you can contact Hackney council adult social services **by phone: (02)08 356-6262 or email: Access@hackney.gov.uk**
- If you would need support with your children, are worried about children, or are yourself a child concerned about your safety or wellbeing, you can contact Hackney Council's Children and Families Service on **020 8356 5500** from Monday - Friday, 9am - 5pm, or **020 8356 2710** at all other times.

Mental health

Name of support	**What does it offer?**	**How can you access it?**	**Who is it for?**
Mind https://www.mind.org.uk/	Information and advice from trained professionals. about mental health problems, how to access welfare and housing support. A range of different services e.g. Mindfulness, Talking Therapies.	Via the website or call their Infoline on 0300 123 3393.	Anyone.
Mind in Hackney https://www.mindchwf.org.uk/our-services/	A local helpline for people living in Hackney. People Mind in Hackney are in contact with community mental health services in case of crisis.	Call 020 8432 8020 or visit their website.	Anyone who lives in Hackney.
Sane https://sane.org.uk	Emotional support, guidance and information to	Email support@sane.org.uk or Text support if	Anyone over the age of 16.

	anyone affected by mental illness.	you complete this form.	
Talk Changes https://talkchanges.org.uk/	Online, phone and video therapy sessions.	Self-referral form online.	Anyone who is registered to a GP in City and Hackney.
Samaritans https://www.samaritans.org/	Over the phone support.	Website or call 116 123 for free.	Anyone.
Young Women's Trust https://www.youngwomenstrust.org/work-it-out-sign-up	Free telephone and online coaching, helping young women to build strong mental health, set goals and stay motivated.	Sign up using this form online.	Any young women between the ages of 18 and 30.

General support

- You can register as a vulnerable person on the government site, so you can get extra support. You can self-register using this link: https://www.gov.uk/coronavirus-extremely-vulnerable
- Hackney Council have set up a coronavirus specific helpline. They can be reached on 020 8356 3111.
- A map of support services throughout Hackney is here: https://hackney.gov.uk/find-support-services