**Find advice or support in Brighton & Hove**

Throughout the coronavirus (COVID-19) outbreak, support and services are available for all residents in the city. Most advice or support services are still running, although they may be operating differently, including over the phone or online. There are also some new services that have been set up to help people during this challenging time.

As social distancing and isolation measures remain in place, many people are finding themselves in need of extra support. Many of these people have never had to reach out to services for support before, and suddenly need extra help. For example, to pick up food because they cannot leave their house, or support to pay for bills because they have recently lost their job.

**Brighton & Hove City Council COVID-19 Community Advice and Support Hub**

Vulnerable people who don't have family, friends or a support worker to help them,can get additional COVID-19 related support from the community advice and support hub.

* **If you, or someone you know needs support to get essential supplies like food or medication and you don't have family, friends or a care worker to help you**, go to: [new.brighton-hove.gov.uk/coronavirus-help](https://new.brighton-hove.gov.uk/coronavirus-covid-19/request-help-yourself-or-someone-else)
* **If you have no way of getting online and no one to help you,** call 01273 293117, and press option 2

**What is the** **community advice and support hub?**

The Brighton & Hove COVID-19 community advice and support hub is a single contact point that residents of Brighton & Hove can turn to if they need extra support in coping with the effects of coronavirus (COVID-19).

**Who is it for?**

The community advice and support hub is for vulnerable residents in Brighton & Hove who don't have family, friends or a support worker who they trust and that can help them at the current time.

Residents can get in touch if you are alone, worried, unwell, can’t get medicine, food or other essentials and there is no one living near you who you know and can trust to help.

If you know where to go for the support you need, or you have someone that you trust that can help you, please contact them so we can prioritise helping the people that have no one else.

**What help is available?**

* **Finding help with shopping, collecting prescriptions and other support** - because you or someone in your household has symptoms or are considered especially vulnerable at this time and you do not have any friends, family or support worker who can help you
* **Emergency foodbank referrals** – these are usually very basic packages, usually of non-perishable goods, for those in most critical need. Most foodbanks are offering a contact free delivery service, where possible.
* **Support to keep active and well and to reduce feelings of isolation and loneliness** – we can put you in touch with organisations who can provide advice and support with keeping active, and keeping in touch with others

If you need information about changes to other council services because of the COVID-19 situation, such as Parking, Bus Passes, Council Tax payments, or Business Rates, search for the relevant service on the council website, or visit: [www.brighton-hove.gov.uk/coronavirus](https://www.brighton-hove.gov.uk/coronavirus)

**How can you request help for yourself or someone else?**

If you can get online, please go to: [new.brighton-hove.gov.uk/coronavirus-help](https://new.brighton-hove.gov.uk/coronavirus-covid-19/request-help-yourself-or-someone-else)

There is an easy to use form that asks for details of who needs help and what support is required. You can fill in the form yourself, or on behalf of someone else.

To ensure we can help you as quickly as possible, we might share your personal details with our community partners, which includes registered volunteers, but the information you provide will be treated in confidence.

The web page also lists support available in the city for different requests. If you are clear what support you need, please contact the service directly.

**What if I can’t get online?**

Call 01273 293117 (press option 2) Monday to Friday, 10am to 4.30pm.

This line is very busy so if you can access the internet, please contact us online instead.

**How quickly will I get a response?**

We're operating Monday to Friday 10am to 4.30pm. We aim to get back to you as soon as possible, and we will deal with the most urgent enquiries first.

If you provide your email address, we will send further advice relating to your request.

We are currently experiencing very high demand for the service and reminding people only to contact us if they have no one else who can support them

**How do the hubs work?**

The community hubs are a partnership between the council, health service and voluntary sector. They will go through your requests and put you in touch with the group or person best placed to help locally.

**What if you need the information in another language or format?**

To make sure that everyone who needs help can get it, information about getting in touch with the community hub is also available in other formats.

**BSL**

You can get in touch with the hub through the SignLive directory. Find out more at: [new.brighton-hove.gov.uk/coronavirus-covid-19/bsl-how-get-help-during-pandemic](https://new.brighton-hove.gov.uk/coronavirus-covid-19/bsl-how-get-help-during-pandemic)

**Interpreting**

An interpreter can be accessed through the 01273 293117 number. This service is provided through national phone interpreting service, Big Word.

**Support for those considered to be ‘clinically extremely vulnerable’**

GPs have been identifying patients with specific medical conditions which may mean they are at greater risk of COVID-19. People who fall into this group should have received a letter from the NHS to tell them they are clinically extremely vulnerable. Everyone who has received this letter should register online at [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or phone 0800 028 8327.

**How is the community advice and support hub helping clinically extremely vulnerable residents?**

In addition to responding to individual requests made to the hub online or over the phone, the team has also proactively contacted anyone who has been told they are extremely vulnerable, or has registered themselves, and needs to stay at home for 12 weeks.

Every day new residents are being added to the government list and they are being contacted to see if they need additional support from the hub.

**Other help available in Brighton & Hove**

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| Food | **For help getting food when you can pay for it but can’t leave the house**, you may find the following food delivery and other services useful:* Brighton & Hove Community Transport food shop: <https://food.bhct.co.uk/shop>
* Brighton & Hove Food Partnership provides a range of options for getting food if you can’t get out (some cheap, low-cost or donation and one which also offers welfare checks): <https://bhfood.org.uk/directory-hub/meal-delivery-takeaway-services-covid-19-info/>
* A directory of local businesses (not just food) who are delivering / offering essential services at this time: <https://www.brightonquarantine.co.uk/>
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| Financial hardship | **If you are in immediate financial hardship, and you need help to get critical supplies,** apply to the Local Discretionary Social Fund:* [new.brighton-hove.gov.uk/emergencyhelp-with-bills](https://new.brighton-hove.gov.uk/emergencyhelp-with-bills)
* 01273 293117, press option 1 (please apply online if you can)

**If you are in financial hardship, but do not immediately need other urgent help:**To get help to meet your daily living or housing costs, please apply for Universal Credit from the Department for Work and Pensions:* [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)
* Call the **Universal Credit helpline** on 0800 328 5644 (or textphone on 0800 328 1344) (please apply online if you can)

For information about benefits to help pay your council tax, or if you still have an active claim for Housing Benefit, please visit the Housing Benefit, Universal Credit and Council Tax Reduction webpage:* [new.brighton-hove.gov.uk/benefits/housing-benefit-universal-credit-and-council-tax-reduction](https://new.brighton-hove.gov.uk/benefits/housing-benefit-universal-credit-and-council-tax-reduction)
* 01273 292000 (please go online if you can as the lines will be busy)
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| Mental health support | **For support with your mental health or wellbeing,** contact Community Roots:* [www.communityroots.org.uk](http://www.communityroots.org.uk)
* 0808 196 1768 (Monday to Friday, 9am to 5pm).

**If you are experiencing a mental health crisis or have concerns about your mental health,** call the Samaritans:* 116 123, 24 hours a day, 365 days a year.
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| Adult social care | **If you are struggling with daily living activities like washing and dressing or keeping safe at home** contact Adult Social Care Access Point:* [new.brighton-hove.gov.uk/adult-social-care](https://new.brighton-hove.gov.uk/adult-social-care)
* AccessPoint@brighton-hove.gov.uk
* 01273 295555
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| Children and families | **For support, guidance and access to specialist services for parents, carers, members of the public, young people and professionals,** contact the Front Door for Families: * [new.brighton-hove.gov.uk/front-door-families](https://new.brighton-hove.gov.uk/front-door-families)
* 01273 290400 (Monday to Thursday, 9am to 5pm, and Friday until 4.30pm)
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| Carers | **For advice or support on looking after someone else,** contact The Carers Hub: * [www.carershub.co.uk](http://www.carershub.co.uk)
* 01273 977 000 (Monday to Friday, 9am to 5pm)
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| Older people | **For information, support or services for people aged 50+,** contact the Ageing Well service:* [www.ageingwellbh.org](http://www.ageingwellbh.org)
* 07770 061072 (call or text)
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| Befriending | **If you are alone, or need someone to talk to,** contact Together Co:* www.togetherco.org.uk
* 01273 775888
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| Domestic or sexual violence or abuse | **If you need advice & support about domestic or sexual abuse or violence**, get in touch with The Portal:* [www.theportal.org.uk](http://www.theportal.org.uk)
* 0300 323 9985
* info@theportal.org.uk
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| Health & wellbeing | For information or support on keeping healthy and well contact the Brighton & Hove Healthy Lifestyles team:* [www.brighton-hove.gov.uk/healthylifestyles](http://www.brighton-hove.gov.uk/healthylifestyles)
* 01273 294589
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| Medical help | **If you have immediate concerns about your health or urgent access to medication,** contact your GP practice or local pharmacy directly, or contact NHS 111:* <https://111.nhs.uk>
* Call 111
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**Where else can people get information?**

* For the latest information from the council about services, advice and support in the city go to: brighton-hove.gov.uk/coronavirus
* For more advice on coronavirus, including symptoms, advice and what to do, go to: nhs.uk/coronavirus
* Community newsletters are being shared across the city with information about where to get advice or support.