

Nottingham

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LOWERS



Helping you and your family through the Coronavirus crisis



#StayHomeSaveLives



Nottingham  
City Council

## A message from City Council Leader, Councillor David Mellen



“These are anxious and challenging times, with everyone being asked to make significant changes to the way we live. However difficult it may be, by following government guidelines we are putting a stop to the spread of infection and saving lives in the process. I want to thank all of you doing the right thing to protect yourselves, your loved ones and the wider community by continuing to do this, for however long it may be.

Coronavirus is the biggest threat this country has faced in decades, and although the measures we are taking as a city and a country impose significant restrictions on our daily lives, I want to reassure you that your council is working hard to continue to deliver vital services to the people who need them.

This includes essentials that in normal times we take for granted – our bins being collected, streets cleaned and the elderly and vulnerable being cared for in their homes. We owe a huge debt of gratitude to all those frontline workers – NHS staff, care workers and others - for continuing to do their job at this most difficult of times.

I am also impressed and grateful for those council workers who have been prepared to take on different roles at this time. And thanks too to all of those who have come forward to help through our volunteer programme, taking on extra roles to ensure isolating residents have their needs met.

And the compassion, resilience and generosity of the people of our great city never ceases to amaze. From the many in our city who have stepped forward to make sure that no one goes without in their moment of need, to the fantastic Robin Hood Fund, harnessing the spirit of our city's great legend. That true Nottingham spirit will help us come through this together. And we will see life return to normal, families reunited, and our city once again vibrant with people enjoying themselves.

But in the meantime please continue to follow government guidelines and stay at home, stay safe and continue to look after each other. ”

## Coronavirus information

For the latest information on Coronavirus and our services:

- ✔ Go online at [www.nottinghamcity.gov.uk/coronavirus/](http://www.nottinghamcity.gov.uk/coronavirus/)
- ✔ Sign up to receive daily Coronavirus updates via email at [www.nottinghamcity.gov.uk/stayconnected](http://www.nottinghamcity.gov.uk/stayconnected)
- ✔ Follow us on Facebook at [www.facebook.com/mynottingham](http://www.facebook.com/mynottingham)
- ✔ Or on Twitter @MyNottingham

CORONAVIRUS  
**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**

Help those in  
urgent need  
cope with  
the impact of  
COVID-19

Donate to the  
Nottingham  
Robin Hood Fund  
[www.robinhoodfund.org](http://www.robinhoodfund.org)

## Nottingham's bid to recruit care workers

Care workers in Nottingham are doing an amazing job of making sure people are being looked after in their own homes in our communities.

However, as more people become isolated due to Covid-19, we will need more care workers. The city council needs to recruit 1,600 care workers to help people who are isolated in their own homes.

All jobs are paid and are across a variety of care worker roles, but homecare workers in particular are needed in Nottingham to help with personal care and practical everyday tasks, which is essential for people to remain isolated in their own homes.

For all jobs roles recruited by the City Council:

- ▶ You will be fully paid
- ▶ You will be trained – no previous experience is necessary, just a desire to care for others
- ▶ Your DBS check will be paid for
- ▶ We will support your application; interviews will be carried out by phone
- ▶ Work will be assigned close to your home – transport is not needed
- ▶ You will be designated 'critical worker' status
- ▶ You will receive all the right Personal Protective Equipment

If you are looking for work, then this is an opportunity to help your city through this crisis.  
For more go to [www.nottinghamcity.gov.uk/careworkers](http://www.nottinghamcity.gov.uk/careworkers) or call 0115 876 4508

## Thank you for showing your support!

Every week, millions of people have been standing on doorsteps across the city and country to show their gratitude in a **Clap for Our Carers**.

We've also had some heart warming messages of support for the council's front line staff including our bin men and women, as you can see from the lovely message below, which is one of many they've received!

Thank you. It means such a lot to the vital workers who are keeping our city running during these difficult times.



# “You can call us” is our message to people who are self-isolating and need support.

A range of support is available for people in Nottingham – from asking good neighbours to pick up some essentials, all the way through to NHS Shielding Measures and Adult Social Care support.

If you are self-isolating, and have no other means of support, you can call the Council. We can deliver a food parcel to your door for a small charge – parcels are free for extremely vulnerable people in NHS Shielding Measures. Simply call the Council’s Customer Hub on **0115 915 5555**. This line is open 9am-5pm Monday to Friday or you can complete the online form at [www.nottinghamcity.gov.uk/coronavirus](http://www.nottinghamcity.gov.uk/coronavirus)

Want more than a food parcel? Why not consider buying our Meals at Home service. This service provides single person and family food options as well as vegan and vegetarian meals – everything can be delivered frozen ready for you to cook at home or hot meals can be delivered by our friendly staff – just call **0115 876 1847** or visit [www.nottinghamcity.gov.uk/mealsathome](http://www.nottinghamcity.gov.uk/mealsathome)

If you would like to help your community by delivering food packages or providing phone support, become a volunteer with Nottingham Community and Voluntary Service [www.nottinghamcvs.co.uk/volunteering/want-to-volunteer](http://www.nottinghamcvs.co.uk/volunteering/want-to-volunteer)

Type of help	Who is it for?	What support is offered?
<b>Ask a Good Neighbour</b> 	For people who are self-isolating but have a good network of trusted friends and neighbours who can help	Friends and neighbours can help you by picking up and delivering your medicine, food and household supplies, but please follow social distancing guidelines
<b>Nottingham City Council Customer Hub</b> 	For people who are self-isolating but do NOT have friends or neighbours who can help with picking up and delivering medicine, food and household supplies	Call our Customer Hub <b>0115 915 5555</b> 9.00am–5.00pm, Monday to Friday or visit <a href="http://www.nottinghamcity.gov.uk/coronavirus">www.nottinghamcity.gov.uk/coronavirus</a> We will connect you to community support groups and neighbourhood volunteer teams. Deliveries of food parcels can be arranged.
<b>NHS Shielding Measures</b> 	For extremely vulnerable people identified by the NHS as being at high risk of Covid-19 free food and medicine deliveries are available from the Government	You will be contacted by the NHS about the support available. Please register your support needs through the Government hotline <b>0800 028 8327</b> or website: <a href="http://www.gov.uk/coronavirus-extremely-vulnerable">www.gov.uk/coronavirus-extremely-vulnerable</a>
<b>Adult Social Care Support</b> 	For people who are already receiving Adult Social Care support services, or people who have recently been referred to our services	You will continue to receive the support we already provide to you, or if you have recently been referred to us, our team will assess your care needs with you



If you are worried about symptoms of COVID-19, in the first instance go to [www.111.nhs.uk](http://www.111.nhs.uk). In an emergency always call **999**

**#NottinghamTogether**



**Nottingham City Council**



# StayingHOME

Online resources to help you and your family stay happy and healthy at home

From keeping the kids entertained to keeping well, we've pulled together the best we can find to support you and your family during these strange times.

Made possible with help from teams within in the council and partners across the city, as well as national organisations, we've created a dedicated web page where all this information is stored in one place – with wider detail on a range of helpful subjects during the coronavirus outbreak.

Most resources linked to from this page are FREE to access and/or download, but you may need to create an account in order to do so.

It will be updated and added to over the coming weeks to include wider ideas for learning and home-schooling, plus advice on health and wellbeing, community support and cultural items.

## KEEPING THE KIDS BUSY

From tots to teens and all ages in between, there's lots of fun activities to keep them entertained for hours.

## ACTIVITIES AND HOBBIES

Now's the perfect time to read a book, cook a delicious family meal from scratch or learn a new language, so why not try something new!

## EDUCATION AND LEARNING

From help with home-schooling the kids to up-skilling yourself, there's lots of resources to choose from.

## HEALTH AND WELLBEING

Look after you and your family's physical and mental health with our round-up of great health and wellbeing resources you can access for free.

## ART, MUSIC AND THEATRE

Take a virtual tour of your favourite museum or enjoy live music and theatre from the best seat in your house!

## SUPPORT IN YOUR COMMUNITY

Need support or want to help? We've pulled together information around volunteering, food banks, childminders and loads more.

## Support to find work or claim benefits

The City Council is working with the Department for Works & Pensions to ensure that anyone who finds themselves out of work as a result of the Coronavirus gets the help they need.

The Council's website provides information on how to access support to find work and claim benefits easily and quickly:

[www.nottinghamcity.gov.uk/coronavirus/workandbenefits](http://www.nottinghamcity.gov.uk/coronavirus/workandbenefits)

## Nottingham Jobs

Nottingham Jobs is the City Council's one stop service for people who are unemployed or looking for work. In partnership DWP Job Centres, we can offer one-to-one support over the phone or by email. During the Coronavirus crisis, there are still many different jobs available including in Health and Social Care, Retail, Logistics and Driving.

To find out more or speak to one of the team, contact **0115 876 4508** (lines are open 9am to 5pm daily) or email [jobs.hub@nottinghamjobs.com](mailto:jobs.hub@nottinghamjobs.com)

If you are already in receipt of Universal Credit benefits this web page provides information about coronavirus and claiming benefits: [www.understandinguniversalcredit.gov.uk/coronavirus/](http://www.understandinguniversalcredit.gov.uk/coronavirus/)

## Avoid having a clearout

Whilst it's tempting to have a clear out at the moment please remember:

- Household Waste & Recycling Centres are temporarily **closed**
- Bulky Waste Collections are temporarily **suspended**
- Charity shops are currently **closed**
- It's illegal to fly-tip or burn your own household waste or recycling. Offenders will be prosecuted.

[www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk)

## Beware of Coronavirus scams

A warning about scams during the coronavirus outbreak has been issued by the City Council's Trading Standards department.

Please remain vigilant when dealing with doorstep callers, unsolicited phone calls and emails and try to support elderly and vulnerable family members and neighbours.

Only deal with those you know – family members, trusted friends and neighbours.

Just buy the basics – that way only a small amount of money is needed and never hand over a bank card

If a person claims they are from a community group, ask for documentation or check their identity by calling the organisation directly, not the number on the card.

Watch out for any suspicious emails, don't click on the links or attachments, or reply with personal or financial information.

You can contact the Citizens Advice Consumer Service for general advice on **0808 223 11 33**

If you have been a victim of fraud or cybercrime, report it to Action Fraud via their website [www.actionfraud.police.uk](http://www.actionfraud.police.uk), or by calling on **0300 123 2040**.

# Useful contacts during the Coronavirus crisis

## Safeguarding

The coronavirus lockdown may lead to tensions in households running high and unfortunately mean both children and adults are at greater risk of domestic violence and abuse.

If you are experiencing domestic violence or abuse, help is always available. Call the 24 hour free phone helpline for Nottingham **0808 800 0340** or email [helpline@junowomensaid.org.uk](mailto:helpline@junowomensaid.org.uk) or visit [www.junowomensaid.org.uk](http://www.junowomensaid.org.uk)

If you are concerned a child is being abused or neglected please call **0115 876 4800** or email [candfdirect@nottinghamcity.gov.uk](mailto:candfdirect@nottinghamcity.gov.uk) or call the NSPCC on **0808 800 5000** or [www.nspcc.org.uk](http://www.nspcc.org.uk)

If you are concerned a vulnerable adult is being abused or neglected call please call **0300 1310 300** and select option 2.

Often neighbours suspect violence or abuse is taking place, but are reluctant to 'get involved' and report it. If you think someone needs help, please don't ignore it. In an emergency always call **999** and during working hours please get advice from the services above. You can help someone who needs it.

## Businesses & self-employed

There is comprehensive information about the support and advice available for businesses and the self-employed on the City Council's Coronavirus webpages:

[www.nottinghamcity.gov.uk/coronavirus/supportforbusinesses](http://www.nottinghamcity.gov.uk/coronavirus/supportforbusinesses)

**Finding work and claiming benefits**

[www.nottinghamcity.gov.uk/coronavirus/workandbenefits](http://www.nottinghamcity.gov.uk/coronavirus/workandbenefits)

## Money help and advice

### Ask Lion:

The Ask Lion website is a good starting place for money advice:

[www.asklion.co.uk/money](http://www.asklion.co.uk/money)

### Citizens Advice Nottingham & District:

**0300 330 5457** or visit

[www.citizensadvicenottingham.org.uk](http://www.citizensadvicenottingham.org.uk)

### Welfare Rights Service:

**0115 915 1355** or email

[welfarerights@nottinghamcity.gov.uk](mailto:welfarerights@nottinghamcity.gov.uk)

### Help with energy bills:

**0115 985 3009** or visit [www.nottenergy.com/news/emergency-food-vouchers](http://www.nottenergy.com/news/emergency-food-vouchers)

### Meals at Home Service:

**0115 876 1847** or

[www.nottinghamcity.gov.uk/mealsathome](http://www.nottinghamcity.gov.uk/mealsathome)

### Nottingham Credit Union:

[www.nottinghamcu.co.uk](http://www.nottinghamcu.co.uk)

or email [info@nottinghamcu.co.uk](mailto:info@nottinghamcu.co.uk)

### A list of food banks:

[www.asklion.co.uk/food](http://www.asklion.co.uk/food)

### Money Advice Service:

[www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)

### National Debtline Advice:

**0808 808 4000** or

[www.gov.uk/national-debtline](http://www.gov.uk/national-debtline)

### Step Change Debt Advice:

[www.stepchange.org](http://www.stepchange.org)

### Universal Credit advice:

[www.understandinguniversalcredit.gov.uk/coronavirus](http://www.understandinguniversalcredit.gov.uk/coronavirus) or **0800 144 8 444**

### Stop Loan Sharks helpline:

**0300 555 2222** or

[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)