

## LINK to Coronavirus emergency resources list

To support UC colleagues through the Coronavirus pandemic, here is a list of useful national numbers and information that can be used to efficiently signpost customers to.

<b>ACAS</b> <a href="#">ACAS website (link is external)</a>	ACAS Support in finding out legal rights when being made redundant.
<b>Age UK</b> <a href="#">age UK website (link is external)</a>	Support for older people, such as; Home Help, Handyperson services, Befriending services etc.
<b>CAP- Christians Against Poverty</b> <a href="#">Christians Against Poverty (CAP) website (link is external)</a>	Free money advice and support
<b>Citizens Advice</b> <a href="#">Citizens Advice website (link is external)</a>	Citizens Advice Bureau support in ensuring a fair redundancy process is carried out and support in preparation for redundancy.  Find your nearest Citizen's Advice Office on their website.

<p><b>Coronavirus (COVID-19): UK government response</b></p> <p><a href="#">GOV.UK website: Coronavirus (COVID-19) what you need to do (link is external)</a></p>	<p>Latest information on government response to coronavirus, including advice for employers and businesses.</p>
<p><b>Glasspool Charity Trust</b></p> <p><a href="#">Glasspool Charity Trust website (link is external)</a></p>	<p>Provides small one-off grants to individuals and families in need of financial support for everyday items to help them set up or remain in their home; improve their well-being</p>
<p><b>GOV.UK Department for Work and Pensions</b></p> <p><a href="#">GOV.UK Department for Work and Pensions website (link is external)</a></p>	<p>Benefit information and how to apply.</p>
<p><b>Healthy Start</b></p> <p><a href="#">Healthy Start NHS website (link is external)</a></p>	<p>Healthy Start: if you're pregnant or have a child under 4 the Healthy Start scheme can help you buy basic foods like milk or fruit</p>

<p><b>HM Revenue and Customs (HMRC): coronavirus helpline</b></p> <p><a href="#">HM Revenue and Customs (HMRC) coronavirus helpline website (link is external)</a></p>	<p>Advice for self employed and businesses</p> <p>Tel; 0300 456 3565</p>
<p><b>Home Energy Appliance Replacement (HEART)</b></p> <p><a href="#">Home Energy Appliance Replacement (HEART) website (link is external)</a></p>	<p>An initiative to support fuel poor and vulnerable households. Replacing old items with modern alternatives for items such as: fridge freezers, washing machines, Cookers</p>
<p><b>Homelessness</b></p> <p><a href="#">Local Government Association website (link is external)</a></p>	<p>If a customer finds themselves homeless they must be signposted to their Local Authority</p>
<p><b>Local Authorities: A-Z list of all local authorities in UK</b></p>	<p>A list of all Local Authorities in England and Wales. The majority of Local Authority sites have a coronavirus (COVID-19) response page which lists local and community support.</p>

<p><a href="#">Local Government Association website (link is external)</a></p>	
<p><b>Mind</b> <a href="#">Mind website (link is external)</a></p>	<p>Coronavirus and your wellbeing. Helpful support for coping with self isolation.</p> <p>Mind info line: 0300 123 3393</p> <p>Ask us about:</p> <ul style="list-style-type: none"><li>mental health problems</li><li>where to get help near you</li><li>treatment options</li><li>advocacy services</li></ul>
<p><b>Money Advice Service</b> <a href="#">The Money Advice Service website (link is external)</a></p>	<p>Money Advice Service. Support for Redundancy pay, changing careers and Pension options.</p>
<p><b>National Domestic Abuse helpline (Refuge)</b> <a href="#">Refuge: National Domestic Abuse website (link is external)</a></p>	<p>The freephone National Domestic Abuse Helpline 0808 2000 247</p> <p>If you suspect or somebody presents that they are a victim of domestic abuse.</p>

<p><b>NHS: Overview Coronavirus (COVID-19)</b> <a href="#">NHS website (link is external)</a></p>	<p>Find out how to protect yourself or check if you need medical help on the NHS website</p>
<p><b>National Modern Slavery helpline</b> <a href="#">Modern Slavery helpline website (link is external)</a></p>	<p>0800 012 1700 To report a suspicion of modern slavery or gain further advice.</p>
<p><b>Samaritans</b> <a href="#">Samaritans website (link is external)</a></p>	<p>Mental health support for people who are struggling to cope in a difficult situation</p>