

A message from the City Mayor

These are challenging times.

We are facing an unprecedented level of disruption to our lives.

Be assured that we will support the city through this crisis as we keep essential services running and protect the vulnerable.

I am grateful to the many people working in the NHS, social care and all the key workers who are providing vital help in difficult circumstances.

I am also hugely impressed with how our communities are responding, supporting their neighbours or signing up as local volunteers.

Please keep this leaflet handy. It explains more about the range of support in place.

Above all – stay home, stay safe and help protect the NHS.

Peter Soulsby
CITY MAYOR

YOUR COUNCILLORS

Ward councillors are working hard to support the community and vulnerable people during this pandemic. To get in touch with your ward councillor, find their contact details on:
www.leicester.gov.uk/your-council/councillors-and-wards/

BE A VOLUNTEER

If you're healthy and feeling well, and would like to help Leicester's response to the coronavirus outbreak, please register as a volunteer on www.volunteereleicestershire.org.uk or call Voluntary Action LeicesterShire on 0116 257 5050

FINANCIAL HARDSHIP SUPPORT

If you are experiencing financial hardship as a result of coronavirus and have no funds for utility bills or food, you may be eligible for crisis support. Email your name and phone number to

C19support@leicester.gov.uk

We will call back between 9.30am and 4pm, Monday to Friday, and complete your application over the phone.

Help with council tax: phone 0116 454 1005 or email council.tax@leicester.gov.uk
Advice on housing benefits: call 0116 454 1006 or email

housingbenefits@leicester.gov.uk

New claims will be prioritised to help ensure that people can pay their council tax or rent.

Whether you're concerned about yourself or a loved one, these organisations provide trusted information and support.

ORGANISATION	CONTACT DETAILS
NHS 111 ONLINE Check if you have coronavirus symptoms.	Website: https://111.nhs.uk/covid-19
GOV.UK What you need to do and frequently asked questions.	Website: www.gov.uk/coronavirus
NHS Advice for everyone on Coronavirus (COVID-19).	Website: www.nhs.uk/conditions/coronavirus-covid-19/
Mind Confidential support for people with mental health problems.	Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm) Website: www.mind.org.uk
Samaritans Confidential support for people experiencing feelings of distress or despair.	Phone: 116 123 (free 24-hour helpline) Website: www.samaritans.org.uk
UAVA Support for anyone who has been affected by domestic abuse and or sexual violence.	Phone: 0808 80 200 28 Open from 8.00am – 8.00pm, Monday – Saturday. Text support: 07715 994 962 (Text support only, calls will not be answered)
Relate The UK's largest provider of relationship support.	Phone: 0300 003 0396 (Monday to Thursday 8am to 8pm / Friday 8am to 6pm / Saturday 9am to 1pm) Website: www.relate.org.uk
Age UK Leicester Shire & Rutland Confidential, free advice line which can help with anything that affects your quality of later life.	Phone: 0116 299 2239 (Monday to Friday 9am to 1pm) Website: www.ageuk.org.uk/leics/
LLEP Business Gateway Growth Hub The Growth Hub is free and impartial advice to access business support across Leicester and Leicestershire.	Phone: 0116 366 8487 (Monday to Friday 9am to 5pm) Website: www.bizgateway.org.uk

STAY AT HOME

Stay at home to stop coronavirus spreading.

Everyone must stay at home to help stop the spread of coronavirus.

Stay at home

- Only go outside for food, health reasons, to provide care or to help a vulnerable person or work (but only if you cannot work from home)
- DO leave the house to avoid or escape risk of injury or harm
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

IMPORTANT

Do not meet others, even friends or family. You should be minimising time spent outside of the home and ensuring you are 2 metres apart from anyone outside of your household.

You can spread the virus even if you don't have symptoms.



IMPORTANT INFORMATION CORONAVIRUS (COVID-19)

CORONAVIRUS
STAY HOME
PROTECT
THE NHS
SAVE LIVES

For the latest information visit [leicester.gov.uk](https://www.leicester.gov.uk)
Our electronic newsletter Your Leicester covers health information, changes to local services and where to find support.

Sign up to have it emailed to your inbox at
[leicester.gov.uk/YourLeicester](https://www.leicester.gov.uk/YourLeicester)