



Need help?



Sources of support in  
Wandsworth during  
the Coronavirus  
pandemic.



# Need help during the lockdown?

This is a tough time for all of us. As the nation heads into a second lockdown we know that many people will need help in some form or another.

That may be financial assistance or it could be emotional support.

We have put together this lockdown guide about all the help that is available to Wandsworth residents, as well as setting out the latest advice to keep you safe over the next month.

Throughout the pandemic Wandsworth Council has worked hard to help our residents and we have partnered with community, faith and voluntary organisations to ensure we are reaching everyone across the borough.

And we will continue to reach out for as long as we need to.

If you are on your own and don't have access to the internet, it can sometimes be difficult to know where to turn, so please use this guide if you need help.

It gives a set of telephone numbers as well as other information that will help you during lockdown and beyond.

Please stay safe and take care

**Cllr Ravi Govindia**, Leader, Wandsworth Council



If you have access to the internet, visit [wandsworth.gov.uk/coronavirus](https://www.wandsworth.gov.uk/coronavirus) for a roundup of information on Coronavirus in Wandsworth and local services that can help.

## What are the new rules?

You must not leave your home unless it is for specific purposes including

- Childcare / Education
- For work (if you cannot work from home)
- Exercising outdoors or visiting an outdoor public place (see the below for guidance)
- Medical concerns – including routine doctor's appointments or emergencies
- Shopping for basic necessities e.g. food
- Visiting members of your support bubble or provide care or volunteer

Do not gather with people you don't live with. **You must not** meet socially indoors with family or friends unless they are part of your household - meaning the people you live with – or support bubble.

You can exercise or visit outdoor public places with the people you live with, your support bubble, or **ONE person** from another household.

See the full restrictions here:

[gov.uk/guidance/new-national-restrictions-from-5-november](https://www.gov.uk/guidance/new-national-restrictions-from-5-november)

## What are the symptoms of Coronavirus?

The main symptoms are:

- A new, continuous cough
- A high temperature
- Loss or change to your sense of taste or smell

## Where can I get tested?

Testing sessions will be held at Wandsworth Town Hall on **November 5, 8, 11, 13, 14, 17, 20, 23, 26** and **29**.

You should only book if you have symptoms or have been asked to by a doctor or health professional. You must book in advance.

**Book a test** and find out about self isolation at [nhs.uk/conditions/coronavirus-covid-19/](https://nhs.uk/conditions/coronavirus-covid-19/) or call **119**.

## Need help during the lockdown?

Call this number **(020) 8871 6555** for help with the following

- Help available from the council's **Adult Social Care Team**
- Support on offer from local voluntary and community groups, such as collecting food or medication

### Worried about your mental health?

If you're struggling to cope emotionally, **Talk Wandsworth** provides free confidential talking therapies for problems such as stress, worry and low mood. You can refer yourself or be referred by your GP.

Call **(020) 3513 6264**

**Kooth** is a free, safe and anonymous place for young people to find online support and counselling. Visit [kooth.com](https://www.kooth.com).

If you need mental health support in a crisis you can call the 24/7 **Mental Health Support Line** on **0800 028 8000**. It is open to children and adults of all ages, and to people who haven't previously accessed mental health services.

**If you're worried about the welfare of a child**, contact the **Multi-Agency Safeguarding Hub (MASH)** on **(020) 8871 6622**

**If you're worried about the welfare of an adult** call the **council** on **(020) 8871 7707**

### You can also contact one of these organisations for help

**Age UK Wandsworth** provide older people with free advice and offer a handyperson service, befriending, help with online food shopping and more. Call **(020) 8877 8940**  
Email [info@ageukwandsworth.org.uk](mailto:info@ageukwandsworth.org.uk)

**Citizens Advice Wandsworth** offers advice by phone on a wide range of issues including housing, employment and benefits.  
Call **0300 330 1169** (Mon-Fri 10am-4pm)

The **Wandsworth Carers' Centre** provides information, advice & advocacy, counselling, support groups and more.  
Call **(020) 8877 1200**  
Visit [carerswandsworth.org.uk](https://carerswandsworth.org.uk)

**NHS Voluntary Responders** support vulnerable people who are self isolating.  
Call **0808 196 3382**

# Worried about money?

If you've got financial problems, the council has a range of schemes that can help. These are grants, not loans, so you don't have to pay it back.

- **Crisis assistance** to pay for fuel and food
- **Discretionary Housing Payments** for people receiving Housing Benefit or Universal Credit who need help with housing costs because their benefit does not cover their full rent
- **COVID-19 Discretionary Social Fund.** These are payments for people who have had their income reduced because of COVID and are now reliant on claiming Universal Credit

You can apply for these three grants at

[wandsworth.gov.uk/housing/benefits-and-support/discretionary-support-grants](https://www.wandsworth.gov.uk/housing/benefits-and-support/discretionary-support-grants) or, if you need help applying,

call **Citizens Advice Wandsworth** on **(020) 4529 0674** (Mon-Fri 10am-12noon).

- **Housing benefit and council tax reduction schemes.**

Apply online at [wandsworth.gov.uk/housing/benefits-and-support](https://www.wandsworth.gov.uk/housing/benefits-and-support).

If this is difficult for you, call **(020) 8871 8081** for help

- **Test and Trace support payments.**

If you can't work because you're self-isolating call **(020) 8871 6555**

- **Business support schemes.**

The latest information on support schemes for affected businesses during lockdown can be found at [wandsworth.gov.uk/business](https://www.wandsworth.gov.uk/business)

or email [edo@wandsworth.gov.uk](mailto:edo@wandsworth.gov.uk)

If you are worried about debt, advice is available from the **South West London Law Centre**. Call their debt team on **(020) 8667 9252**.

## Help to stay safe

Sign up for **Online Watch Link** to get alerts on scams, police updates, Coronavirus advice and more.

Visit [wandsworth.gov.uk/community-safety/owl-online-watch-link](https://www.wandsworth.gov.uk/community-safety/owl-online-watch-link)

For updates on changes to council services visit [wandsworth.gov.uk](https://www.wandsworth.gov.uk).

If you don't have access to the internet call **020 8871 6000**.

**HANDS**



**FACE**



**SPACE**

