

# Council support for residents during the Coronavirus outbreak

Local councils and community groups all have a role to play in supporting the community during the Coronavirus outbreak



## The Countywide Hub

The Countywide Hub is run by Cambridgeshire County Council, with support from volunteers, and is the first port of call for shielded residents.

Requests for support for residents who are shielding and need food parcels or medicines to be delivered should contact the Countywide Hub.

✉ [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

☎ 0345 045 5219

## South Cambridgeshire District Council Hub

The South Cambridgeshire District Council Hub connects residents who need help with the local community groups in their village.

This Hub also provides one-off emergency food parcels for residents in need or essential supplies for babies.

✉ [duty.communities@scambs.gov.uk](mailto:duty.communities@scambs.gov.uk)

☎ 01954 713 398

If you are worried that a South Cambridgeshire resident may need some support, please provide us with their details via our online form

💻 [www.scambs.gov.uk/coronavirus/i-need-help](http://www.scambs.gov.uk/coronavirus/i-need-help)

## Care and support providers throughout Cambridgeshire

Cambridgeshire County Council's website has information about a wide range of care and support providers throughout Cambridgeshire.

💻 [www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support](http://www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support)

## Council support for business during the Coronavirus outbreak

South Cambridgeshire District Council regularly updates the business section of the website to help businesses navigate the guidance and support available both from government and other organisations.

💻 [www.scambs.gov.uk/business-coronavirus](http://www.scambs.gov.uk/business-coronavirus)

## South Cambridgeshire District Council

During the Coronavirus outbreak, please check [www.scambs.gov.uk/coronavirus](http://www.scambs.gov.uk/coronavirus) for the latest information on:

- how the Council's services, such as bin collection dates, are impacted
- support for residents, including housing and homelessness advice
- guidance and FAQs for community groups supporting residents

You can also follow the Council on social media:



@South Cambridgeshire District Council



@SouthCambs

## Key contacts at South Cambridgeshire District Council

- Benefits support  
[benefits@scambs.gov.uk](mailto:benefits@scambs.gov.uk)
- Business support  
[openforbusiness@scambs.gov.uk](mailto:openforbusiness@scambs.gov.uk)
- Council housing support  
[duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk)
- Community support  
[duty.communities@scambs.gov.uk](mailto:duty.communities@scambs.gov.uk)
- Housing advice  
[housingadvice@scambs.gov.uk](mailto:housingadvice@scambs.gov.uk)
- Homelessness advice  
Out of hours 01253 501 117

The quickest way to make a payment is online or via our 24/7 automated line



[www.scambs.gov.uk/pay](http://www.scambs.gov.uk/pay)



☎ 03450 455 218

# Additional support for residents during the Coronavirus outbreak

## Health

**Coronavirus:** The NHS is the best place to find the latest health guidance during the Coronavirus outbreak, including what to do if you have symptoms and how to stop the spread of the virus

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

### Emergency and routine health care:

Remember to seek help for urgent conditions like strokes, heart attacks, meningitis, sepsis and cancer, and to report deterioration in long-term conditions, as you usually would.

[999](tel:999) for medical emergencies

[www.111.nhs.uk](http://www.111.nhs.uk) for medical advice

GPs are open for business, with initial appointments conducted online

**Mental wellbeing:** #EveryMindMatters has tips to look after mental wellbeing during the Coronavirus outbreak

[www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)

## Report

Report breaches of Coronavirus restrictions to the police  
[www.cambs.police.uk/coronavirus](http://www.cambs.police.uk/coronavirus)

## Financial support

### Step Change debt charity

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

### Universal Credit

[www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

### Citizens Advice

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

### Disability Cambridgeshire

[www.disability-cambridgeshire.org.uk](http://www.disability-cambridgeshire.org.uk)

### Foodbanks

[www.scams.gov.uk/food-support](http://www.scams.gov.uk/food-support)

## Scams

Anyone who thinks they may have been scammed should contact their bank directly.

Friends Against Scams has helpful information about different types of scams and how to avoid them

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

To report a scam call Action Fraud

[0300 123 2040](tel:03001232040)

## Utilities

Water: Residents struggling to pay their water bills should contact Anglian Water

[0800 169 3630](tel:08001693630)

Energy: Residents struggling to pay for gas or electricity as a result of the outbreak can speak to their energy provider

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

## Wellbeing

### Children and young people

The Prince's Trust offers support for young people especially at this difficult time

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

### Domestic abuse

Cambridge Women's Aid

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

[01223 361 214](tel:01223361214)

Cambridgeshire and Peterborough Domestic Abuse and Sexual Advice Partnership

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

### Older people

Care Network Cambridgeshire

[www.care-network.org.uk](http://www.care-network.org.uk)

Age UK Cambridgeshire

[www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough)

### Safeguarding

Children, young people and adults are vulnerable to abuse and neglect. Referrals should be made to Cambridgeshire Children.

For vulnerable adults

[0345 045 5203](tel:03450455203) (office hours)

[01733 234 724](tel:01733234724) (outside office hours)

For family support

[early.help@cambridgeshire.gov.uk](mailto:early.help@cambridgeshire.gov.uk)