

Wirral COVID-19 - Support

Wirral InfoBank

The Wirral InfoBank website has details of local community support services including help available in local areas and up-to date advice and information about Coronavirus (COVID-19). Please visit www.wirralinfobank.co.uk

Help with food shopping delivery (e.g. if self -isolating)

For residents who need help with the delivery of food shopping, there are many local organisations who can support with this. For those self-isolating or vulnerable there is also help available for arranging a priority supermarket delivery slot.

Please call Wirral Coronavirus Helpline on 0151 666 5050 or complete a form online www.wirral.gov.uk/welfaresupport

Emergency food – cannot afford food and in crisis

Emergency financial support may be available from Wirral Council for individuals and families in crisis who are in urgent need of specialist food (i.e. related to a medical or health condition or due to religion or culture) that cannot be supplied by Wirral Foodbank.

In the first instance please visit www.wirralfoodbank.org.uk or call Wirral Coronavirus Helpline on 0151 666 5050 who can make a referral for a 3-day food parcel to Wirral Foodbank.

For those in crisis in need of specialist food please call Wirral Coronavirus Helpline on 0151 666 5050 or complete a form online www.wirral.gov.uk/welfaresupport

Help with utilities

Residents who are having problems topping up gas and electricity as a result of financial hardship should contact their energy supplier in the first instance. More information is available about this online: <https://www.wirral.gov.uk/housing/help-your-home/problems-topping-your-energy-supply-due-coronavirus-outbreak>

Wirral Council can only help individuals with financial support with their gas and electricity if their need is urgent and they are on a pre-payment meter. Call Wirral Coronavirus Helpline on 0151 666 5050 or complete a form online www.wirral.gov.uk/welfaresupport

Help with essential household items (furniture, white goods, etc.)

Emergency financial support may be available from Wirral Council for individuals and families in crisis who need help with household items such as: white goods, essential furniture and kitchen items, bedding, clothing and other items, due to an emergency situation or disaster.

Call Wirral Coronavirus Helpline on 0151 666 5050 or complete a form online: www.wirral.gov.uk/welfaresupport

Help with loss of income for those employed/self-employed due to self-isolation (Test & Trace Support Payment)

Residents who have been advised by NHS Test and Trace to self-isolate will be entitled to a £500 support payment if they meet all of the following requirements:

- they comply with the NHS Test and Trace notification to self-isolate.
- they are employed or self-employed.
- they are unable to work from home and will lose income as a result.
- they are in receipt of Universal Credit, Working Tax Credit, Income-based Employment and Support Allowance, Income-based Job Seeker's Allowance, Income Support, Housing Benefit and/or Pension Credit.

Individuals who meet the criteria and are on a low income but are not in receipt of one of these benefits, and will suffer significant financial hardship, may still be entitled to financial support under a special discretionary fund. Complete the application form via www.wirral.gov.uk/covidpayment or call Wirral Coronavirus Helpline on 0151 666 5050.

Help with benefits, debt or housing advice and support with any other practical issue

The 'Ask Us Wirral' service run by Citizens Advice Wirral can help. Call 0808 278 7848. The service can also support with advice for people who have become unemployed, or are self-employed, and this has resulted in a change to income. Call the Citizens Advice Wirral 'Help to Claim' team on 0800 144 8444. Further information can be found online:

www.citizensadvice.org.uk/benefits/coronavirus-check-what-benefits-you-can-get/