

Coronavirus (COVID 19) Help & Support



**STAY
ALERT** 

**CONTROL
THE VIRUS**

 **SAVE
LIVES**


MAGNA VITAE
TRUST FOR LEISURE & CULTURE


East Lindsey
DISTRICT COUNCIL

Introduction from Councillor Craig Leyland, Leader of East Lindsey District Council



We know that this is a difficult time for everyone and we will all be affected. To try and help we are sharing information that you have been telling us would be helpful.

To help you look after yourself and your community, in partnership with Magna Vitae we have set up a webpage with more help, advice and tips:

magnavitae.org/inthistogether/

We know that there are things that are important right now but understand that you will be starting to think about the future for you and your family. I hope this information helps. Stay safe and please look after each other.

Looking after ourselves and each other

Support if you are in isolation

If you are self-isolating, but you have no friends or family that can help, we can connect you with the support you need.

A new helpline is available for anyone in Lincolnshire in self-isolation due to Coronavirus. Please call: **01522 782189** (7 days a week, 9am – 5pm) or register for help at: www.lincolnshire.gov.uk/coronavirus/requesthelp

Support for Extremely Clinically Vulnerable Individuals

If you have received a letter from the NHS to say that you are extremely clinically vulnerable and at high risk from Coronavirus due to your health conditions, you should register for support at: www.gov.uk/coronavirus-extremely-vulnerable

If you have not been contacted by the NHS and are concerned that you might fall into this group, please discuss with your doctor or health consultant.

Financial Advice & Support

If you are worried about money, personal income or business finances, there are organisations that can help. **Please get in touch as soon as possible if you need advice.**

Citizens Advice Lindsey

A circular logo with the text "citizens advice" inside.

Citizens Advice Lindsey offer free, confidential and impartial advice to help everyone find a way forward, whatever problem they face. Contact the team for help with:

- Work, welfare benefits and entitlements
- Debt, money and household income
- Housing, family and consumer issues

Advice line: 0300 3309 034

www.citizensadvice.org.uk

Money Advice Service

Free, impartial money advice and guidance to help improve your finances and manage your money.

Telephone helpline: 0800 138 777

www.moneyadviceservice.org.uk

Bills and Payments

Utility Costs

Energy and Utility Bills

If you cannot pay bills or are struggling to top up prepaid meters, **please contact**

your supplier immediately. Companies are making every effort to help customers through this.

If you still need help or advice on suppliers you can call **Citizens Advice consumer helpline: 0808 223 1133**

Rent and Mortgage Costs

There are things in place to help you if you are experiencing difficulties in meeting your housing costs and also to prevent you from losing your accommodation during this difficult time.

If you are worried about how to pay your housing costs please **contact your landlord or mortgage lender** as soon as possible.

If you are getting into arrears and worried about losing your home or, if you are in need of help or advice regarding housing, please contact the ELDC Housing Hub on **01507 613135** or email housing.hub@e-lindsey.gov.uk. Help is available now for both tenant and landlord experiencing difficulties to try and prevent homelessness

If you are a landlord, the Housing team can support by assisting with tenant issues.

www.e-lindsey.gov.uk/HousingAdvice

Help with Your Rent

If you are on a low income you may be entitled to financial help through Housing Benefit, or if you are of working age, through Universal Credit. Depending on your circumstances, this help may be able to support you to pay part or all of your rent.

This can be done online at:

www.e-lindsey.gov.uk/ClaimHousingBenefit or www.gov.uk/apply-universal-credit

You may also be able to access additional short term help through a Discretionary Housing Payment. For more information and to apply online please visit: www.e-lindsey.gov.uk/ClaimHousingBenefit

For advice on help to meet your housing costs you can also contact us on 01507 601111.

Council Tax

If you cannot pay your council tax, please contact us. We will consider the circumstances of each individual case and try to help.

We may be able to reduce your monthly payments, identify discounts you're entitled to or defer recovery to help you to get back on track.

Council Tax Support is available for residents on low incomes. If you are a working age Council Tax Support claimant, a hardship payment of up to £150 will automatically be applied to your council tax account.

For all Council Tax advice or to claim Council Tax support please visit: www.e-lindsey.gov.uk/CTS or you can call us on 01507 601111.

Physical, Emotional and Mental Wellbeing

Life has changed for all of us and we are all living in a time of uncertainty. You may be feeling anxious, worried, sad, bored, lonely or frustrated. Our friends at Magna Vitae have great ideas and suggestions for the whole family to stay busy, active and well at home: www.magnavitae.org/inthistogether/



- 1 **Call your friends and family** (Have a good chat, keep each other updated)
- 2 **Read a new book** (What about one of those books you've had sat in a pile?)
- 3 **Try new recipes** (Our very own Marko can show you some delicious new recipes to try at home)
- 4 **Learn a new skill!** (Do something you've been wanting to do but haven't had time for)
- 5 **Have a film day** (And what's a film day without spending it in your pyjamas?)
- 6 **Eat plenty of fresh fruit and vegetables** (Don't forget, this includes fresh, frozen and canned)
- 7 **Go in the garden or for a short walk** (It's spring - enjoy the sound of the birds singing and some fresh air)
- 8 **Drink plenty of fluids** (Water is best - make sure you are keeping yourself hydrated)
- 9 **Watch a new T.V. series** (Ask your friends and family for suggestions if you're unsure of what to watch)
- 10 **Keep/add exercise into your daily routine** (Check our social media channels for exercise tips and routines)



Being Active

It is important to stay fit and active during the current lockdown. Regular physical activity can improve your mood, confidence and sleep, as well as give you more energy and reduce stress. Please try to exercise in your home or garden if possible.

Magna Vitae have teamed up with TV.FIT in order to help you continue to exercise from your own home. TV.FIT are an on demand, online company who specialise in workouts from the comfort and convenience of your very own front room. Whether you're looking for a high-intensity workout to really get your blood pumping, something to help you lose weight ready for the Summer, or a yoga session to boost your physical and mental wellbeing, there really is something on offer for everyone.

To access this go to <https://showcase.tv.fit/>, click Get Started and use the code "1MAGNA4". This service is free until the end of June 2020.



Whatever you're feeling...
call 0800 001 4331
24/7 support 📞
You won't be judged
#dontbottleyourfeelings

Mental Health and Emotional Support

Lincolnshire has a new confidential helpline to provide emotional support and guidance for anyone feeling low, stressed or anxious. You won't be judged, so if you need to talk, call anytime of the day or night:
0800 0014331

Support to Access Shopping and Essential Supplies

If you're struggling to get shopping due to self-isolation and don't know how to pay, some supermarkets now have schemes in place which allow you to purchase vouchers. You can find more information on the schemes available locally at: lincolnshire.connecttosupport.org/coronavirus/ or by calling 0300 303 8789

Lincolnshire Co-Op Food Shopping Vouchers



Lincolnshire Co-Op vouchers can now be purchased and delivered to your chosen address. Change will be given when using the vouchers. You can call 01522 544 632 (Mon-Fri 9am to 3pm) to buy vouchers. Be sure to have your bank card ready.

Supermarket click and collect services:

You can place an order online with some supermarkets and share a reference number with a volunteer who can go and collect the shopping on your behalf.

Protected Shopping Times: for elderly or vulnerable residents are also being offered by the main supermarkets.

If you are self-isolating and in need of shopping / supplies but none of these options are suitable for you and have nobody to help you (family, friends or local community), you can contact the **Lincolnshire Covid19 Helpline on 01522 782189.**

Support with Prescription Collection

We know that getting your prescriptions collected has been a worry for many people. If you are self-isolating and have no one to collect your prescription you can contact the Lincolnshire Helpline on **01522 782189** – and we will connect you with support in your community.

Staying Connected

It's important to stay in touch with people, so why not get connected to your community. It's good to talk!

TED: Ageing Better in East Lindsey, Connected Together Friendship



The TED team support East Lindsey residents aged over 50 - no one needs

to feel alone. TED can help with advice, signposting and friendly support. They offer regular wellbeing and friendship phone calls and even activity packs with puzzles, quizzes, poems and recipes.

If you, or anyone you know would like to access ConnectTED please call one of the numbers below, 9am and 5pm, Monday – Friday:

- Binbrook and Louth – 01529 301965
- Chapel St Leonards and Alford – 01529 301973
- Mablethorpe and Sutton-on-Sea – 01529 301961
- Skegness and Ingoldmells – 01529 301966
- Wainfleet and Spilsby – 01529 301970
- Wragby, Horncastle and Woodhall Spa – 01529 301951

Wellbeing Lincs

We know that people sometimes need support to stay well and independent and need help through life's changes. Wellbeing Lincs provides support for people to remain safe and well at home.



Wellbeing Lincs
Better wellbeing across Lincolnshire

Please visit www.wellbeinglincs.org or call **01522 782140**

Our Wellbeing team are also doing amazing work to connect people across Lincolnshire with the support they need in response to the Covid19 emergency.

Here's some more support services in Lincolnshire that you might find helpful:

▪ **Age UK Lindsey**

Open weekdays 9am-4pm
Telephone: 01507 524242
www.ageuk.org.uk/lindsey/our-services/befriending/

▪ **Lincolnshire Co Op Community Support**

Telephone: 01522 544632
www.lincolnshire.coop/community/groups-supporting-the-community

▪ **Magna Vitae – Still Me**

Support for people with dementia and their families
Open weekdays 9am-5pm
Telephone: 01507 681816

▪ **Lincolnshire Rural Support Network**

Help for farming and rural families
Everyday 8am-6pm
Telephone: 0800 138 1710
www.lrsn.co.uk/

▪ **Carers First**

Support for Carers and their families
Live web chat available Monday, Thursday and Friday 8.30am-3.30pm and every Wednesday 6pm-8pm
Carers hub: 0300 303 1555
www.carersfirst.org.uk/lincolnshire/coronavirus-covid-19

▪ **Royal British Legion**

Help for the Armed Forces Community and their families
Open every day 8am-8pm
Telephone: 0808 802 8080
<https://www.britishlegion.org.uk/>

Connect to Support Lincolnshire



Connect to Support is a directory of key services and information – it has an online, telephone, email and live chat service. Telephone 0300 303 8789 and live chat are available Monday to Friday 2pm - 7pm.
www.connecttosupport.org

Friends Against Scams

Friends Against Scams is a National Trading Standards Scams Team initiative, which aims to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams.



Anybody can join Friends Against Scams and make a difference in their own way.

Complete the online training and raise awareness throughout your community. Together we can create a scam free nation!
www.friendsagainstscams.org.uk

Support for Businesses

Business Rates

For businesses eligible for the Business Rates holiday, we will be updating accounts with the additional rate relief and sending revised bills to ratepayers at the earliest opportunity. There is no need to contact the Business Rates team to request this. If you are business owner and are worried about paying your business rates in 2020/21, please contact us on 01507 601111 so that we can discuss with you how we might be able to help. You can also find information on our website at: www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19

Small Business Grant Fund

Small businesses that pay little or no business rates and are eligible for small business rate relief (SBBR) or rural rate relief will receive £10,000 cash grant.

To view the eligibility criteria and submit a claim please visit our website: www.e-lindsey.gov.uk/CVBusinessGrants

Retail, Hospitality and Leisure Grant Fund

If your business is in the retail, hospitality or leisure sector, with a rateable value of under £15,000, you will receive a grant of £10,000. If your business in the retail, hospitality or leisure sector, with a rateable value between £15,001 and £51,000 will receive a grant of £25,000. To view the eligibility criteria and submit a claim, visit: www.e-lindsey.gov.uk/CVBusinessGrants

www.e-lindsey.gov.uk
magnavitaie.org

Support for Sports Clubs and Organisations

Magna Vitae are offering guidance, advice and support to all clubs and sport organisations within East Lindsey. Anyone representing a community venue, club or organisation is encouraged to get in touch and/or advise anyone who may require assistance. To arrange a call please email the team at Community@mvtlc.org

Support for Community and Voluntary Groups

ELDC's Councillors' Community Grants Scheme provides grant funding to community projects run by not for profit organisations in East Lindsey. Additional funding is now available support community resilience projects delivered by not for profit groups in their communities that tackle issues caused by COVID-19. For more information please visit: www.e-lindsey.gov.uk/article/8563/Councillors-Community-Grants-Scheme

Support for the Creative and Cultural Sector

Advice, guidance and support to access funding is available for every artist, creative, cultural organisation or cultural event within East Lindsey that has been affected by Covid19. Any individual or organisation wishing to access this support should email sofestival@mvtlc.org

Mental Health Support for Businesses

If you own or run a business and are feeling anxious, stressed or low, Business Lincolnshire have a mental health helpline at 0800 001 4331, open 24 hours a day. There's also lots of information at www.businesslincolnshire.com You don't have to go through this alone.