

LCC Community Information & Support

We're working hard to protect staff, services and the people of Leicester. In particular, protecting the city's most vulnerable residents is a high priority. This guidance is a summary of the support available to Leicester city residents, local businesses and community groups.

Further information and advice on Coronavirus (COVID 19) can be seen on the LCC [website](#). We would recommend visiting the website for the latest updates and advice.

Information for Residents

- **Service updates in Leicester**

Information and news on Leicester City Council services are available [here](#).

- **Latest information from .GOV**

Latest advice and guidance from .GOV is available [here](#).

- **NHS advice**

Latest advice and guidance from the NHS is available [here](#).

- **NHS 111**

NHS online form will ask you a few questions and tell you what to do next what to do next and tell you how to get an isolation note if you need time off work. Details available [here](#).

- **Council tax and financial support**

Advice and support are available here to anyone living in Leicester who is experiencing financial hardship as a result of coronavirus. Details are available [here](#).

- **Advice if you receive care and support**

We know that many people rely on care from someone else – either formally arranged through our social care service, sometimes through a direct payment or informal help from family and friends. Details are available [here](#).

- **Information for care providers**

Guidance for organisations who provide social care services in Leicester is available [here](#).

- **Support for residents**

We can offer advice and support to city residents who are vulnerable during the coronavirus pandemic. Details can be found [here](#).

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- **Mental wellbeing**

This is an anxious time for everybody. You may have many worries about what you should be doing right now or what the future will hold. Coping with uncertainty is difficult and it is important to find practical ways to protect our physical health and support our mental wellbeing. Details can be found [here](#).

- **Avoiding scams**

Advice on how to avoid scams during this period is available [here](#).

- **Video advice in your language**

Advice videos in a wide range of languages are available [here](#).

Please email us:

- if you need support to get food or other essential supplies.
- if you need help to pay for fuel, rent, council tax or other bills.
- if you are concerned about a resident who is vulnerable or isolated who needs help.

Email: c19support@leicester.gov.uk

Information for Charities & Voluntary Groups

- **Charity and voluntary group support**

Information for voluntary and community sector organisations, charities and social enterprises can be found [here](#). If you are or know of a local community group that is providing support that isn't included on this page, please contact us: [here](#).

- **Grants and funding**

Information on the availability of funding for the voluntary and community sector can be seen [here](#).

- **Volunteer to help**

People who would like to offer their services to help Leicester's response to the coronavirus outbreak can formally register as a volunteer [here](#).

Voluntary and community sector organisations, charities and social enterprises can email us: c19VCS@leicester.gov.uk

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Information for Businesses

- **Business support grant funding**

This page explains how businesses and charities in Leicester can claim their grant. Details are available [here](#) or refer to our [Local guidance for businesses in Leicester](#).

- **Advice for businesses**

We understand that if you run a business in the city, the current COVID-19 situation is likely to be very concerning. The government has announced a series of measures to significantly increase the economic support available to businesses and workers during coronavirus. Details can be found [here](#).

- **Business rates**

You should continue to pay your business rates if you can. Due to the coronavirus outbreak, we encourage you to contact us immediately if you are having difficulty making your payments. You can email us [here](#).

- **Food businesses**

Guidance for food businesses on coronavirus including food hygiene here be found [here](#).

- **Other support available**

Information on additional business support schemes can be found on the [LLEP Business Gateway website](#) and a team of advisers are on hand to help you. Alternatively, if your business does not qualify for grant funding, there are other Government schemes available. More information can be found [here](#).

Other places to find help

Financial

- [Citizens Advice Leicestershire](#) - free, independent and confidential advice on debt, budgeting, housing, employment, family issues and community care.
 - Phone: 0300 330 1025 (Monday to Friday, 9am to 4.30pm)
 - [Contact form](#)
- [Moneywise Plus](#) - provides financial and digital support to people out of work.
 - Phone: 0300 003 7004
 - Email: info@moneywiseplus.co.uk
- [Helping Hands](#) - offers welfare benefits, housing, employment, family law, and debt advice.
 - Phone: 0116 278 2001 (Monday, Wednesday and Friday, 10am to 5pm)
 - Email: office@helpinghandscentre.co.uk

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- [Community Advice and Law Service \(CALs\)](#) - offers specialist welfare benefits, debt and housing advice.
 - Phone: 0116 242 1120 (Monday to Thursday, 9am to 5pm and Friday, 9am to 4.30pm)
 - [Contact form](#)

Medical

- [NHS 111 online](#) - check if you have coronavirus symptoms
- [NHS online health](#) - how to access NHS services online including ordering repeat prescriptions.

Mental health

- [Mind](#) - confidential support for people with mental health problems.
 - Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)
- [Samaritans](#) - confidential support for people experiencing feelings of distress or despair.
 - Phone: 116 123 (free 24-hour helpline)

Domestic violence/sexual abuse

- [UAVA](#) - support for anyone who has been affected by domestic abuse and or sexual violence.
 - Phone: 0808 80 200 28 (Monday to Saturday, 8am to 8pm)
 - Text support: 07715 994 962 (calls to this number will not be answered)
- [Relate](#) - UK's largest provider of relationship support
 - Phone: 0300 003 0396. (Monday to Thursday, 8am to 8pm and Friday, 9am to 1pm)

Elderly

- [Age UK Leicester Shire and 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 5pm)