

Thank you so much for your efforts in supporting vulnerable residents affected by coronavirus. Whether you are a key worker, a frontline member of staff, a volunteer or have been redeployed from your normal role, you are playing a vital role in our fight against coronavirus. We know that this a very challenging time and we thank you for helping to make a difference in Hertfordshire.

Medical and health advice and information

www.nhs.uk/coronavirus

Information about county council services

www.hertfordshire.gov.uk/serviceupdates

Food parcels for shielded residents

For issues with delivery or change of circumstances:

foodpackage@hertfordshire.gov.uk
01992 555500

Pharmacies and prescription collection/deliveries

Routine prescriptions should be ordered over the phone or online with GP's. Many pharmacies are providing a delivery service to shielded or vulnerable residents. Volunteers can help people who cannot access or have no one to collect:

HertsHelp

www.hertshelp.net
Info@hertshelp.net
0300 123 4044

People who want to volunteer

We have had an amazing response from residents offering to support those affected by coronavirus. There may be a waiting period before volunteers are allocated a role but please be assured volunteers will play a vital part in the long-term response to the outbreak. Complete the online form to help match those in need locally.

#TeamHerts Volunteering

www.thvolunteering.org.uk

HertsHelp

0300 123 4044

Vulnerable people and those self-isolating who need support from volunteers

Complete the online form to help allocate support based on need.

HertsHelp

www.hertshelp.net
Info@hertshelp.net
0300 123 4044

Services and organisations in need of volunteers

Complete the online form to help match and allocate support based on skills.

#TeamHerts Volunteering

www.thvolunteering.org.uk/organisations

Businesses or community groups who want to volunteer

Complete the online form to help match and allocate offer based on skills.

www.hertfordshire.gov.uk/businessvolunteers

BusinessVolunteers@hertfordshire.gov.uk

Businesses looking to self-register on the Hertfordshire Services Directory:

www.hertfordshire.gov.uk/directory

Mental health advice and support

Herts Mind Network

www.hertsmindnetwork.org
020 3727 3600
0300 777 0707 (8am-7pm)
Nightline: 01923 256391

Financial advice

Money Advice Unit

www.hertfordshire.gov.uk/benefits

Hertfordshire Citizens Advice Service

www.hcas.org.uk
03444 111 444

National debtline

www.nationaldebtline.org
0808 808 4000

Advice on avoiding scams

Sign up for scam alerts from trading standards:

www.hertfordshire.gov.uk/updateme

Citizens Advice consumer helpline

0808 223 1133

Libraries

All Hertfordshire libraries are closed. No items will be due back during this time and loans have been extended.

Some library services such as eBooks, audiobooks, magazines and newspapers can be accessed online:

www.hertfordshire.gov.uk/libraries

Domestic abuse

Victims of domestic abuse:

Herts Independent Domestic Violence Advocacy Service (IDVA)

0300 790 6772 (Monday-Friday 9am-5pm)

Emergency refuge accommodation:

Safer Places

0330 102 5811 (24/7 availability)

Alternative contact

Beacon (Hertfordshire's victim service team)

0300 0115 555 press option 3
(Monday-Friday 8am-6pm and
Wednesday 8am-8pm)

info@hertfordshirebeacon.org

Information and advice:

www.hertssunflower.org

Herts Domestic Abuse Helpline

08 088 088 088 (open weekdays
9am-9pm and weekends 9am-4pm)

New confidential email service:

Kim@mailpurple.org

Further information and support:

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse>

In immediate danger always dial 999

Foodbanks

Foodbanks are mostly still open but running low on supplies. They may be also be operating a delivery service or providing vouchers to use in supermarkets.

www.trusselltrust.org/coronavirus-food-banks

HertsHelp are arranging to share online shopping vouchers directly with eligible vulnerable residents that cannot use a standard referral process right now.

www.hertshelp.net
info@hertshelp.net
0300 123 4044

Adult Care Services – general adult social care

Anyone currently using a social care service should expect that to continue. If a service user is worried, they should speak to their care provider in the first instance or call 0300 123 4042 for other urgent care needs.

www.hertfordshire.gov.uk/adults

Family (unpaid) carers

There is general support and information online:

www.hertfordshire.gov.uk/carers

If you need urgent assistance:

0300 123 4042

Useful guidance for those providing social care to older residents and people with disabilities:

www.hcpa.info/covid-19
assistance@hcpa.info

Carers in Hertfordshire

www.carersinherts.org.uk
contact@carersinherts.org.uk
01992 586969

Day Services and opportunities

There are temporary changes to council-run day services. Private funded centres will have different arrangements and should be contacted directly.

www.hertfordshire.gov.uk/serviceupdates

Adult social care providers and services

Useful guidance for those providing social care to older residents and people with disabilities:

www.hcpa.info/covid-19

Adult safeguarding

Reporting for adults at risk of elder abuse, financial abuse, self-neglect, addiction, hoarding etc.

www.hertfordshire.gov.uk/hsab
0300 123 4042 (24 hours a day)

Herts Independent Living Service (HILS)/Meals on wheels

Current recipients of meals will continue to receive them. Older residents and those with a mental health concern or disability who are self-isolating or unable to prepare a meal themselves due to health reasons or having no support network in place to help can receive a meal service. This may incur a charge, approx. £5.10 per meal and support is based on eligibility.

Herts Independent Living Service (HILS)

www.hertsindependentliving.org
0330 2000 103

Community transport and Dial-a-ride services

Dial-a-Ride transport services provided by the council are only operating a small number of essential services. For further information about Dial-a-ride and other community transport services:

www.communitytransportherts.org

Professionals only:

A Passenger Transport Hub has been set up to assist with requests for urgent passenger transport:

transport.response@hertfordshire.gov.uk
01992 588403

Schools

All schools are closed except for children of key workers and vulnerable children. Contact school directly for the latest closure information.

www.hertfordshire.gov.uk/schoolsdirectory

School admissions

As schools are closed there may be a delay in offering an in-year admissions place.

www.hertfordshire.gov.uk/admissions

Childcare and Early Years providers

Until further notice, childcare is only available to key workers and vulnerable children. Contact your childminder or early years provider directly for updates.

www.hertfordshire.gov.uk/childcare

Family Centres

Hertfordshire Family centres are all closed. Support is still being offered via:

Family Centre Facebook pages
www.hertsfamilycentres.org
0300 123 7572

Free school meals

Schools, caterers and the county council will be providing either a cold meal, packed lunch or a voucher scheme for children who are not in school and would normally be eligible for a free school meal. Speak to schools directly about their arrangements or a support worker from the council will get in touch with you directly.

www.hertfordshire.gov.uk/freeschoolmeals

Special education needs and disability (SEND)

www.hertfordshire.gov.uk/localoffer

YC Hertfordshire

Access points are closed, you can still contact via:

www.ychertfordshire.org
yc@hertfordshire.gov.uk
0300 123 7538

Children's social services and safeguarding

Families receiving social care support should expect that to continue, however the way they are contacted may change. All families have received information about these changes and should contact their worker directly if they need further support.

If a child or young person being abused:

0300 123 4043

Call 999 if there is immediate danger or if a crime is being committed.

Families First and Early Help services

There is a range of services and support for families online:

www.hertfordshire.gov.uk/familiesfirst

Professionals only:

Families First Helpdesk
familiesfirstassessment@hertfordshire.gov.uk

01438 737575 (Monday-Thursday
9am-5pm and Friday 9am-4.30pm)

Donations of items for families on low incomes:

Activity books/packs, arts & crafts materials, cookery supplies, board games, jigsaws etc.

BusinessVolunteers@hertfordshire.gov.uk

Registration services

All register offices are closed until further notice.

Only calls for appointments to register a death are being taken on 0300 123 4045

You can apply for copies of a death certificate online for deaths that occurred after 23 March 2020:

www.hertfordshire.gov.uk/registrations

Highways and environment urgent fault reporting

Can still be reported online. It may take longer to respond to non-urgent faults.

www.hertfordshire.gov.uk/faultreporting

Waste disposal/bin collections

All recycling centres are closed until further notice.

Contact your district or borough councils directly about bin collections.

Waste contaminated with coronavirus:

- Tie that waste up in a plastic bag, then double bag it
- Store it for at least 72 hours
- Then put it with your normal waste for collection

www.wasteaware.org.uk

www.hertfordshire.gov.uk/waste

Information and advice in an alternative format or language

corporate.communications@hertfordshire.gov.uk
0300 123 4040