



## COVID 19 GUIDANCE AND SUPPORT

### OVER THE CHRISTMAS HOLIDAY 2020

#### SYMPTOMS-ONLY AND SYMPTOM-FREE TESTING

Wirral has dedicated sites for both symptomatic and symptom-free testing.

Most of the sites will remain open over Christmas as follows:

- Open up to and including 24<sup>th</sup> December
- Closed – 25<sup>th</sup> and 26<sup>th</sup> December and
- Open – 27<sup>th</sup> - 31<sup>st</sup> December
- Closed - 1<sup>st</sup> January 2021
- Open – from 2<sup>nd</sup> January 2021
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Visit [www.wirral.gov.uk/testing](http://www.wirral.gov.uk/testing) or keep an eye out on the council's Facebook and Twitter accounts for the most up-to-date times as the times may change over the festive period

Anyone who has been identified as a **close contact of a confirmed case** must stick to their **full 10 days isolation period** and **should not seek an asymptomatic test**.

Wirral will keep residents informed of rapid testing from January, as further detail emerges on this.

#### SUPPORT FOR THE COMMUNITY

Pages 2 and 3 (Wirral COVID-19 – Support) highlight some key channels of support for residents. They provides a list of agencies you can contact for help if you are struggling with; bills, food, housing or advice on COVID.

#### School COVID support helpline arrangements

- The **Schools Covid Support helpline** will close from 6pm on the 18<sup>th</sup> December and will re-open at 8am on the 4<sup>th</sup> January.
- You can still call the DfE helpline for any enquiries about the management of COVID if you need to on **0800 046 8687**. This helpline is open from Monday to Friday 8am to 6pm and Saturday to Sunday 10am to 6pm (except for 25-28th December and 1st Jan).
- Our Wirral Covid19 school support email inbox will be monitored up until the 23<sup>rd</sup> December.



## **WIRRAL COVID-19 - SUPPORT**

### **WIRRAL INFO BANK**

The Wirral Info Bank 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](http://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](http://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](http://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](http://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: [www.wirral.gov.uk/housing/help-your-home/problems-topping-your-energy-supplyduecoronavirus-outbreak](http://www.wirral.gov.uk/housing/help-your-home/problems-topping-your-energy-supplyduecoronavirus-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](http://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](http://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](http://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/](http://www.citizensadvice.org.uk/benefits/coronavirus-check-what-benefits-you-can-get/)