

Coronavirus: Information Guide for Hammersmith & Fulham residents

We hope residents are well and keeping safe in these difficult times. Please follow [government guidance](#) on how to keep yourself and those around you safe.

We have put together a list of local resources available during the coronavirus pandemic.

Legal Advice	Benefits Advice	Food, medicine and support	Domestic Violence	Employment
<p><u>Hammersmith & Fulham Law Centre</u></p> <p>The Law Centre is still open and while we can't offer face to face appointments at the moment we are still available to help you. You can email us on hflaw@hflaw.org.uk or leave a voicemail on 020 3880 1727 which we will check every day.</p> <p>We are also running afternoon advice lines between 2 – 5 pm on:</p> <p>Mondays: EU Settlement Scheme Applications: 020 8148 5273</p>	<p><u>Hammersmith & Fulham Law Centre</u></p> <p>In addition to offering a telephone helpline on Thursdays for benefit issues, the Law Centre can also offer form filling services for the following benefits:</p> <ul style="list-style-type: none"> • Employment and Support Allowance (ESA50) • Personal Independence Payment (PIP2) • Universal Credit: Limited Capability for Work (UC50). <p>You can email us on hflaw@hflaw.org.uk or leave a voicemail on 020 3880 1727 and we will contact you to understand if we can assist with your application.</p>	<p><u>Hammersmith & Fulham Foodbank</u></p> <p>Foodbanks are open as normal. The Law Centre is a referring agency, and you can contact our welfare benefits solicitor Stephen on 020 8148 5272. You can also call the Hammersmith & Fulham local welfare fund on 020 7041 6464.</p> <p>You can also contact the foodbank directly:</p> <p>Telephone: 020 7731 3693</p> <p>Email: info@hammersmithfulham.foodbank.org.uk</p> <p>The referral agency will need to take your details so they can email the foodbank, after which you can collect a pre-packed parcel. You</p>	<p><i>If you are at self-isolating and are experiencing abuse or have been threatened with abuse from a partner or family member there are a number of services you can access for support.</i></p> <p>If you are in immediate danger call 999</p> <p><u>Refuge National Domestic Violence Helpline:</u></p> <p>Refuge provide a 24-hour National Domestic Abuse Helpline</p> <p>0808 2000 247</p>	<p><i>The Government has introduced a number of schemes in response to the outbreak.</i></p> <p><i>Find out more about these schemes and your employment rights:</i></p> <p>i. <u>Statutory Sick pay:</u></p> <p>If you are not be able to work because you are sick with coronavirus or self-isolating because someone in your household is sick you should be entitled to statutory sick pay. Find out more:</p> <p><u>Turn2US</u></p>

<p>Tuesdays: Immigration & Asylum Enquiries: 020 3934 8060</p> <p>Wednesdays: Housing and homelessness problems: 020 8148 5274</p> <p>Thursdays: Benefit problems including Universal Credit: 020 8148 5272</p>		<p>can find a local list of centres and opening times here.</p>	<p>https://www.nationaldahelpline.org.uk</p> <p>Solace Women’s Aid Helplines:</p> <p>Advice Line- 0808 802 5565</p> <p>Monday- Friday 10am- 4pm. Additional 6pm-8pm on Tuesdays</p> <p>Solace Rape Crisis helpline- 0808 801 0305</p> <p>Monday and Friday 10am-2pm. Tuesday 10am- 1pm, 6pm- 8pm, Wednesday and Thursday 1pm-5pm. Email: rapecrisis@solacewomensaid.org</p> <p>https://www.solacewomensaid.org/</p>	<p>https://www.turn2us.org.uk/get-support/benefits-and-coronavirus-help-for-employees</p> <p><u>ACAS</u></p> <p>https://www.acas.org.uk/coronavirus/self-isolation-and-sick-pay</p> <p>ii. <u>Coronavirus Job-Retention Scheme</u></p> <p>This scheme is to help employers pay employees when there isn’t any work for them. The Government will pay employers 80% of employee wages and employers can choose to pay the remainder of their salary.</p> <p>Find out more:</p>
<p><u>Shelter</u></p> <p>Shelter’s website provides general housing advice in respect of coronavirus:</p> <p>https://england.shelter.org.uk/housing_advice/coronavirus</p>	<p><u>Citizens Advice: Help to claim</u></p> <p>If you’re applying for Universal Credit for the first time and are in need of support with this, Citizens Advice offer a help to claim service.</p> <p>In England you can call 0800 144 8444.</p>	<p><u>Hammersmith and Fulham Council</u></p> <p>Hammersmith & Fulham Council have launched H&F CAN, a volunteer community aid network, to support vulnerable residents during the coronavirus pandemic who don’t have friends or family close by to help them.</p>	<p><u>The Angelou Project</u></p> <p>Based in South West London this is a partnership of organisations that come together to support women and girls experiencing domestic or sexual violence.</p> <p>You can call them free and confidentially on</p>	<p><u>Turn2us:</u></p> <p>https://www.turn2us.org.uk/get-support/benefits-and-coronavirus-help-for-employees</p> <p><u>ACAS:</u></p> <p>https://www.acas.org.uk/coronavirus/if-the-employer-needs-to-close-the-workplace</p> <p><u>The Government Guidance:</u></p>

		<p>If you need urgent support with food, medicines, loneliness and isolation or are you worried about a friend, neighbour or relative, contact H&F CAN:</p> <p>Freephone: 0800 1456095 (9am to 7pm)</p> <p>Email: can@lbhf.gov.uk</p>	<p>0808 801 0660</p> <p>Monday- Friday between 10am- 4pm and Wednesday between 6pm- 9pm</p> <p>and on 0208 741 7008</p> <p>Monday- Friday between 10am- 6pm and Thursday 10am- 9pm. Translators are available. Y</p> <p>You can also access their website on:</p> <p>https://www.angelou.org/</p>	<p>https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme</p> <p>iii. Self-employed Income Support Scheme:</p> <p>The Government has set up this scheme to help self-employed people whose incomes have been affected by the coronavirus outbreak.</p> <p>Find out more:</p>
<p><u>Citizens Advice Hammersmith & Fulham</u></p> <p>The Citizens Advice has suspended face-to-face appointments but are still available by telephone and email. They have lots of advice available on their website:</p> <p>http://cahf.org.uk/</p>	<p><u>Action on Disability</u></p> <p>Action on Disability is open and you can contact them if you need support, advice or guidance.</p> <p>Here is a list of numbers that you can use to contact Monday to Friday, 9am to 5pm.</p> <p>Welfare Benefits: 0782 4905 848</p> <p>Direct Payment Services: 0753 4483 253</p> <p>Youth services: 07557 273 567</p>	<p><u>The Smile Brigade</u></p> <p>The Smile Brigade are offering free meals and a free delivery service in Hammersmith & Fulham. They can deliver free meals and care packages to individuals or organisations in need. Fill in this form to refer yourself, a friend or a relative and they will contact them to arrange a delivery.</p>	<p><u>Hammersmith and Fulham Council</u></p> <p>The Council have provided advice on supporting those experiencing domestic abuse during the coronavirus outbreak:</p> <p>https://www.lbhf.gov.uk/crime/domestic-violence/supporting-domestic-abuse-victims-during-coronavirus-outbreak</p>	<p>Turn2us</p> <p>https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus-help-for-self-employed</p> <p>Government advice:</p> <p>https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme</p>

	<p>AoD's finance: 0777 651 2808</p>			
	<p><u>Crosslight</u> Crosslight provide debt advice, Telephone: 020 7052 0318 Email: appointments@crosslightadvice.org</p>	<p><u>NHS support for extremely vulnerable patients</u> Patients who do not have family or friends that can help, should register for additional support with daily living tasks such as shopping and social care here: https://www.gov.uk/coronavirus-extremely-vulnerable</p>	<p><u>Hestia</u> Hestia provides refuge spaces and are continuing to take referrals and accept women fleeing domestic abuse into safe houses. Contact the National Domestic Abuse Helpline on 0808 2000 247 if you need a refuge space. https://www.hestia.org/ e-mail Hestia on info@hestia.org. For a secure email path please send your emails to info@hestia.org.cjsm.net For urgent assistance call the National Domestic Abuse Helpline 0808 2000 247. <u>Bright Sky:</u> This is a free to download mobile app provided by Hestia, providing support and information to anyone who may be in an abusive</p>	<p><u>Employment Lawyers</u> can help with issues including dismissal, health and safety, changes in work hours, unpaid wages, notice pay/redundancy pay and more. For employment advice you can contact: <u>ACAS Free Telephone Advice</u>- 0300 123 1100 <u>Nucleus Free Telephone Advice:</u> 020 7373 4005 advice@nucleus.org.uk <u>North Kensington Law Centre free advice line</u> 020 8969 7473 info@nklc.co.uk <u>South West London Law Centres free advice line</u> 0208 767 2777 enquiries@swllc.org</p>

			<p>relationship or those concerned about someone they know.</p> <p>Only download the Bright Sky app if it is safe to do so and you are use your mobile phone is not being monitored.</p>	<p><u>Mary Ward legal Centre- 020 7831 7079</u></p> <p><u>BPP Law School Free Telephone Advice</u></p> <p>020 7633 4534 blac@bpp.com</p> <p><u>University of Law Free Advice Line</u></p> <p>01483 216 528</p> <p>Ssadvice.centre@law.ac.uk</p> <p><u>McMillan Solicitors</u></p> <p>020 3551 8500</p>
	<p><u>Maggie's</u></p> <p>Maggie's provide specialist support for people with cancer, including with benefits.</p> <p>You can call them on 0300 123 1801, or email enquiries@maggies.org and a Cancer Support Specialist, Benefit Advisor, or Psychologist will call you back.</p> <p>You can find more information at www.maggies.org.</p>	<p><u>Richmond Fellowship's Employment and Wellbeing Service</u></p> <p>If you need help with your mental health at this time of uncertainty, please contact Richmond Fellowship's Employment and Wellbeing Service by following this link: https://www.hfemploymentandwellbeing.org.uk/</p>		
		<p><u>Family Support - Talk to the Time to Connect Team</u></p> <p>Help and advice for families who are finding it hard to cope with being at home, balancing working and childcare or home schooling. You can contact the team to talk</p>		

		<p>through any worries you might have and the website provides lots of helpful resources and guides. www.family-support.org.uk/guides</p>		
		<p><u>Young Hammersmith and Fulham Foundation</u></p> <p>Links to many organisations that provide support for young people – some of which are now operating on-line https://yhff.org.uk/</p>		
		<p><u>Fulham Good Neighbours</u></p> <p>FGN provide help with essential tasks e.g. emergency shopping, food bank deliveries, prescriptions collections. If you require assistance and support please contact by email info@fulhamgoodneighbours.org or on 020 7385 8850.</p>		