

# **CORONAVIRUS**

**Sources of Assistance if Required,  
including email and telephone contacts**

## FINANCIAL ISSUES

**If you have reduced or lost income, you can see what benefits you are eligible for at the Citizens Advice website or:**

- Local Citizens Advice, Town Hall, Avenue Road, Lymington SO41 9ZG **0300 330 9009**

## MENTAL HEALTH

**Find resources at the Samaritans Website, or phone:**

- Samaritans call free **116 123** or email [jo@samaritans.org](mailto:jo@samaritans.org)

## DOMESTIC ABUSE

**Find out how to get support at the website below,**

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse> or

- If in immediate danger call 999. On mobile press 55 to go direct to Police - On a landline, if only background noise can be heard and BT operators cannot decide whether an emergency service is needed, then you will be connected to a police call handler.
- If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.
- When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.
- National helpline 0808 2000 247 / Stop Domestic Abuse 0303 016 5112

## OTHER SOURCES OF ASSISTANCE:

### Lymington Foodbank

The Basics Bank Coordinator can be contacted:

- By Phone on 01590 610008 (leave a message if no reply; it will be dealt with when the office is next open) or;
- By Email: [admin@basicsbank.org.uk](mailto:admin@basicsbank.org.uk).

### The Coronavirus Hampshire Helpline – Hantshelp4vulnerable

- Can be contacted on **0333 370 4000**.
- The helpline is available seven days a week, from 9am-5pm.

### Scams

Get the latest information on how to protect yourself from criminals using the Covid-19 pandemic to scam the public at:

- <https://www.actionfraud.police.uk/covid19>

If you have been the victim of a scam, speak to your bank immediately and report any fraud to **Action Fraud (www.actionfraud.police.uk)** on **0300 123 2040**.

You can get further information on dealing with scams and fraud by calling the **Citizens Advice** Consumer helpline telephone number via 0808 223 1133.

[\(www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/\)](http://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/).

## **Local Assistance**

- Local Assistance with Shopping, Prescriptions etc or just need a chat:
  - Contact the village Emergency team using a number on the leaflet that you were sent, or call Mike on **07766 522310**.
  
- Facebook Page – **“East Boldre - Coronavirus Response”**