



Useful and helpful information during National Lockdown

Stay at home Coronavirus (COVID-19) is spreading fast.

Do not leave your home unless necessary.

1 in 3 people who have the virus have no symptoms, so you could be spreading it without knowing it.

The most important symptoms of COVID-19 are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, COVID-19 will be a mild illness. However, if you have any of the symptoms above, stay at home and arrange to have a test.

Have coronavirus symptoms?

Book an appointment at the testing site or order a home test by visiting www.nhs.uk/coronavirus or by calling 119.

Do not have coronavirus symptoms?

If you **do not** have coronavirus symptoms, you can book a rapid test at www.hounslow.gov.uk/rapidtest or call 020 7084 9697

Where to get a test – Appointment Required

Sports Courts, Brabazon Road, Hounslow, TW5 9LT

For up-to-date government guidance available for the COVID-19 illness, please visit www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

For health information and advice, visit www.nhs.uk/conditions/coronavirus-covid-19/

Hounslow Community Support Hub

The Community Hub plays a vital role in supporting thousands of residents across the borough during lockdown and beyond. For more details, go to www.hounslow.gov.uk/hub

If you or someone you know needs this urgent support, the Community Support Hub can be contacted on **020 7084 9697** or hub@hounslow.gov.uk.

Shopping/prescriptions for shielding/elderly/isolated

Disability Network Hounslow: <https://www.careplace.org.uk/Services/4311>:

Ashi Dhillon (Senior Advice Worker) is helping isolated and vulnerable people, including arranging for shopping and meals to be delivered. She is also providing benefits advice by phone or email. Please email **Ashi Dhillon** Ashi@disabilitynetworkhounslow.org or call 020 8577 0956

Heston West Big Local: Please contact **07840047771** if you require support in picking up your click and collect shopping or your prescriptions. We will arrange a volunteer to assist you with this.



Emergency Foodbanks

Organisation	Contact details	Times	Location
Hounslow Community FoodBox	Hounslow Community Foodbox is currently from Rose Hall, Hawthorn Road, Brentford, TW8 8NT Contact Email: info@hounslowfoodbox.org.uk Mobile no: 07719 891 787	Tuesday to Friday 10am to 1pm Saturdays 10am to 12pm or 07718 263614	Brentford, but borough wide
Food Bank Fight Hunger, Feed Hope	Chiswick Seventh Day Adventist Church, Stamford Brook Road, Chiswick, W6 0XW Contact Email: nerve2serveu@gmail.com Tel: 020 8994 1859	Saturdays from 1pm to 4pm	Chiswick, but available to anyone who is in need
Food Storehouse Riverside Vineyard Church	The Vineyard Centre, 513 Browells Lane, Feltham, TW13 7EQ 020 Contact Email: office@riversidevineyard.com Tel no: 020 8890 2626	Monday to Thursday 9.30am to 4.30pm	Feltham, but borough wide
St Paul's Church Food bank	St. Paul's Church, Bath Road, Hounslow West, TW3 3DA, Contact Email: foodbank@stpaulshw.org.uk Tel no: 020 8581 5537	Wednesdays 9.30am to 11.30am	Referrals primarily from local area
Church of the Good Shepherd Pop-up Foodbank	Church of the Good Shepherd, Beavers Lane, TW4 6HJ Contact Email: foodbank@hwparish.org.uk Mobile no: 07763 083 049	Mondays 1pm to 3pm	Referrals primarily from local area

Open Kitchen is providing free food to homeless and families in need every single day. Address: **514 Great West Rd, Hounslow TW5 0TE** (from 1 to 2pm) people required to wear masks and adhere to Covid-19 rules, delivery available for those isolating / shielding. More information please call **07801179990**.



Money Concerns & Help

Hounslow Hub: 020 7084 9697

Citizens Advice: 0300 330 1185 / 0808 278 7830

Pension Service: 0800 731 7898

National Debt line: 0808 808 4000

Money Advice Service: 0800 138 7777

Turn2Us: 0808 802 2000

Hounslow Council – Help with Council rent/tax difficulties: 0203 949 7732 / 020 3949 7735

Local Grants & Support

Local crisis payments:

https://www.hounslow.gov.uk/info/20058/benefits/1493/discretionary_local_crisis_payments

General benefits portal: <https://www.hounslow.gov.uk/info/20058/benefits>

Local Authority Emergency Assistance Grants – these include for utility bills:

https://www.hounslow.gov.uk/info/20004/community_and_living/2225/local_authority_emergency_assistance_grant_for_food_and_essential_supplies

Please note if you are applying for the Local Authority Emergency Assistance Grant you will be required to download and complete the application form. If you are unable to print the form, please contact HWBL on 07840047771 and we will send you a printout. If you require assistance or advice with the grants form, please contact **Hounslow Council** on emergencyassistancegrant@hounslow.gov.uk or you may contact **Hounslow Citizens Advice Bureau (CAB)** on Freephone at **0808 278 7830** or <https://hounslowcabs.org.uk/> (Monday to Fridays from 10am to 4pm).

Domestic Violence

Hounslow Domestic and Sexual Violence Outreach service: 07810031780

Southall Black Sisters: 020 8571 9595

NSPCC: 0808 800 5000

Childline: 0800 1111

National Domestic Abuse Helpline: 0808 2000 247

Mental Health

Samaritans: 116 123

Mental Health Support, Wellbeing and Prevention Team (SWAP): 020 8583 3003

Age UK Advice Line: 0800 055 6112

CALM: 0800 585858

Connexions 020 8583 5151

Bereavement Counselling

Anchor Counselling is a free and accessible counselling service in and around the **Hounslow** borough: 020 8867 7660 and <https://www.anchorcounselling.org/>

Cruse Bereavement Care offers telephone, email and website support: 0808 808 1677 and <https://www.cruse.org.uk/>



Local Trust | Big Local

Disability Services

MS Society Helpline can give you information, support and talk to you about how to get help: 0808 800 8000 and <https://www.mssociety.org.uk/>

Speak Out Hounslow work with adults with learning disabilities and autism providing support, activities and advice <https://www.speakoutinhounslow.org/>

Disability Network Hounslow (DNH) offer support and advice for people with disabilities, their families and carers: 020 8577 0956 and <https://www.careplace.org.uk/Services/4311>

Please note UK landline and mobile network charges may apply on some numbers in this document. Please check with your network provider.

For more information about **Heston West Big Local** please visit: www.hestonwest.org or contact us on 07840047771. Opening hours: Monday to Friday from 10 to 6pm.

This document is available in the following languages.
Please contact us for more information.

SOMALI

Hadii aad cawis ubahantahay inlagu so qaado shobinkaga ama dawadada waan ku hayna qof ka cawiyo. Fadlan numbarkan soo wac. 07840047771. Mahadsanid.

PUNJABI

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਪੰਜਾਬੀ ਵਿਚ ਅਨੁਵਾਦ ਕਰਨਾ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 07840047771 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ. ਧੰਨਵਾਦ

URDU

اگر آپ کو دستاویز اردو ترجمہ میں درکار ہے تو اس نمبر پر فون کریں
07840047771
شکریہ

HINDI

यदि आपको हिंदी में इस दस्तावेज़ के अनुवाद की आवश्यकता है, तो कृपया हमसे 07840047771 पर संपर्क करें।
धन्यवाद

ARABIC

انا كنت تريد ترجمه هذا المستند باللغة العربية الرجاء الإتصال على الرقم أدناه 07840047771

POLISH

Jeśli potrzebujesz tłumaczenia tego dokumentu na język polski, skontaktuj się z nami pod numerem 07840047771. Dziękuję

The information contained in this document is correct at the time of going to press on 25th January 2021.

www.hestonwest.org