

## Overview of services that are open during the February half-term (EXTERNAL)

The following key services and support are open over the February half Term period, 15 Feb-19 Feb. Other key sources of information include:

[Hackney Council coronavirus page](#)

[Covid-19 crib sheet for frontline advisors vLIVE](#)

[Find support services map](#)

Coronavirus helpline	<p>The <a href="#">Covid-19 helpline</a> is available for residents who need some additional support and advisers can also help to access some of the options outlined below.</p> <p>It can be contacted on 020 8356 3111, 9am-5pm.</p> <p>If you think the situation is an emergency, urgent or a safeguarding concern please undertake the usual process:</p> <p><b><a href="#">Children's safeguarding</a> - 0208 356 5500 / <a href="mailto:FAST@hackney.gov.uk">FAST@hackney.gov.uk</a></b>  <b>For out of hours please call 0208 356 2710</b></p> <p><b><a href="#">Adult safeguarding</a> - 020 8356 5782 / <a href="mailto:adultprotection@hackney.gov.uk">adultprotection@hackney.gov.uk</a></b>          If you or someone you know needs help, your first point of contact should be Hackney Adult Social Care's Front Door- on <b>020 8356 6262</b>, <a href="mailto:access@hackney.gov.uk">access@hackney.gov.uk</a>. Information will be collected and passed to the Information and Assessment Team.  <b>For out of hours emergencies (including bank holidays), call 020 8356 2300</b></p>
Food needs	<p>Contact the Covid-19 helpline on 020 8356 3111 for support to access food. There is specific support available for those needing to self-isolate, based on criteria but also for broader food needs.</p>
Fuel poverty	<p>Residents who are unable to pay for their bills can apply for fuel vouchers by calling the Council's Here to Help phone line on <b>020 8356 3111</b>.</p> <p>A maximum of two fuel vouchers will be provided per household. This will be funded through the Government's winter grant funding which the Council is distributing to residents in need this winter. This funding has also been used to provide free school meal vouchers to every pupil in Hackney eligible for free school meals, along with extra support for 2,200 low-income families with younger children, as part of Council efforts to ensure that <u>no child goes hungry this winter</u>.</p>
Domestic abuse	<p>Domestic Abuse Intervention Service (DAIS) - 020 8356 4458 / 020 8356 4459 / 0800 056 0905 (free from a landline) / <a href="mailto:dais@hackney.gov.uk">dais@hackney.gov.uk</a> open Monday-Friday 9am-5pm.</p> <p>For emergencies call the police on 999.</p>

	<p>If you want to speak to someone outside office hours you can seek support from the following local and national services:</p> <p>National Domestic Violence (NDV) provides a free 24 hour Helpline for females experiencing domestic abuse including assistance accessing refuge spaces on 0808 2000 247.</p> <p>Men's Advice Line provides confidential helpline and specialist support for men experiencing domestic abuse 0808 801 0327.</p> <p>National LGBT+ Domestic Abuse helpline (via GALOP) provides support for lesbian, gay, bisexual and trans + people experiencing hate crime, sexual violence or domestic abuse on 0800 999 5428</p> <p>SignHealth provides domestic abuse support for deaf people. Text 88802 with the message 121SIGN, Text or WhatsApp/Facetime 07970 350366, or email da@signhealth.org.uk</p> <p>For emergency housing, you can contact the Hackney Council outside office hours on 020 8356 2300.</p> <p>For further information and resources on domestic abuse can be found at on the <a href="#">Hackney Council website</a></p>
Bereavement services	<p>St Joseph's <a href="#">offers bereavement support and counselling</a> to Hackney residents, individually or with other family members. Face-to-face assessment and counselling can be offered in person and on-site in line with national exemptions for bereavement services but telephone and video contact is also available. Access to interpreters is available as needed.</p> <p>Individuals can request a referral from their GP or other professionals, or self-refer via St Joseph's First Contact team on 0300 3030 0400 / <a href="mailto:stjosephs.firstcontact@nhs.net">stjosephs.firstcontact@nhs.net</a>.</p> <p>Also see <a href="#">bereavement support</a> on the Hackney Council website.</p> <p><a href="#">Compassionate neighbours</a> Open during the half term and referrals can be made via first contact team <a href="mailto:stjosephs.firstcontact@nhs.net">stjosephs.firstcontact@nhs.net</a> / <a href="mailto:CN@stjh.org.uk">CN@stjh.org.uk</a> or 0300 3030 0400. Currently, support is provided over the telephone.</p>
<a href="#">Mental health</a>	<p><b>If in immediate danger (harm themselves or others)</b> - call the police on 999</p> <p><b>If in a crisis/acute mental health need:</b></p> <ul style="list-style-type: none"> <li>• Contact the 24-hour City &amp; Hackney helpline (020 8432 8020)</li> <li>• Text the word '<a href="#">SHOUT</a>' to '85258' to be put in touch with a trained Crisis Volunteer</li> </ul>

	<p>at this 24-hour crisis text service</p> <ul style="list-style-type: none"> <li>• Contact the 24-hour, 365 days a year <a href="https://www.samaritans.org">Samaritans</a> helpline (116 123), or email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></li> </ul> <p>The <a href="#">crisis café</a> has a telephone service on the bank holidays on 07393762366 and is open for face to face support by appointment on all other days.</p> <p>The <a href="#">City and Hackney Wellbeing Network</a> has groups running for current clients. Further details of additional services can be found on the <a href="#">mental health</a> pages on the Hackney Council website.</p> <p>Mind City, Hackney, Waltham Forest phone lines are open 020 8985 4239.</p> <p>National Mind will operate an infoline: 0300 123 3393</p> <p><a href="#">Derman</a> (Mental Health support for Turkish-Kurdish Community) will remain open excluding bank holidays.</p>
Community navigation (one to one support, person centred)	<p><b>Shoreditch Trust</b> Call 020 7033 8501 or 020 7033 8587 / <a href="mailto:info@shoreditchtrust.org.uk">info@shoreditchtrust.org.uk</a> - residents can self-refer.</p>
Non-food provision	<p>Provision of energy bulbs, radiator foils, draft proofing etc in properties across Newham, Hackney and through hospital discharges from Whipps Cross Hospital following a home energy check. Each Home and Settle Discharge will be automatically offered the service but can be offered across Hackney.</p> <p>Please complete the <a href="#">referral form</a> - all bookings will be booked Michelle Meads through <a href="mailto:info@ageukeastlondon.org.uk">info@ageukeastlondon.org.uk</a></p>
Carers	<p>The Carers Hub provides support to adult carers in Hackney. They have a team working in the community providing telephone support.</p> <p>Office: 0300 303 1555 / email <a href="mailto:hello@carersfirst.org.uk">hello@carersfirst.org.uk</a> / <a href="http://www.carersfirst.org.uk">www.carersfirst.org.uk</a></p>
Advice services	<p><b>Citizen Advice Bureau</b> <b>Helpline:</b> 0800 144 8848 Residents can text 'HELP' to 07860041446 at any time.</p> <p><b>Age UK East London</b> <b>Helpline:</b> 020 8981 7124 Open everyday 9.30-5.30. The national Age UK helpline will be open 8am to 7pm every day: 0800 678 1602 Referrals to: <a href="mailto:info@ageukeastlondon.org.uk">info@ageukeastlondon.org.uk</a></p> <p><b>Hackney Carers Centre</b> <b>Helpline:</b> 020 8533 0951</p>

	<p><b>Shelter London</b>  <b>Helpline:</b> 0344 515 1540  Open every weekday, 9-5. The Shelter National Helpline will remain open 8am-8pm Monday to Friday, and 9-5 on weekends and bank holidays: 0808 800 4444</p> <p><a href="#">Derman (Turkish &amp; Kurdish services)</a>  <b>Tel: 020 7739 7026</b>  Currently offering Advice on appointment only. Open for services every day.</p> <p><b>Day-mer</b>  Available for advice Mon-Fri 10am - 5.30pm. Most advice and information will be provided over the telephone; on 020 7275 8440 for general advice services and to make online claims such as, Universal Credit, Council Tax Reduction, Carer's Allowance. For complex cases, book one to one appointments once restrictions advised about using public spaces are over. Also contact by Whatsapp: 07494334095 or by email <a href="mailto:info@daymer.org">info@daymer.org</a></p>
Risk of homelessness	<p>The offer for rough sleeping in Hackney us referral by <a href="#">Streetlink</a> - this will then be passed on to the most appropriate and available support.</p> <p>Also see <a href="#">rough sleeping support</a> on the Hackney website.</p> <p><b>Shelter</b>  <b>National helpline:</b> 0808 800 4444 will be open for support Monday to Friday from 8am to 8pm.</p> <p><a href="#">Crisis Skylight London</a>  <b>Helpline:</b> 0300 636 1967</p> <p><b>Severe Emergency Weather Protocol (SWEP)</b>  The following telephone numbers can be used in the unlikely event you need to contact one of the SWEP locations directly:</p> <p>St Mungos Great Guildford St - 0203 750 1113 (24hr)  Providence Row HA Crimscott St - 0207 232 4630 or 0207 232 4632 (9-5)  Providence Row HA Carter Lane - 0207 920 7307 or 0207920 7308 (24hr)</p>
Sexual health	<p><b>STI testing, access to emergency hormonal contraception and more</b></p> <p>If you need to access STI testing, emergency hormonal contraception, or other support for your sexual or reproductive health, visit the <a href="#">Sexual Health webpage on the City Corporation website</a> to find out more details, including how to access a free STI testing kit delivered to your home.</p> <p>If you require further assistance, you can also call the <a href="#">Sexual Health advice line run</a> by the Homerton Hospital on 020 7683 4103, where you can speak to a receptionist and arrange a call-back. The telephone line will be open at the following times:</p>

	<p><b>Positive East</b></p> <p><a href="#">Positive East</a> provides holistic health and wellbeing support to adults living with HIV in Hackney and the City via the main telephone line - 020 7791 2855 or email: <a href="mailto:talktome@positiveeast.org.uk">talktome@positiveeast.org.uk</a>.</p> <p>Positive East staff will be available to listen, chat and offer support.</p>
Prescription delivery	<p>Volunteer Centre Hackney is coordinating a volunteer prescription delivery service. They can match volunteers to pharmacies to help with their capacity. This can be promoted to any pharmacy. This service can also support residents individually, but please encourage them to contact their pharmacy, their GP or to book their delivery online with their pharmacy, in the first instance so demand can be managed.</p> <p>If the resident cannot get through to their pharmacy, GP or cannot book this online, then you can contact <a href="mailto:prescriptiondeliveries@vchackney.org">prescriptiondeliveries@vchackney.org</a> / 07305086347 or 07305086348</p>