

If you are unable to get support from family or friends to help you shop and get your medicine, help can be provided using the following schemes:

**Medication:**

Please contact your local pharmacy in the first instance as they may have arrangements in place to deliver your medication. If you have received a letter from the Government saying that you are Clinically Extremely Vulnerable the pharmacy should be able to arrange free delivery of your medication.

**NHS Volunteer Responders** can assist with collection and delivery of medicine and shopping. They can be contacted on **0808 196 3646** between 8am and 8pm.

## Kent Together helpline

A 24 hour helpline has been set up to support vulnerable people in Kent who need urgent help, supplies or medication.

If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline via their website or by calling on **03000 41 92 92**. It is a 24 hour service.

You can also report your concerns about the welfare of someone else.

The helpline is a collaboration between KCC, Central Government, District, Borough and local councils, the voluntary and community sector, the NHS, emergency services and other partners to ensure help is at hand for vulnerable people.

Maidstone Borough Council has also been making as much advice available on our website as possible, on our COVID-19 page:

### Advice and support for residents

This includes more details about other support agencies, how to access direct support and ways in which you can offer help.

[www.maidstone.gov.uk](http://www.maidstone.gov.uk)

# COVID-19

## Support for the

## Clinically Extremely Vulnerable (CEV)

**MBC is supporting the Government's national shielding system to help provide support to those who are Clinically Extremely Vulnerable (CEV).**

If you have received a letter informing you that you are a CEV individual and require assistance please contact us on: **01622 602307 (Monday to Thursday, 9am to 5pm and Friday, 9am to 4.30pm)**. We are also continuing to work with our local community groups and volunteers to provide additional assistance to those who need help during lockdown. To find out more about the help we can offer, please visit our website: **maidstone.gov.uk**

### Find community support and volunteers in your area

**Local Groups**

[www.maidstone.gov.uk/home/other-services/covid-19/tier-2-primary-areas/need-support/support-groups](http://www.maidstone.gov.uk/home/other-services/covid-19/tier-2-primary-areas/need-support/support-groups)

**Citizens Advice Maidstone**

[www.maidstonecab.org.uk](http://www.maidstonecab.org.uk)  
Tel: 0344 848 7978

**Age UK Maidstone**

[www.ageuk.org.uk/maidstone](http://www.ageuk.org.uk/maidstone)  
Email: [info@ageukmaidstone.org.uk](mailto:info@ageukmaidstone.org.uk)  
Tel: 01622 753618

**Involve Kent**

[www.involvekent.org.uk](http://www.involvekent.org.uk)  
Email: [office@involvekent.org.uk](mailto:office@involvekent.org.uk)  
Tel: 03000 810005

**Money Advice Service**

[www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)

**Maidstone and Weald Samaritans**

Freephone open 24 hours a day:  
116 123

Please note, for all the latest medical advice see: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)



#kenttogether



## Maidstone Community Support

### Support for Clinically Extremely Vulnerable (CEV)

Following the National lockdown which started on 5 November, this guidance is for those who have been identified as Clinically Extremely Vulnerable (CEV).

### Registering for support online

If you have a medical condition which means you're classed as being Clinically Extremely Vulnerable to coronavirus or if you have received a letter informing you to shield you should register on the **National Shielding Support Service (NSSS)**. You can do this from the Maidstone Borough Council website.

Before you start to register for support you will need your NHS number which you can find on any letter from the NHS, or on a prescription.

### Some frequently asked questions, more on our website:

#### Should I be shielding?

No. Those that are Clinically Extremely Vulnerable, clinically vulnerable or those aged over 60 should be especially careful and minimise contacts, but there will be no return to the shielding programme used in the first lockdown.

The Prime Minister, Boris Johnson has said those in this category should work from home. You should receive a letter from the Government by the **7 November 2020**.

#### Can different households mix indoors?

No, not unless they are part of an "exclusive" support bubble, which allows a single-person household to meet and socialise with another household.

Parents are allowed to form a childcare bubble with another household for the purposes of informal childcare, where the child is 13 or under.

#### I care for a friend or relative - can I still go to their house?

Yes. If the person you are caring for needs the care you provide then you can go into their house to deliver this. If they live alone you can form a support bubble with them. Remember to make sure you wash your hands regularly and maintain social distancing wherever possible.

#### Will I receive a food box?

No, the government will not be providing a food box as there is no shielding programme in place. You should receive a letter from the Government by the 7 November 2020, which will tell you what to do if you need support.

If you need immediate assistance check our website for local support in your area.

### Some useful contact numbers:

**If you are unable to get support from friends or family to help you shop online and are vulnerable, MBC is able to help you with setting up priority shopping with Tesco and Iceland. To do this please call us on: 01622 602307 (Monday to Thursday, 9am to 5pm and Friday, 9am to 4.30pm).**

#### Below is a list of supermarkets who offer online shopping and deliveries:

Tesco: **0800 917 7359** [www.tesco.com](http://www.tesco.com)

Morrisons: **0345 611 6111 (option 5)** [www.groceries.morrisons.com](http://www.groceries.morrisons.com)

Iceland: [www.iceland.co.uk](http://www.iceland.co.uk): **0800 328 0800**

Aldi: [www.aldi.co.uk](http://www.aldi.co.uk)

Asda: [www.asda.com](http://www.asda.com)

Co-op: [www.coop.co.uk](http://www.coop.co.uk)

Lidl: [www.lidl.co.uk](http://www.lidl.co.uk)

Marks and Spencer: [www.marksandspencer.com](http://www.marksandspencer.com)

Sainsbury's: [www.sainsburys.co.uk](http://www.sainsburys.co.uk)

Waitrose: [www.waitrose.com](http://www.waitrose.com)

Brakes emergency hampers: [www.brakesfoodshop.co.uk](http://www.brakesfoodshop.co.uk)

Wiltshire Farm Foods: **0800 046 5614**

Apetito (meals on wheels): **01225 560 127**

#### I am struggling financially.

We are unable to provide direct financial assistance. However, there are other agencies who are set up to offer advice and financial assistance.

**Kent Support & Advice Service (KSAS):** Can assist with food deliveries, utility vouchers, clothing vouchers and furniture, for those in financial hardship. Call 0300 333 5700 to apply.

**Kent Community Foundation:** Requests for financial support can be made via the website [www.kentcf.org.uk](http://www.kentcf.org.uk) or by calling: **01303 814500**

**Council Tax Support:** You will need to apply online to see if you are eligible for support, you can do this on our website. Call us if you have any problems: **01622 602557**

**Universal Credit / Housing Benefit support:** You can apply for Universal Credit online using the GOV.UK website: [www.universal-credit.service.gov.uk](http://www.universal-credit.service.gov.uk)