

Community Support Response Hub

Reply to:

Tel: 01993 861077

Email: community.support@westoxon.gov.uk

Council Offices

Woodgreen

WITNEY

Oxfordshire OX28 1NB

Tel: 01993 861000

www.westoxon.gov.uk



WEST OXFORDSHIRE
DISTRICT COUNCIL

Dear Resident

As the Shielding programme is paused and people start to return to work, we know that many of you will be feeling anxious about the changes taking place. We want to reassure you that West Oxfordshire District Council, along with a wide range of charities and community services are here to help.

If you or someone you know is worried and needs help please call the Council on **01993 861077** or send an email to community.support@westoxon.gov.uk

To keep up to date see our website, www.westoxon.gov.uk and follow us on social media.

Coronavirus - be aware of new scams

It's important you're aware of the many new scams around at the moment because of coronavirus. Scams to look out for include:

- advertising face masks, testing kits or medical equipment at high prices
- emails or texts pretending to be from the government
- emails offering life insurance against coronavirus
- people knocking at your door and asking for money for goods or for charity

If you see emails or texts about coronavirus from someone you don't know, or from an unusual email address, don't click on any links or buy anything.

Don't give money or personal details to anyone you don't know or trust - for example someone who knocks on the door and offers to help.

Contact the police immediately by **calling 101** if the scammer is in your area or you've transferred money to the scammer in the last 24 hours

If you feel threatened or unsafe, **call 999**.

You can call Citizens Advice to speak to a Scams Action adviser on **0808 250 5050** or for lots of helpful information look at their website:

<https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/>

Stay safe and well.

Turn over for more information about organisations whom can provide help and support.

OXFORDSHIRE DOMESTIC ABUSE SERVICES

Free services to anybody aged 16+ experiencing domestic abuse.
Helpline open Mon to Fri 10am - 7pm.

Tel: 0800 731 0055

Email: das@a2dominion.co.uk

* Alternatively, you can call the 24-hour National Domestic Abuse Helpline **Tel: 0808 2000 247**.



Citizens Advice have converted their face-to-face advice to helping more people over the phone and added a new email advice service.

T: 0300 330 9049

E: info@citizensadvicewestoxon.org.uk

W: www.citizensadvice.org.uk/coronavirus



Offers advice and assistance to people with a friendly, weekly call to see how you are and to problem-solve any practical problems. Leave your name and number and someone will call back as soon as possible (Monday to Friday).

T: 01865 411 288



Information service offering free support to anyone currently struggling with stress, anxiety or fatigue.

Offer free advice and support over the phone or via webchat.

Lines open Monday to Friday 9-5pm

T: 0800 048 7035

E: hereinfo@guideposts.org.uk

W: www.guideposts.org.uk/information-service/



Provides support to those with a housing-related need, including anyone facing homelessness, coupled with other needs that justify a tailored support plan of up to six months.

T: 01993 704061

E: enquiries@connectionsupport.org.uk

W: <https://www.connectionsupport.org.uk/oxfordshire/>



Drug and alcohol treatment and support service

T: 01993 849405

E: oxfordshire@turning-point.co.uk

W: <http://wellbeing.turning-point.co.uk/oxfordshire/>



Oxford Health NHS Foundation Trust

A 24/7 mental health helpline has been launched to take pressure off 111. The line will help get the right mental health advice for people of all ages including children and older adults

T: 01865 904 997 (adults)

T: 01865 904 998 (children and young people)



If you have a diagnosis of dementia, or are a carer or relative of someone who has, Dementia Oxfordshire can provide advice and support.

Support line open Monday to Friday 9am - 6pm

T: 01865 410 210

E: info@dementiaoxfordshire.org.uk

W: <http://www.dementiaoxfordshire.org.uk>

Dementia Oxfordshire is a partnership between three local charities, Age UK Oxfordshire, Guideposts and Young Dementia UK



Online and phone wellbeing advice and information. Options sessions and ongoing telephone support available...

T: 01865 247788

E: info@oxfordshiremind.org.uk

W: www.oxfordshiremind.org.uk