



**CORONAVIRUS**

**STAY HOME  
PROTECT  
THE NHS  
SAVE LIVES**



To the householder,

## Are you finding it hard to get help and support?

During this Coronavirus pandemic, Leeds City Council is working with Voluntary Action Leeds and local organisations to provide additional support to ensure everyone is able to get the help they need.

### Am I eligible for help?

You can receive help and support from us if you do not have family or friends that can help and –

- You are an individual or family that is self-isolating due to a member of the household feeling unwell (high temperature and/or new persistent cough).
- You have a health condition and have been advised by the NHS to self-isolate
- You have been advised to stay home in line with national guidelines

- You are finding it difficult to leave your home to shop for food, medicines and other essentials

If you can afford to pay for your essentials then you should pay. However, we do have arrangements in place for those that cannot afford to pay.

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For all other Coronavirus help and advice please visit [www.leeds.gov.uk/coronavirus](http://www.leeds.gov.uk/coronavirus)

## What help is available?

You may already be receiving help from neighbours that you know and trust or local organisations in your area that meets your needs.

If that's not the case then Leeds City Council has worked with its partner, Voluntary Action Leeds, to set-up a volunteering arrangement that can help you.

The help will come from Leeds City Council and from our Community Care Volunteers working alongside a range of Leeds City Council approved volunteer hubs made up from community organisations in your area.

Our volunteers will be registered with us, clearly identifiable with their own Leeds City Council identification badge and a letter from Leeds City Council with a number that you can phone to check their identity. Please be reassured that for their safety and yours, volunteers and LCC staff will be following social distancing guidelines and observing good hygiene standards in accordance with the national guidance.

The sorts of things that our volunteers can help with are –

- Delivering food, essentials and medication to people in the community
- Checking how you are and having a chat on the phone
- Putting bins out for collection
- Walking dogs
- Posting mail

## How can I get help?

Do not wait until your needs are urgent as it will help us plan the visit of our community care volunteer.

If you want to get help and support from our volunteers then please contact us by calling

**0113 378 1877**

You can also ask someone to call for you if that's easier. ***If you have already called this number and arranged help, you do not need to call again.***

## What happens next?

When you contact us, Leeds City Council will pass your information onto your local volunteer hub. They will contact you and arrange for a community care volunteer to help you.

## What do I do if I want to register to become a Community Care Volunteer?

Register on the Voluntary Action Leeds website: **[www.doinggoodleeds.org.uk](http://www.doinggoodleeds.org.uk)**

Phone: **0113 2977920**

Email: **[info@val.org.uk](mailto:info@val.org.uk)**



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