



Guildford Borough Council  
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## Call the Council for direct help

From Monday 6 April any resident who feels they need help can call the Council's new community helpline and receive direct support. Council staff are on-hand to ensure the most vulnerable in the borough will have food and medicine and feel supported. All residents need to do is call **01483 44 44 00** or register online at [www.guildford.gov.uk/athome](http://www.guildford.gov.uk/athome). Or if you know of someone who is self-isolating or a neighbour or friend you are worried about you can call on their behalf, just let them know you are referring them and we will do the rest.

Council staff are also offering another phone service by matching offers of volunteering to resident run community groups (both new and existing). If you would like to volunteer to help your local community, contact us on **01483 505050** and one of our dedicated customer service team will put you in touch with groups in the borough that need help.

The community helpline will be open from 8.30am-7pm Monday to Friday and 10-2pm Saturday and Sunday. Over the Easter bank holiday weekend (Friday 10 to Monday 13 April) we will be open from 10-2pm.

We are also reminding residents that we can help those who have been recently discharged from hospital or need changes made to their home to allow them live safely and independently. Please call our Safe and Settled team on **01483 444476**. We can install handrails, careline alarms and more.

The Council has two local hubs at the Park Barn Centre (The Hive) and the Shawfield Centre to the west of the borough both providing an increased meals-on-wheels and wellbeing checks service. We have already set aside £50,000 to pay for food for our local hubs to ensure we can meet the needs of our vulnerable groups. We are also very pleased to open Spectrum Leisure Centre as the county's hub for distributing food to those who are classed as shielded because they have received a letter from the NHS. The centre is a collaboration between Surrey County Council, Guildford Borough Council and partners from the Local Resilience Forum.

Our local foodbanks, North Guildford Foodbank and the Guildford Salvation Army drop-in and food crisis centre, on Woodbridge Road, welcome donations and financial assistance. North Guildford Foodbank has branches at St Clare's Church, New Hope Centre and Bushy Hill Community Centre.

For more information on the Council's response to Coronavirus see [www.guildford.gov.uk](http://www.guildford.gov.uk)