

# Flintshire Together



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

Useful  
information  
for residents

If you would like a copy of this publication in your own language or in an alternative format such as large print, braille or on tape, please contact [communication@flintshire.gov.uk](mailto:communication@flintshire.gov.uk)



As shielding is paused, we wanted to reassure you that Flintshire County Council is here to support you through this next stage.

We have put together this booklet of information from the Council and our partners which we hope you will find useful.

The booklet contains a wide range of topics including:

- Key Council contact details
- Safeguarding information
- Help and advice on Council Tax and rent
- Warm Wales
- Track, trace and protect

We want to take this opportunity to remind you how we can help to ensure you stay safe and are receiving the care and support you need. If you need help, contact us between **8.30 a.m. and 5.00 p.m. Monday-Friday on 01352 752121.**

Our friendly team will talk to you about the help we can provide. We can ensure that either our own teams or our partners support you where you need assistance with food and medicines deliveries and also give advice on how you can keep in touch with people safely. We have already helped members of our community and this has really supported them to keep safe and follow the advice given by Welsh Government.

We work with a range of partner organisations and you may prefer to contact them by using our Flintshire Adult Services Single Point of Access (SPOA) - **03000 858858** or **SPOA@flintshire.gov.uk**. SPOA can also offer support and advice on the following:

- o Medication collection and delivery
- o Help with shopping
- o Help with food
- o Befriending schemes
- o Access to mental health support

Flintshire Local Voluntary Council - **01352 744000**

Flintshire Family Information Service: email: (for Family Information Service enquiries only) **fisf@flintshire.gov.uk**

Useful websites: **www.dewis.wales** or **www.fis.wales**



GIG  
CYMRU  
NHS  
WALES

Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales



Llywodraeth Cymru  
Welsh Government

# Coronavirus

## Looking after your mental wellbeing

We are living through a difficult time and it is more important than ever to look after your mental health and wellbeing.

### How are you feeling?

Like better handwashing to protect your physical health, there are things you can do to protect your mental wellbeing.

By taking steps to care for your own mental wellbeing, you will feel better, your body will benefit and you will also be better able to care for others at home, in work and in your community.

You'll find some tips and links below to help you look after yourself, family and friends.

Using **CALM** may help you to take care of your feelings, your body, your thoughts and what you are doing:

### Calming activities –

Relaxation and mindfulness exercises (try headspace), talking to others who can reassure you.

### Attending to basic needs –

Planning your day and thinking carefully about your sleep, exercise and what you eat.

### Learning to re-think –

Avoiding rumours, limiting media coverage, focussing on the things you can do.

### Making yourself feel good –

Doing things that help you laugh, take your mind off your worries and staying connected with others.

### More information

If you'd like more information and links to practical support, visit the Public Health Wales 'How are you doing?':

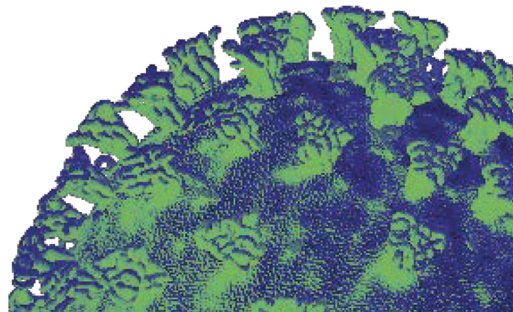
[www.phw.nhs.wales/howareyoudoing](http://www.phw.nhs.wales/howareyoudoing)

If you need to speak to someone, the CALL Helpline provides confidential listening and emotional support in Wales, 24 hours a day:

[0800 132 737](tel:0800132737) / [helpline.org.uk](http://helpline.org.uk)

Citizens Advice can provide advice on financial support and signpost you to other agencies who may be able to help you - [03444 77 20 20](tel:03444772020) (9am to 5pm, Mon – Fri): [www.citizensadvice.org.uk/wales/about-us/contact-us/](http://www.citizensadvice.org.uk/wales/about-us/contact-us/)

By following the latest advice, you are already doing your part to protect the most vulnerable people in our families and communities.



## Flintshire working together to safeguard our children and vulnerable people

We all need to be looking after each other at this difficult time more than ever. If you have concerns or suspicions about a child in Flintshire being harmed, a family needing support or an adult who is at risk, please phone:

**01352 701000** to report concerns about children;

**03000 858858** to report concerns about adults;

Flintshire Youth Justice Service and Flintshire Sorted offices are currently closed but if you need to speak to someone please call **01352 701125** and leave a message and someone will get back to you.

Alternatively, outside regular office hours, please phone the Duty Social Worker on: **0345 0533116**.

Please remember that in all cases if your query is a police matter call **101** for non-urgent enquiries or if the matter is urgent please contact **999**.

We want to reassure you that our child and adult protection services are continuing and we are relying on professionals and the public to report any concerns they may have about children, families and adults at risk.



## Live Fear Free

Domestic abuse is a largely hidden crime, occurring primarily at home.

The current crisis may mean that you are facing increased danger. If you have experienced domestic abuse or sexual violence, or are worried about a friend or relative who is experiencing domestic abuse or sexual violence, you can call the

**Live Fear Free Helpline for free,  
24 hours a day, 7 days a week.**



Live Fear  
Free Helpline

Llinell Gymorth  
Byw Heb Ofn

**0808 80 10 800**

## Help and advice with Council Tax and rent

Some people may have difficulties and may be worried that they cannot make their regular Council Tax or rent payments.

We are here to offer support and advice if you find yourselves in this situation. If you are in need of advice and assistance with Council Tax Team, contact our Council Tax team on **01352 704848** or by email at **local.taxation@flintshire.gov.uk**.

- If Council tenants are worried about falling into arrears it is important to speak to the Rent Income Team on **01352 703838** or by email at **rents@flintshire.gov.uk**

The Council is committed to supporting residents and we are on hand to agree affordable repayment plans.

- If you rent privately or have a mortgage and are worried about your housing costs, you could contact your landlord or mortgage provider. You may be able to agree a payment holiday or payment reduction. If you are worried about your housing situation contact our Housing Solutions Team on **01352 703515** or email **housing.support@flintshire.gov.uk**. Alternatively Shelter Cymru offer Independent Housing Advice and Expert Debt Advice. You can call them **08000 495495** or visit their website **www.sheltercymru.org.uk**.

- If residents can only pay in cash, Flintshire Connects Centres have now reopened. It is always worth getting in touch with the Council Tax or rent service so that we are aware of your circumstances.

Please be aware that call volumes are very high and we are receiving large numbers of emails but will respond as quickly as we can. We appreciate your patience and cooperation at this time.



# IMPORTANT INFORMATION FROM FLINTSHIRE COUNTY COUNCIL

## Ongoing situation. What support is available?

### Changes to Job Centre Appointments

If you are in receipt of benefits you do not have to attend the jobcentre appointments for three months, starting from Thursday 19th March 2020. You will continue to receive your benefits as normal but all requirements to attend the jobcentre in person are suspended. You can still make your applications for benefit online as long as you're eligible.

Jobcentres remain open and will continue to support people who are not able to use phones and online, including homeless people. To find out more please visit <https://www.understandinguniversalcredit.gov.uk/coronavirus/>

### What can you claim?

If you're following government guidance because you have coronavirus symptoms, you'll be considered unfit for work. You'll also be considered unfit for work if you're staying at home, or 'self-isolating', because you've been in contact with someone with coronavirus.

You'll get statutory sick pay (SSP) if you're considered unfit for work and are usually entitled to it - check if you're entitled to SSP.  
<https://www.gov.uk/statutory-sick-pay>

If you are not eligible to receive sick pay you can apply for either Universal Credit or New Style Employment and Support Allowance  
<https://www.gov.uk/apply-universal-credit>  
<https://www.gov.uk/employment-support-allowance/eligibility>

### Job Retention Scheme

The Government have recently introduced the 'Coronavirus Job Retention Scheme'. This is to help employees that have had their pay reduced to 80% due to Coronavirus. If **ALL** the criteria below are met, please get in touch with us as you may be entitled to more Housing Benefit and/or Council Tax Reduction.

- You are still employed and remain on your employer's payroll, and you are **NOT** currently undertaking any form of work, and you are receiving 80% of your normal pay.

### Self Employed

If you have to take time off work and you don't get paid while you're off, you might be entitled to claim benefits. If you're already claiming Housing Benefit and/or Council Tax Support please email the office at [benefits@flintshire.gov.uk](mailto:benefits@flintshire.gov.uk) and we will aim to contact you within 48 hours or alternatively please contact the office on **01352 704848** but please note that we may be experiencing high volumes of calls.

For more information on the Self-employment Income Support Scheme please use the following link;  
<https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

### Housing Benefit/Council Tax Reduction

If you have had a change in your circumstances please contact

the benefit office by emailing [benefits@flintshire.gov.uk](mailto:benefits@flintshire.gov.uk) and we will aim to contact you within 48 hours or alternatively please contact the office on **01352 704848** but please note that we may be experiencing high volumes of calls.

### Universal Credit Minimum Income Floor (MIF)

If you are self-employed, the Minimum Income Floor (MIF) won't apply to you after 6 April 2020. This change will apply to you if you claim Universal Credit (UC) and will last until the coronavirus outbreak is over. New UC claimants do not have to attend a job center to provide evidence that they are self-employed. These will be dealt with on a case by case basis when new claimants contact UC.

### Advice and Support

If you are finding it difficult to make a claim for Housing Benefit and/or Council Tax during this difficult time then please contact the Welfare Reform Team by emailing [wrrt@flintshire.gov.uk](mailto:wrrt@flintshire.gov.uk) who may be able to assist you with completing an application form. If you are finding it difficult to budget and pay bills or need help to understand what support is available to you then please email [wrrt@flintshire.gov.uk](mailto:wrrt@flintshire.gov.uk) alternatively please contact the office on **01352 704848** but please note that we may be experiencing high volumes of calls.



AS SHIELDING IN WALES WILL BE PAUSED FROM 16TH AUGUST, THE FOOD BOX DELIVERIES, SPONSORED BY WELSH GOVERNMENT WILL COME TO AN END.



COMING SOON

WELL-FED IN PARTNERSHIP WITH FLINTSHIRE COUNTY COUNCIL IS PLEASED TO ANNOUNCE THAT THIS AUTUMN WE WILL BE LAUNCHING OUR 'WELL-FED AT HOME BOXES'.



THIS AUTUMN

THE WELL-FED AT HOME BOXES ARE BASED ON THE SUPPLY OF FRESH MEALS DESIGNED TO GIVE EVERYONE ACCESS TO GOOD, FRESH FOOD.

EACH BOX WILL CONTAIN OUR EASY TO FOLLOW RECIPES ALONGSIDE A RANGE OF DELICIOUS MEAL OPTIONS HANDMADE BY OUR SKILLED CHEFS..

Is this something you'd be interested in?  
Email us at: [fooddelivery@flintshire.gov.uk](mailto:fooddelivery@flintshire.gov.uk)  
Or call: 01352 752121



Llywodraeth Cymru  
Welsh Government



Do you have coronavirus symptoms?



Stay at home.



Call 119 to book a test.

NHS WALES TEST, TRACE, PROTECT SERVICE.  
HELPING TO KEEP YOUR COMMUNITY SAFE.

[gov.wales/coronavirus](https://gov.wales/coronavirus)

NHS Wales Test, Trace, Protect service.

Be aware of scam callers.



You will never be asked to pay for a test, or to give bank details or passwords.

Contact tracers will always use this number **02921 961133**.



# SUPPORTING YOU DURING COVID-19

## HEALTHY HOMES, PEOPLE, LIVES AND COMMUNITIES



### DIRECT SUPPORT -

ENERGY SAVING ADVICE

SMART METER ADVICE

TARIFF SWITCHING  
ADVICE

BENEFIT ENTITLEMENT  
ADVICE

CARBON MONOXIDE  
AWARENESS

FIRE SAFETY AND  
SMOKE ALARM ADVICE

### SIGN POSTING FOR -

PRESCRIPTION  
COLLECTIONS

FOOD, PARCELS AND  
SHOPPING

MENTAL HEALTH  
SUPPORT

COMMUNITY  
GROUPS

BEFFENDING

GRANTS AND  
ASSISTANCE

ENTER POWER SAVING MODE, SWITCH & SAVE WITH US!

WE ARE HERE  
TO HELP!



[information@warmwales.org.uk](mailto:information@warmwales.org.uk)



01352 711 751

[www.warmwales.org.uk](http://www.warmwales.org.uk)  
01352 711751



HEALTHY HOMES  
HEALTHY PEOPLE  
CARTREFL I'ACH  
POBL I'ACH



WALES & WEST  
UTILITIES