

Newcastle City Council's Welfare and Wellbeing Team provide support for residents who are **self-isolating** or are **clinically extremely vulnerable** and need extra help. Residents should always seek help from their friends, family and community first, and use online resources to contact support services directly. Where this is not possible, the Welfare and Wellbeing team can help. We can talk you through how long to isolate for, and what you can and cannot do if you are CEV. We can match you to a volunteer to do your shopping, walk your dog, or phone you to check you're doing okay. We can signpost you to food banks who can help you with free or low cost food, and in an emergency, we may be able to provide a food parcel. We can refer you to our finance teams who can offer advice and support around debt, budgeting, benefits and other financial issues.

To get support, please complete this [online form](#) or visit www.newcastle.gov.uk/welfare . Alternatively, call 0800 170 7001 or 0191 277 8000, and someone can complete the form on your behalf. The Team work Monday to Friday 8am to 8pm and Saturday from 9am – 3pm. Those requiring immediate support, will be contacted by telephone on the same day (except Sundays). For all other requests, the Team will call within 36 hours. The team will provide a reduced service on working days over the Christmas period. Residents are asked to plan ahead and consider their needs for this time when many support services will not be operating as usual.

Those residents in need of support who are not self-isolating or clinically extremely vulnerable, should visit the website www.newcastle.gov.uk/citylifeline or telephone 0800 170 7001 or 0191 277 8000, where they will be guided through what is available to help them

Useful links:

www.informationnow.org.uk : free and low cost food in Newcastle

<https://www.newcastle.gov.uk/services/welfare-benefits> : financial information and support from Newcastle Council

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19> : Government advice on Clinically Extremely Vulnerable (CEV)