

A-Z support services directory for DSO families during coronavirus

Businesses or self-employed people

- ♦ **HMRC** Helpline details [here](#)
- ♦ **Oxfordshire Local Enterprise Partnership** has compiled a list of resources for businesses (including advice on apprenticeships) [here](#)

Children (age 0-5)

- ♦ **Home Start Oxford** have volunteers and Co-ordinators ready to support additional families by phone. They can offer this through the volunteer / staff experience in early years, parenting, mental health support, domestic abuse, access to crisis grants, advocacy with housing etc. New number is 01869 322 394, staffed 8-2 Mon-Fri.
- ♦ **Oxfordshire Breastfeeding Support** offer 1-2-1 breastfeeding support via video or phone call. More information and resources [here](#).
- ♦ If you are **worried about your baby or yourself**, please contact your midwifery or health visiting team, or NHS 111 (999 if it's an emergency).

Citizens' Advice

Covers lots of different types of advice including debt, benefits, consumer, employment, housing, immigration, law, family and health issues.

- ♦ Coronavirus guidance [here](#)
- ♦ Adviceline: 03444 111 444
- ♦ Text relay: 03444 111 445
- ♦ Local Oxford branch [here](#)

Consumer advice

Which? (Consumer advice covering transport/travel/shopping/buying etc) coronavirus advice [here](#)

Domestic abuse

Women's Aid guidance [here](#)
Mankind for male victims [here](#)
Childline [here](#)

ESPECIALLY FOR OUR MEMBERS:

Oxford Together is now being manned by a number of volunteers from Yellow Submarine (whose activities are on hold). They are working beyond just central Oxford at the moment and are happy for DSO members to approach them for help. They have divided their help into Expert Pods. DSO members can self-refer themselves to **Miriam Chappell** in the Additional Needs Pod of Oxford Together. Help is provided in three areas:

- ♦ 1:1 phone support
- ♦ 1:1 practical support, including food shopping, prescription collection and referrals to other support organisations
- ♦ Connections to Street Champions in some areas of the city and county.

We have had confirmation that Oxford Together are happy for DSO members across the county to make contact should they need help. Oxford Together will do their best to provide that help or connect the family with appropriate local support.

Visit the website [here](#) or call 07957 105129.

Elderly

Age UK's Oxfordshire branch has introduced a new telephone support system for elderly people as they face months of isolation. Concerned residents can phone 01865 411 288 and leave their name and phone number to receive a call back. Assistance includes a friendly, weekly call to see how you are and problem solve if you are facing practical problems.

There are dedicated pages on the DSO website that include essential information and other resources. Click [here](#)

Employment/workplace rights

ACAS (Advisory, Conciliation and Arbitration Service) gives employees and employers free, impartial advice on workplace rights, rules and best practice. They also help sort disputes out before they get to tribunal.

- ◆ Coronavirus advice [here](#)
- ◆ Helpline: 0300 123 1100

Energy costs

If you have a **pre-payment meter** and you are struggling to top up contact your provider which may be able to help. More info on **Money Saving Expert** [here](#)

Advice from **Ofgem** [here](#)

Grants for covering energy costs through British Gas (not just for their customers) [here](#)

Companies who offer **grants specifically for their customers:**

- ◆ [npower Energy Fund](#)
- ◆ [Scottish Power Hardship Fund](#)
- ◆ [Ovo Energy Fund](#)
- ◆ [E.on Energy Fund](#)
- ◆ [EDF Energy Trust](#)
- ◆ [SSE \(Southern Electric\) Priority Assistance Fund](#)

Help with making applications to some funds from **Charis:**

- ◆ Online [here](#)
- ◆ Telephone: 01733 421021
- ◆ Email: EnergyFund@Lets-Talk.online

Exercise

Some guidance [here](#) from Active Oxfordshire on how to stay active at home.

Food concerns

For the most **up-to-date recommendations**, see the Oxford Together food access info sheet [here](#).

Oxford Together are currently coordinating FoodBanks with Delivery Partners and Community Hubs to make sure everyone stays well fed. Keep your eyes peeled for more info shortly. Click [here](#).

If someone is healthy & able, and just needs information, there is lots of useful info about places to do **Grocery & Supplies shopping in Oxford**. Click [here](#).

If someone needs access to a **Food Bank**, here is a database of FoodBanks. Most useful might be SOFEA Community Larders - they offer pre-made food parcels at these sites, they are free and require the minimum possible information to sign up members. Click [here](#).

If someone is self-isolating or needs practical help, the first thing to do is to contact their **Street Champion**, and ask if they can find someone to collect a package from the Community Larder on their behalf. If they don't know who their Street Champion is, they can find out by searching their area [here](#).

If someone can't get hold of their Street Champion, they can make a **Practical Support request** using [this form](#), and Oxford Together will connect you with a Practical Support volunteer.

Nextdoor App: Available on [Apple](#) and [Android](#). It provides information of various food and service suppliers in your locality. Where people cannot get delivery of collection slots with the major supermarkets, many people are having more luck securing deliveries from local butchers, bakers, greengrocers etc.

Fraud

Action Fraud is the official police site with information about scams and a place to report scams and frauds [here](#) or by phone 0300 123 2040.

Home schooling and activities (all ages) Chatterpack:

- ◆ Free Speech and language, OT, and many other SEND resources for families and school [here](#)
- ◆ Home Learning Resources List for Schools and Families [here](#)
- ◆ A list of free, online, boredom-busting resources [here](#)

Early years' home learning. The [Early Years toolkit now has a 'Home Learning Environment' tab](#) with lots of activities to do at home. It is accessible to everyone.

Mencap advice and support [here](#)

KEEN is doing regular Zoom sessions, which are announced once a week once it has been established what volunteers are available to do what. To access KEEN activities, simply register as a member of Keen. To receive a weekly email go [here](#).

RCLST visual timetable [here](#)

Oak National Academy A UK government-funded series of lessons labelled by year group [here](#)

A Reading and Language Intervention for Children with Down Syndrome (RLI) [here](#)

BBC Get Well Soon COVID-19 special [here](#)

Also, see the Home Learning section of the **DSO website** [here](#)

Housing

Shelter provides specialist housing advice aimed at preventing homelessness. They can also help with issues with your rent, landlord, repairs, mortgage etc.

- ♦ Main site [here](#)
- ♦ Helpline: 0808 800 4444
- ♦ 8am – 8pm on weekdays

(See also *Citizens' Advice*)

Immigration

- ♦ Free movement resources [here](#)
- ♦ Immigration Law Practitioners Resources [here](#)

Mental health

Mind has a page on coronavirus and mental health [here](#). It also runs an information service:

- ♦ Phone: 01865 247788
- ♦ Email: info@oxfordshiremind.org.uk
- ♦ Website [here](#)

'Benefits for Better Mental Health' is a service run by Oxfordshire Mind to help those experiencing mental health

difficulties get benefits advice and support. More info [here](#)

The **Mental Health Foundation** Covid-19 resources [here](#).

Samaritans' coronavirus support content [here](#). Oxford Branch contact details:

- ♦ 116 123 free from any phone
- ♦ 0330 094 5717 (local call charges apply)

CAMHS 24-hour mental health hotline.

Parents can call for children and young people inc behaviour changes at this time: 01865 904998. Separate number for parents/adults: 01865 904997. Website [here](#)

Miscellaneous resources and services

Oxfordshire All In – [mapping local support groups](#).

Covid Mutual Aid – [mapping local support groups](#).

OCVA has [a list of local resources](#) including support for vulnerable populations such as older people, migrants, and more.

Oxford City Council Activity Hub – [resources for people to do at home](#)

Money/Finance/Benefits/Debt

- ♦ **Understanding universal credit** (government website) [here](#)
- ♦ Platform for **low-income individuals** to apply for personal grants [here](#)
- ♦ **Money Advice Service**
 - Coronavirus advice [here](#)
 - Debt Advice Locator [here](#)
 - Contact details for the Money Advice Service [here](#)
- ♦ Financial help / Financial rights from **Money Saving Expert** [here](#)
- ♦ **Turn 2 us** (Turn2Us can help you check your benefits to see if there's anything you could get that you didn't know about. They can also help you understand how to claim)
 - [Benefits checker](#)
 - [Grant search](#)
 - [Funds for helping people in need](#)

National debtline (guided self-help)

- ✦ Online [here](#)
- ✦ Telephone: 0808 808 4000
- ✦ Monday to Friday: 9am – 8pm
- ✦ Saturday: 9.30am – 1pm

Business debtline (guided self-help)

- ✦ Online [here](#)
- ✦ Telephone: 0800 197 6026
- ✦ Monday to Friday: 9am - 8pm

Stepchange for advice, template letters, and negotiation with creditors

- ✦ Online [here](#)
- ✦ Telephone: 0800 138 1111
- ✦ Monday to Friday 8am to 8pm, Saturday 8am to 4pm

Tax Credits: It's been announced that people who cannot work their normal hours will not see any change in their Tax Credits if their hours reduce. Details [here](#).

Official guidance (government/medical)

Government guidance

- ✦ on a number of topics [here](#)
- ✦ support for your children's mental health and wellbeing [here](#)

NHS

- ✦ overview and guidance [here](#)
- ✦ NHS 111 coronavirus service [here](#)

Public Health England guidance:

- ✦ for households with possible coronavirus infection [here](#)
- ✦ for supported living provision [here](#)
- ✦ on social distancing for everyone in the UK and protecting older people and vulnerable adults [here](#)

Down's Syndrome Medical Interest Group

(DSMIG) latest response [here](#)

Oxford University Hospitals latest news, including important information about outpatient appointments and non-urgent inpatient operations [here](#)

Prescriptions

Guidance on collecting prescriptions for another person [here](#)

AbiMeds: A group of volunteers have set up AbiMeds for Abingdon and surrounding areas. They can collect and deliver prescriptions for those who having difficulties or self isolating. Details [here](#)

Pets

Information about the **Pet Taxi** for Key Workers and NHS volunteers including dog walking, medicine collecting, animal feeding, boarding, and taking animals to the vet, [here](#).

Post

The **Royal Mail** stance on risk of transmission by post/paper is [here](#). Also potentially helpful for leafleting / flyering.

Relationships

Guidance support from **Relate** for managing your relationship with your partner [here](#).

Sign language/deaf/hearing impairment

For government health advice in British Sign Language, refer to **SignHealth** [here](#).

Special needs' support groups

Action for Carers Oxfordshire [here](#)

Oxfordshire Family Support Network [here](#)

Oxfordshire Parent Carers' Forum [here](#)

SHIFT [here](#)

Special Educational Needs Support Service

- ✦ Rachael Clare
Email [here](#)
- ✦ Vicki Davison
Email [here](#) (Mon, Tues, Thurs only)

NSPCC: supporting SEND children [here](#)

Water bills

Get support if you are struggling to pay.

- ✦ Help with my bills information [here](#)
- ✦ Telephone: 0300 034 222