



Working in partnership with:



## Community support for vulnerable residents

The council is working with H4All, a partnership between five of Hillingdon's leading charities, to provide support to the most vulnerable members of our community at this difficult time.

If you are unable to leave the house because you're ill, because of your caring role or if you are self isolating due to the coronavirus and do not have a friend, neighbour or family member available to support you, then we can offer peace of mind.

Our services include:

- **help with food shopping** - if you are unable to find a neighbour, friend or family member who is available to shop for you, then we can help to ensure you get a food delivery.
- **emergency food parcels** - H4All can deliver a box of essential food items to eligible residents.
- **prescriptions** - we can help you to register with your local pharmacy and arrange for regular prescriptions to be delivered to your door, to ensure you have a supply of essential medicines for yourself or the person you care for.
- **a regular telephone call** - if you are feeling lonely and isolated or struggling with your emotions during this time, then we can call you for a friendly chat, as frequently as you need, to see how you are getting on.
- **information and advice** - our skilled advice team will contact you on the telephone to support you through the complexities of the welfare benefits system, if you are eligible to claim, we will help with your claim and answer your questions
- **dog walking and posting mail** - if you need someone to walk your dog or to post letters we can help.

If you are on a special diet for medical reasons or need essential equipment, we will do our very best to help.

This is a free service, with the exception of food shopping, which will be arranged individually.

If you would like to use this service, email [COVID19Hub@hillingsdon.gov.uk](mailto:COVID19Hub@hillingsdon.gov.uk) or call **020 3949 5786** from 8am to 5.30pm, Monday to Friday (10am to 2pm weekends and bank holidays).

### Could you volunteer to help?

If you'd like to help the community and deliver support to Hillingdon residents most in need, please fill in our online form at: [www.hillingsdon.gov.uk/community-support](http://www.hillingsdon.gov.uk/community-support)

