



Coronavirus (COVID-19) Support for Individuals

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<p>Finance</p>	<p>Those who are in work</p>	<p>Statutory Sick Pay</p> <p>You may be eligible for £94.25 per week Statutory Sick Pay if you're at home because of COVID-19 due to infection, or on Government advice. This includes individuals who are caring for people in the same household and therefore have been advised to do a household quarantine. This will apply retrospectively from 13 March and you will be paid from day one of being off, rather than day four which would be the case under normal circumstances.</p> <p>Proof of sickness</p> <p>If you need to provide evidence to your employer that you need to stay at home due to having symptoms of coronavirus an Isolation Note can be obtained from NHS 111 online, rather than visiting a doctor. If you live with someone that has symptoms, an Isolation Note can be obtained from the NHS website.</p> <p>If you are ineligible for SSP, for example if you are unemployed or earn below the Lower Earnings Limit of £118 per week – and you have COVID-19 or are advised to stay at home, you can now more easily make a claim for Universal Credit or new style Employment and Support Allowance.</p>	<p>Isolation Note: https://111.nhs.uk/isolation-note/</p> <p>NHS Website: https://www.nhs.uk/conditions/coronavirus-covid-19/</p> <p>Universal Credit: https://www.understandinguniversalcredit.gov.uk/coronavirus/</p> <p>Employment and Support Allowance: https://www.gov.uk/guidance/new-style-employment-and-support-allowance</p>
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	<p>Facing redundancy or recently been made redundant?</p>	<p>Access the help and support you need through Partnership Action for Continuing Employment (PACE).</p> <p>Free and confidential, it’s a Scottish Government initiative dedicated to helping individuals and employers faced with redundancy.</p> <p>When you need to work out where to go next in your career, PACE can deliver on-the-ground services to support your transition.</p> <p>If you’ve lost your job due to COVID-19 (Coronavirus) there are immediate job opportunities available on the myworldofwork Job Hub.</p>	<p>PACE website: https://www.myworldofwork.co.uk/redundancy-help-scotland Telephone: 0800 917 8000 Job Hub: https://www.myworldofwork.co.uk/has-your-job-been-affected-covid-19-coronavirus</p>

Self-employed	The Government has announced that grants of 80% of average monthly profits, up to £2,500 a month, will be available to people who are self-employed, but this is dependent on them being registered with HMRC. For those who are newly self-employed the HMRC will look at available accounts to work out what they are entitled to. Self-employed people who are not registered with HMRC should apply for Universal Credit.	
If you are already claiming benefits	<p>Changes to Jobcentre appointments and health assessments</p> <p>People receiving benefits do not have to attend jobcentre appointments for three months, starting from Thursday 19 March 2020. People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.</p> <p>All face-to-face assessments for health and disability-related benefits have been temporarily suspended. If you had an appointment confirmed, or were awaiting confirmation on a date, your assessment provider will contact you to explain the next steps. If you are already receiving PIP, ESA, Universal Credit or IIDB you will continue to receive your current payments as normal.</p> <p>Universal Credit</p> <p>From 6 April the government is increasing the standard allowance in Universal Credit and the basic element in Working Tax Credit for one year. Both will increase by £20 per week on top of planned annual uprating. This will apply to all new and existing Universal Credit claimants and to existing Working Tax Credit claimants.</p> <p>From April, Local Housing Allowance rates will be increased to the 30th percentile of market rents. This will apply to all private renters who are new or existing Universal Credit housing element claimants, and to existing Housing Benefit claimants.</p>	https://www.understandinguniversalcredit.gov.uk/coronavirus/
If you're making a new claim	Don't delay making a benefit claim, even if you think you may be affected by coronavirus.	Universal Credit:

		<p>If you need to claim Universal Credit or Employment and Support Allowance (ESA) because of coronavirus, you will not be required to produce a Fit Note.</p> <p>If you are affected by coronavirus you will be able to apply for Universal Credit and can receive up to a month's advance upfront without physically attending a jobcentre.</p> <p>If you are suffering from coronavirus or are required to stay at home and want to apply for ESA, the usual 7 waiting days for new claimants will not apply. ESA will be payable from day one.</p> <p>If you have been working within the last 2 to 3 years and have paid and/or been credited with enough National Insurance contributions, you may be able to claim New Style Jobseeker's Allowance (JSA)</p> <p>New Style JSA can be claimed on its own or at the same time as Universal Credit. Your savings and capital (or your partner's savings, capital and income) are not taken into account when claiming New Style JSA.</p> <p>If you are self-employed and are making a new application for Universal Credit, you will not need to attend the jobcentre to demonstrate gainful self-employment.</p>	<p>https://www.understandinguniversalcredit.gov.uk/coronavirus/ Employment and Support Allowance: https://www.gov.uk/guidance/new-style-employment-and-support-allowance New Style Jobseeker's Allowance: https://www.gov.uk/guidance/new-style-jobseekers-allowance</p> <p>For those without online access, the UC Tel No is: 0800 328 5644</p>
Struggling to pay fuel bills?		<p>Home Energy Scotland</p> <p>If you, or anyone you know, is struggling with fuel bills at this difficult time, Home Energy Scotland is open for business. Our friendly advisors are on hand to offer free and impartial advice.</p>	<p>0808 808 2282</p> <p>https://www.greener-scotland.org/home-energy-scotland</p>
Other financial support		<p>Money Advice Service</p> <p>The Money Advice Service has a dedicated section with information about coronavirus.</p> <p>Money Saving Expert</p> <p>The Money Saving Expert website is a source of varied information around financial support at this time including information on: mortgage holidays; credit card and</p>	<p>https://www.moneyadvice.service.org.uk/en/categories/coronavirus-information</p> <p>https://www.moneysavingexpert.com/news/2020/03/uk-</p>

		<p>loan payments; help for renters; television subscriptions; benefits; energy bills; missed events and more. There is also a regular email bulleting that you can sign up for.</p> <p>Aberdeen City Council Housing, rent, council tax and support with other financial issues from Aberdeen City Council</p>	<p>coronavirus-help-and-your-rights/</p> <p>https://www.aberdeen.gov.uk/services/people-and-communities/coronavirus-covid-19</p>
Employability & Training	<p>Employability Support and Training</p> <p>Online training</p> <p>Young People</p>	<p>Pathways Services Pathways offers one-to-one support to help people find the job they want. Our team of Keyworkers can help you in all aspects of your jobsearch, building your confidence and helping you get the job you want. You can learn more here about the support available to you.</p> <p>Skills Development Scotland Offers a range of resources, including a CV builder, advice for people who have been made redundant, and careers guidance and advice.</p> <p>SDS has introduced a new portal in response to the COVID-19 pandemic to connect people with thousands of free-to-access online learning materials. The site has been designed with the support of the Open University in Scotland providing access to its award-winning OpenLearn platform of free courses - including hundreds of employability and skills related courses many of which offer digital badges.</p> <p>The Skills Toolkit The Skills Toolkit is made up of free online courses, tools and resources to help you improve your digital and numeracy skills. The Department for Education has consulted some of the country's leading educational experts and employers to make up a collection of high quality resources to suit a range of interests and skill levels.</p> <p>Moving On 2020</p>	<p>http://www.pathways-online.org/find-work.html 01224 682939 info@pathways-online.org</p> <p>https://www.myworldofwork.co.uk/ and https://www.skillsdevelopmentscotland.co.uk/</p> <p>https://www.myworldofwork.co.uk/learn-and-train/find-free-online-courses</p> <p>https://theskillstoolkit.campaign.gov.uk/</p> <p>https://www.aberdeen.gov.uk/services/business-and-</p>

		There is a range of support available to young people in the city. Moving On has been developed by Aberdeen City Council in partnership with Skills Development Scotland	licensing/moving-youth-recruitment-event
Schools and ELC closures	Guidance for keyworkers	<p>As of 5pm on Friday 20 March 2020, the Government decided that all schools and local authority early learning and childcare settings should close to all children and young people, with the exception of any critical provision to protect some key groups or activities.</p> <p>These are:</p> <ul style="list-style-type: none"> • Key workers: to ensure that children of key workers, for example NHS and social care staff, can still get learning and childcare if their parents absolutely must go to work. • Vulnerable children: to ensure that protection and support is still available for identified children who may be particularly vulnerable in the current circumstances, for example those in receipt of free school meals, children with additional support needs and at-risk children. <p>Some schools and local authority ELC settings may open for these purposes, but that will depend on the arrangements local authorities make for their local areas. Fill guidance available online.</p>	https://www.gov.scot/publications/coronavirus--school-and-elc-closures-guidance-on-critical-childcare-provision-for-key-workers/
	Online learning support hub	An online learning support hub has been set up with different portals for pupils, parents/guardians and teachers. Pupils will be able to access the curriculum. Pupils with no broadband access at home will be given a laptop along with a wifi connection device. Schools are organising provision for affected pupils, which is being made possible thanks to support from BT.	https://sites.google.com/ab-ed.org/digitallearninghub/home
	Free school meals	<p>Families eligible for free school meals will still be able to access services for children. Parents or guardians will be contacted through the GroupCall text system used by schools.</p> <p>Orchard Brae Primary School, Bucksburn Wing, and Mile End ASN Provision will continue to deliver services for children with complex needs and their families.</p>	https://www.aberdeen.gov.uk/services/people-and-communities/coronavirus-covid-19

		A school helpline has been established to support children and families in need of assistance. The number is 01224 523322 and will be available from 9am on Monday 23 March.	School helpline for children and families in need of assistance: 01224 523322
Housing	Council housing and homelessness	<p>The Council is continuing to provide most of its housing, sheltered housing and homelessness services, but face-to-face contact is being restricted as far as reasonably possible.</p> <p>Paying your Rent</p> <p>You can pay your rent online. Pay securely using either a debit card or credit card.</p> <p>The Council also operates an automated telephone payment line which accepts debit and credit card payments. Telephone 03000 200 292 and follow the step by step instructions. You will need a copy of your payment reference number and any credit/debit card details. Please note - a touch tone telephone is required to use this service.</p> <p>We would encourage anyone who would like to pay their rent but are unable to leave their home to do so, to pay by Direct Debit where possible. This can be done by contacting your housing office or by printing off the Direct Debit form. You choose the most suitable date for the Direct Debit to come off your account on a weekly, fortnightly, monthly or 4-weekly basis.</p> <p>Anyone who does not have money to pay their rent should telephone their local housing office immediately for support and advice. We understand the financial difficulties many people may be experiencing right now, and we will help you.</p> <p>Homelessness</p> <p>If you are homeless or threatened with homelessness, please contact the Homelessness helpline - 0800 917 6379 (24 hours).</p>	<p>https://www.aberdeencity.gov.uk/services/people-and-communities/coronavirus-covid-19</p> <p>Aberdeen City Council Homelessness advice and support https://www.aberdeencity.gov.uk/services/housing/homelessness/homelessness-advice-and-support</p> <p>Helpline: 0800 917 6379</p>
	Other		

	Housing Support	Support is available from Shelter Scotland	0344 515 2296 aberdeenproject@shelter.org.uk
Council Services	Aberdeen City Council Services	For up to date information on Council services during this time, a dedicated COVID-19 web page has been set up.	https://www.aberdeencity.gov.uk/services/people-and-communities/coronavirus-covid-19
	Foodbanks	<p>Foodbanks, like many organisations have had to make changes to their services and operating hours as they work to react and adapt to the current environment. A list of foodbanks across Aberdeen city has been provided below, and their contact number where possible. It is advisable to contact services, or look to see if they have a social media presence to ensure you are up to date with the latest information:</p> <ul style="list-style-type: none"> -Instant Neighbour, 5 St Machar Drive -Somebody Cares, Greenwell Road, East Tullos -CFINE, 4 Poyernook Road -Aberdeen Cyrenians, 62 Summer Street, 01224 625732 -RCCG Jesus House, 191 Victoria Road, Torry -Social Bite, 516 Union Street, 01224 981863 -O.A.K Café, St Marks Church, Rosemount Viaduct -Fountain of Love, 31 Palmerston Road, 01224 574511 -City Church Aberdeen, 49 Gilcomston Park, 01224 608018 -Gilcomston South Church, Union Street, 01224 647144 -St Vincent de Paul Society, St Mary's Cathedral, Huntly Street, 01224 640160 -Salvation Army, Aberdeen Citadel, 28 Castle Street, 01224 579370 	https://www.aberdeencity.gov.uk/services/people-and-communities/coronavirus-covid-19 - under Welfare
Health & Wellbeing	Mental Health	<p>CAMHS Grampian podcast (under 18s) CAMHS is a mental health service for under 18s. This podcast is a psychoeducation 'top tips' collection for young people or parents.</p>	CAMHS Grampian Podcast: https://www.camhsgrampian.org/podcast

		<p>Penumbra- Aberdeen 1st Response (over 18s) The 1st Response Service provides a first response and information service for people in Aberdeen aged 16 years and above with mental health problems. The service is for people who require immediate, short term support and those who may be in distress or in crisis. The number is a freephone line and is available Monday-Friday 9-5pm.</p> <p>Mental Health Aberdeen Mental Health Aberdeen is a local charity that provides counselling and information services to adults and young people experiencing difficulties related to their mental health and wellbeing</p> <p>Pathways Services Support offered for: Anxiety or Stress; Bereavement or Loss; Depression; Illness; Low self esteem; Relationship & Personal Issues; Anything that causes you emotional distress.</p>	<p>Penumbra Aberdeen 1st Response: 0800 234 3695 (Freephone) aberdeen1stresponse@penumbra.org.uk</p> <p>https://www.mha.uk.net/ 01224 573892</p> <p>acis.office@mhaberde en.org.uk</p> <p>http://www.pathways-online.org/counselling.html 01224 682939 info@pathways-online.org</p>
	<p>Fitness</p>	<p>You can leave your home for exercise once a day - this could be to go for a walk, a run, or a cycle. There are no restrictions on being out in your own garden.</p> <p>For children- PE with the Body Coach Starting Monday 23rd March Joe Wicks, the Body Coach will be hosting a free workout aimed at children LIVE on his YouTube channel at 9am each day.</p> <p>For everyone- Les Mills Workouts This temporary site offers access to 100+ workouts during the COVID-19 disruptions. There is something for everyone from high intensity interval training designed to improve strength and fitness fast, dance fitness workouts, the martial</p>	<p>https://www.youtube.com/thebodycoachtv</p> <p>https://watch.lesmills ondemand.com/at-home-workouts</p>

		arts inspired BODYCOMBAT Invincible program through to mindfulness practices to slow the stream of thoughts that can cause our stress. The BORN TO MOVE children's workouts will get everyone from 4-16 moving and the post-partum series will help new mothers get back to exercise safely.	
Crisis Support Line		<p>Aberdeen City Council</p> <p>We have set up a free crisis support helpline to prioritise help for our most vulnerable and at-risk customers. This service is for those hit hardest and unable to obtain help from their existing support networks. NOTE: this is <u>not</u> a medical helpline.</p> <p><i>In the first instance, please check for information in the sections listed on the website.</i></p> <p>The helpline will be staffed initially from 8am - 6pm Monday to Friday. The team will provide welfare and financial advice, including what to do if you are struggling to get food or pay bills.</p>	<p>https://www.aberdeencity.gov.uk/services/people-and-communities/coronavirus-covid-19</p> <p>Crisis Support Helpline: 0800 0304 713</p>