



Dear Resident,

## Coronavirus – we're here to help

Without any doubt this is a challenging time for everyone in Shropshire and beyond.

We want you to know that Shropshire Council is here to support you. We've been working hard over the last few weeks and we're sending this letter now to make sure you know where to go if you need help.

We're doing everything in our power to support you, your family and everyone in Shropshire. Our staff are working around the clock, we're supporting residents and businesses, we're providing food parcels to those who need them, and we have plans in place for the eventualities we can see. In short, we're here for you.

**Please follow the latest advice and do what you can to keep yourselves, your friends and family safe in the coming weeks and months.**

### Stay at home to stop coronavirus spreading.

#### Everyone must stay at home to help stop the spread of coronavirus.

This includes people of all ages, and even if you don't have any symptoms or other health conditions.

You can only leave your home:

- To shop for basic essentials, and only when you really need to
- To do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- For any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- To travel to and from work – but only where this is absolutely necessary.

This information was correct as of 6 April 2020. For the latest information, please visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) or [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).

Many of us will need additional help, support and advice over the coming weeks. There is amazing community spirit and togetherness in Shropshire, but if you do need us, we're only a phone call, an email, or a click away.

Alongside this letter you'll find a list of useful contact numbers and email addresses. You may like to pin this list to a noticeboard or stick it on your fridge or other convenient place, in case you ever need to contact us.

Stay safe and keep in touch

### Councillor Peter Nutting

Leader – Shropshire Council



# CORONAVIRUS – WE'RE HERE TO HELP

## Useful contacts:

We want to ensure you get the right support and advice to help you through these times.

### Coronavirus helpline for non-health related enquiries – 0345 678 9028

8am to 6pm weekdays, 9am to 1pm Saturday  
Email [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)

### Child welfare and safety – 0345 678 9021

For concerns about a child's safety or welfare, or for family support

### Adult welfare and safety – 0345 678 9044

For concerns about a vulnerable adult's safety or welfare, or advice about adult social care

### Council tax and benefits – 0345 678 9002

Email: [council.tax@shropshire.gov.uk](mailto:council.tax@shropshire.gov.uk)  
Email: [benefits@shropshire.gov.uk](mailto:benefits@shropshire.gov.uk)

### Housing support, including homelessness and prevention – 0345 678 9005

Email [housing.options@shropshire.gov.uk](mailto:housing.options@shropshire.gov.uk)

### Schools and education (including free schools meals) – 0345 678 9008

Email [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)

### Waste and recycling, including assisted collections – 0345 678 9007

Email [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)

### Business support and advice

For business rates enquiries email – [business.rates@shropshire.gov.uk](mailto:business.rates@shropshire.gov.uk)

For business-related enquiries – email [COVID19businessenquiries@shropshire.gov.uk](mailto:COVID19businessenquiries@shropshire.gov.uk)

For information about help and support for businesses please visit [www.investinshropshire.co.uk](http://www.investinshropshire.co.uk)

### To report a business which should be closed or isn't complying with social distancing requirements – 0345 678 9067 (option 3).

Email [advicecompliance@shropshire.gov.uk](mailto:advicecompliance@shropshire.gov.uk)

### For advice and information about all service areas, please visit

[www.shropshire.gov.uk/coronavirus](http://www.shropshire.gov.uk/coronavirus)

### For any health-related queries and issues please use the NHS 111 online service.

### Visit our Newsroom website – [www.shropshirenewsroom.com](http://www.shropshirenewsroom.com)

where you can sign up to receive email alerts.

 Follow us on Twitter (@shropcouncil)

 Facebook (shropshirecouncil)

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