



Community Support Hub

Southampton City Council has launched a **Community Support Hub** and a **dedicated helpline - 023 8083 4800**, in response to the COVID-19 crisis, to ensure that the most vulnerable people across the city have access to the support they need.

The **Community Support Hub** will bring together support from across the city including the NHS Southampton CCG, Southampton Voluntary Services and other voluntary and faith groups.

This service will prioritise those who have received a letter from NHS England stating they are in a priority group and are unable to rely on family or friends for adequate practical support.

It will provide:

- A dedicated helpline - **023 8083 4800**, open **Monday to Friday, 8.30am to 5pm** if you are in a **vulnerable group**, in critical need and have no other means of support
- **Emergency food and social contact**, if needed, to those who have registered for support after having received their letter from NHS England
- **Signposting and connecting people** to voluntary organisations and community groups in their local area for support, and linking residents to an appropriate service, which may be provided by the Council or the Voluntary sector
- As well as to support queries and issues, such as if you are unable to pay council tax or if you cannot pay your rent.

You can also access help via our ['I need help' webpage](#).



COVID-19 dedicated helpline
023 8083 4800

For vulnerable people in need of support



More support

We have been working in partnership with [Southampton Voluntary Services \(SVS\)](#), who have created a database on [SO-Linked](#) where you can search locally for **help, guidance** and **services** by **postcode**.

Here, you can find information on local practical support, food and medicine deliveries, OAPs / vulnerable people, advice, guidance and signposting, support for keyworkers, emotional support, substance misuse and **'things to do'**.

For more information, and latest advice and updates on services please visit Southampton City Council's [Coronavirus webpage](#).

Please pass this information on to anyone you think may be vulnerable and without help or support.

Coronavirus (COVID-19)

Please read the latest advice
and updates on our services at
southampton.gov.uk/coronavirus

