

## Useful contact numbers for families during COVID-19

### Community Connect (Citizens advice)

**0300 004 04 01** [www.canosn.org.uk](http://www.canosn.org.uk)

Support and guidance on how to keep well at home, what support is available and how to manage anxiety, debt and money advice.

### Volunteer Driving Scheme (Citizens advice)

**0300 3030125** [www.canosn.org.uk](http://www.canosn.org.uk)

If you (or someone elderly or vulnerable you know) are self-isolating and have no means of getting food, the Volunteer Driving Scheme can deliver an emergency food parcel to you.

To request a delivery, call the above number and leave your name and telephone number only. One of the team will call you back. They can also support you to get an assisted food delivery.

### Samaritans

**116 123** (free from any phone) [www.samaritans.org](http://www.samaritans.org)

Whatever you're going through, you can talk to someone at the Samaritans.

### Oxfordshire Mind

**01865 247788** [www.oxfordshiremind.org.uk](http://www.oxfordshiremind.org.uk)

If you're concerned about your mental health, the information line can point you towards support.

### Oxfordshire All In [www.oxfordshireallin.org](http://www.oxfordshireallin.org)

This website maps all community services available within Oxfordshire, including those closest to you.

### Local Foodbanks

An increasing amount of people need emergency essentials from the foodbank. Please do not feel embarrassed about asking for help – these are exceptionally difficult times. In order to book a package, you will need to have a voucher code which can be accessed from a variety of different agencies (including citizens advice who are contactable on 0300 3030125). For more information on receiving a code and how to get your package call:

- **01295 661304** if you live in Banbury, or email [info@banbury.foodbank.org.uk](mailto:info@banbury.foodbank.org.uk)
- **01869 321 806** for Bicester, or email [info@bicester.foodbank.org.uk](mailto:info@bicester.foodbank.org.uk)
- **07929 721172** for Kidlington, or email [admin@northoxfordshirecommunityfoodbank.org.uk](mailto:admin@northoxfordshirecommunityfoodbank.org.uk)

### Cherwell District Council

**01295 227051** (Mon-Fri 8.45am – 5.15pm) or email [cdc.shield@cherwell-dc.gov.uk](mailto:cdc.shield@cherwell-dc.gov.uk)

Cherwell District Council has a dedicated phone and email service, helping vulnerable residents with their concerns.

There's also a new online guide, helping families stay active inside at [www.cherwell.gov.uk/activity-and-wellbeing-hub](http://www.cherwell.gov.uk/activity-and-wellbeing-hub)

### Are you or someone you know at risk of harm from domestic abuse?

If you are at risk of harm at home, you can choose to leave and will be helped by police and support workers to get yourself and your family to somewhere safe. Anyone in immediate danger should phone **999**.

If you are in danger and unable to talk on the phone, dial **999** and then press **55**. This will transfer the call to police, who will assist without the caller having to speak.

Oxfordshire Domestic Abuse Services offer free advice: **0800 731 0055** (Mon-Fri 10am-7pm)  
[das@a2dominion.co.uk](mailto:das@a2dominion.co.uk)

Alternatively, call the 24-hour National Domestic Abuse Helpline: **0808 2000 247**