

We Are Highfields (Covid-19 Fund)

Application Form 2020 Information

In light of the increasing risk of Coronavirus we understand that some families may need to access specific help and support. We may be able to offer a one off payment, support with expenses such as help with connectivity for students to access the internet for school work or we can arrange food parcels.

The hardship grant is considered on a case by case basis. This grant scheme will be paid out until funds are exhausted. The provision of actual support or its level cannot be guaranteed. Support may be paid in cash, directly into your bank account, or may be in the form of a 'payment in kind' e.g. provision of textbooks.

To apply please complete the application form. Please complete all the sections and enclose any supporting paperwork. Incomplete applications will be responded to by e-mail/ phone call but this will lead to a delay in processing which might mean the funds are exhausted before your case can be considered.

Please be very clear on how your circumstances have changed and what help you require. Please ensure all information is correct to allow us to process application as quickly as possible.

Further support

We do recommend that you do not delay applying for government help. We also recommend as applicable speaking to your mortgage provider or landlord re: your situation and how they might be able to support you. This also applies to banks and other lenders re: loans, credit cards and overdrafts. Please also speak to your utility providers if you have concerns about maintaining supply or topping up your meter.

Citizen's advice - Help to claim

How to get the help you need

If you need help you can use the online form to register for it.

Our Help to Claim service

'Our Help to Claim service' can support you in the early stages of your Universal Credit claim, from the application, through to your first payment.

Help to Claim is a dedicated service from Citizens Advice. It's free, independent, confidential and impartial. Our trained advisers can help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

You can read [our online advice on Universal Credit](#) at any time.

Call our national phone line

You can contact an adviser through our free national Help to Claim phone service:

England: [0800 144 8 444](tel:08001448444)

England textphone: 18001 0800 144 8 444

Or Talk to us online

Chat lets you talk to a trained adviser online about your Universal Credit application process. Chat is usually available 8am to 6pm, Monday to Friday

<https://www.citizensadvice.org.uk/help/claim/>

Derbyshire County Council Community Response

<https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/health-protection/disease-control/coronavirus/community-response-unit/if-you-need-help/if-you-need-help.aspx> If you need help

There's information for those who need help during the coronavirus outbreak and how to get it.

We can help you if you have no friends or family you can call on and:

- you are self-isolating because you or a member of your household is at risk
- you are struggling to meet your basic needs because of financial, social or health restrictions
- you are pregnant
- you have underlying health conditions
- you are aged 70 or over.

We can help you with shopping, or fetching your prescription or finding someone to have a chat with.

Useful numbers

Benefits enquires

Citizens Advice Line: 0300 456 8390

Jigsaw Food bank: 01629 584783