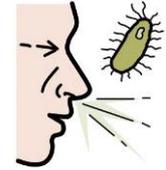


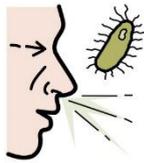


money



virus

Dosh support for managing your money during the Coronavirus (COVID-19) virus



virus

Covid-19 is a new illness, caused by a virus called Coronavirus and it is now affecting people living across the world, including in the UK. It means that people are being asked to stay at home in 'self-isolation' and avoid going out for 'social distancing'.



money

We have put together some information on how your support from Dosh will be affected and what we can do to help you buy the things you need.



guide

This guide from Dosh tells you about:

- Access to Dosh services
- Things you can do to prepare
- Information about payments
- How to do online shopping
- General guidance about the virus

If you are concerned that you may not be able to access money or shop for food and essential supplies, please let us know so we can try to support you.

Access to Dosh Services



visit

Dosh will continue to follow government guidance on COVID-19. Our **Advocates will cancel all non-essential visits but can still be contacted by telephone or email.** When it is safe to travel and visit people's homes again, we will arrange a face-to-face visit.



budget

Your Advocate will continue to review your bills and benefits and will make sure that you have access to an updated Money Plan.



bills

++ If you have any bills to be paid or paperwork that your Dosh Advocate needs to look at, **please try to send bills and other information by email.** You can take a photo on your phone and email it, or ask someone you know to do this for you. If this is not possible, check with the Dosh office or your Advocate before posting it to us.



team

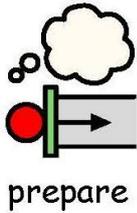
The Dosh team will continue to work as usual wherever possible, so if you have any questions please contact your Advocate or the Office. Most of us already work from home and we are setting our office teams up to do this too.

Please be mindful that we are expecting to receive lots of extra requests and questions, but we will always try our best to reply to your question as soon as we can.



information

If you have general questions about money or benefits, our fact sheets are always available on our website. You can find these here: www.dosh.org/learn-about-money/.



Things you can do to prepare and manage at home

Your support team and circle of support will help you plan for staying at home. Some of the things you can think about are:

- Don't leave things to the last minute, plan ahead for your shopping and other essentials
- Think about who can make payments, buy things or get money for you if you can't get out
- Set up online shopping accounts and/or speak to your circle of support about who can go shopping for you
- Plan to order medication online or over the phone if possible – speak to your pharmacist about this
- Make sure cupboards are stocked with what you need
- Keep some cash available in your house and some money saved in your bank account

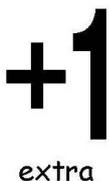


Information about payments

Benefit payments will continue to be paid as usual into your Dosh bank account. Face-to-face benefit assessments and meetings have stopped, but payments will continue.

You will get your usual spending money transfers.

All regular payments (standing orders) will continue to be made as well as bill payments by Direct Debit.



If you need extra money, please contact your Advocate. Payments take at least **two working days** to reach your account, so make sure you plan if you need to buy extra food and essentials.

Other ways to buy things

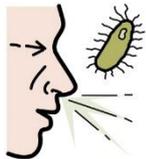


supermarket

We have a separate guide on different ways to access your money at this time. If you need to self-isolate, you may be able to order products online to be delivered to your house, but availability is limited so you might need to shop around.

Find out about local schemes that may help:

- Neighbours that can drop off food if they go shopping
- Local restaurants and takeaways doing a 'contactless' delivery service
- Local food shops like grocers, butchers etc. that are offering delivery
- Online meals companies e.g. Gousto, HelloFresh etc.
- Veg box delivery schemes
- Wholesalers and other types of shop



virus

More about Coronavirus (COVID-19)

You may have seen that Coronavirus has been discussed on the news and heard people around you talking about it.

You can find Easy Read information about the symptoms of Coronavirus and what to do if you are affected here:

- www.cnwl.nhs.uk/application/files/1515/8409/4914/Information_about_Coronavirus_easy_read.pdf
- www.easy-read-online.co.uk/media/53192/advice-on-the-coronavirus-v1.pdf
- www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response



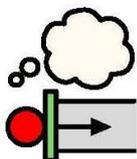
home

Social Distancing

Everybody in the UK has been asked to stop non-essential contact with other people and avoid unnecessary travel, this is known as social distancing. Social distancing means trying to avoid contact with other people and spending less time in public places where there are lots of people.

Self-Isolation

Those people who are in a high-risk group or displaying flu-like symptoms should self-isolate. Self-isolation means that you should cut yourself off from others, this includes leaving the house to go to the shops. The length of time you should isolate for depends on your individual situation, please check the government guidelines.



prepare

General tips on how to prepare for isolation

The best thing that can be done now is to plan if you need to self-isolate. Some ideas are to:

- Talk to your neighbours and family, exchange contact information
- Create a contact list with phone numbers on you may need, for example: your Dosh Advocate, Support Worker, Social Worker, family and friends, the chemist and NHS 111
- Make sure you have essential medication and food supplies and cash available (check the tips above for money tips)

If you are unsure, please speak to someone in your circle of support who will be able to support you to find out more information.

We are doing our best to provide up-to-date information on your options but cannot recommend any particular products or solutions, or provide access to money in all cases. Please speak to your circle of support and Advocate to discuss the best option for you.

You can contact Dosh at:

- 0300 303 1288
- doshoffice@dosh.org
- www.dosh.org