

# 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)**  
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