

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

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

Email: benefits@shropshire.gov.uk

Housing support, including homelessness and prevention – 0345 678 9005

Email housing.options@shropshire.gov.uk

Schools and education (including free schools meals) – 0345 678 9008

Email customerfirst@shropshire.gov.uk

Waste and recycling, including assisted collections – 0345 678 9007

Email customerfirst@shropshire.gov.uk

Business support and advice

For business rates enquiries – email business.rates@shropshire.gov.uk

For business-related enquiries –

email COVID19businessenquiries@shropshire.gov.uk

For information about help and support for businesses please visit 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

For advice and information about all service areas, please visit www.shropshire.gov.uk/coronavirus

For any health-related queries and issues please use the NHS 111 online service.

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