**COVID-19 Help & Support**

Please see below a list of support lines/webpages that may be useful for yourself or family members in accessing help and support in your local area during the coronavirus pandemic. The information provided has been obtained from health and social care partners across the North West and is accurate and up to date at the time of sharing this. If you have any further queries about the below information you should contact the local Council/organisation for clarification.

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| **Greater Manchester**  Community hubs have been set by the councils across Greater Manchester to provide essential food and medical support to those who are vulnerable and can’t leave their house. | | |
| **Area** | **Number** | **Opening hours** |
| Bolton | 01204 337 221 | Open Monday to Friday from 8.30am to 5.30pm and Saturday 9am to 1.30pm. |
| Bury | 0161 253 5353 | Open seven days a week from 9am to 5pm. |
| Manchester | 0800 234 6123 | Open Monday to Saturday from 8.30am to 5.30pm. |
| Oldham | 0161 770 7007 | Open Monday to Friday from 9am to 5pm and Saturday and Sunday from 11am to 2pm. |
| Rochdale | 01706 923685 | Open Monday to Friday from 9am to 5pm. |
| Salford | 0800 952 1000 | Open Monday to Friday from 8.30am to 6pm and Saturday and Sunday from 9am to 1pm. |
| Stockport | 0161 217 6046 | Open Monday to Friday from 9am to 5pm and Saturday from 10am to 4pm. |
| Tameside | 0181 342 8355 | Open Monday to Wednesday from 8.30am to 5pm, Thursday from 8.30am to 4.30pm and Friday from 8.30am to 4pm. |
| Trafford | 0300 330 9073 | Open Monday to Friday from 8.30am to 5.30pm. |
| Wigan | 01942 489018 | Open Monday to Friday from 9am to 5pm and Saturday and Sunday from 9am to 12 noon. |

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| **Lancashire**  Community hubs have been created in each district across Lancashire to coordinate support and help which is available for those in need. | | | |
| **Area** | **Number** | **Email** | **Opening hours** |
| Burnley Together | 01282 686402 | [contact@burnleytogether.org.uk](mailto:contact@burnleytogether.org.uk) | Open 7 days a week, from 9am to 5pm. |
| Chorley Together | 01257 515 151 | [contact@chorley.gov.uk](mailto:contact@chorley.gov.uk) | Open Monday to Friday, from 9am-5pm. |
| Fylde Community Support Hub | 01253 658448 | [helpneeded@fylde.gov.uk](mailto:helpneeded@fylde.gov.uk) | Open Monday to Friday (excluding Bank Holidays) from 9am to 8pm, Saturday – Sunday 11am to 3pm and Bank holidays 11am to 3pm |
| Hyndburn Hub | 01254 388 111 | [enquiries@hyndburnbc.gov.uk](mailto:enquiries@hyndburnbc.gov.uk) |  |
| Lancaster Community Hub | 01524 582000 | [customerservices@lancaster.gov.uk](mailto:customerservices@lancaster.gov.uk) | Open Monday to Friday from 9am to 5pm and Saturday and Sunday, 10am to 3pm. |
| Pendle Community Support Hub | 01282 661743 | [helpneeded@pendle.gov.uk](mailto:helpneeded@pendle.gov.uk) | Open Monday to Friday from 9am to 4pm and Saturday and Sunday 10am to 3pm, or fill in a Pendle Community Support Hub form <https://www.pendle.gov.uk/xfp/form/331>. |
| Preston Together | 01772 906777 | [support@preston.gov.uk](mailto:support@preston.gov.uk) | Open Monday to Friday, from 9am to 5pm. |
| South Ribble Together | 01772 625 625 | [Covid19support@southribble.gov.uk](mailto:Covid19support@southribble.gov.uk) | Open Monday to Friday 9am to 5pm and you can call out of hours on 01772 625499, or fill in an online referral form: <https://www.southribble.gov.uk/southribbletogether> |
| Ribble Valley Community Support Hub | 01200 414597 |  | Open Monday to Friday from 9am to 5pm, or fill in an assistance request form <https://ribblevalleygov-self.achieveservice.com/service/request_assistance> |
| Rossendale | 01706 227016 | [help@rossendaleconnected.org](mailto:help@rossendaleconnected.org) | Open 7 days a week, from 9am to 5pm. |
| West Lancashire Together | 0800 616 667 |  | Open seven days a week from 7am to 7pm, or fill in an online form <https://portal.westlancs.gov.uk/selfserve/?id=register_for_support> |
| Wyre Together | 01253 891000 | [mailroom@wyre.gov.uk](mailto:mailroom@wyre.gov.uk) | Open Monday to Friday from 8.30am to 5pm and Saturday and Sunday 10am to 2pm, or fill in a Coronavirus Isolation Support Form <https://www.wyre.gov.uk/communityhelp> |
| Volunteer support |  |  | If you feel isolated, vulnerable and in need of volunteer support you can fill out a community support referral form and a member of the Lancashire Volunteer Partnership will contact you - <https://lancsvp.org.uk/referrals-3/community-support-referral-form/> |
| Talkzone advice and information line | 0800 511111  Text: 07786 511111 | [talkzone@lancashire.gov.uk](mailto:talkzone@lancashire.gov.uk) | Families can get support, advice and information online and over the phone through our Talkzone service. Talkzone is open from 8.30am to 10pm Monday to Friday, and from 2pm to 10pm on weekends. Or visit [www.facebook.com/LancashireYZ](http://www.facebook.com/LancashireYZ) |

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| **Cumbria**  Cumbria County Council Emergency Support Helpline for vulnerable people needing urgent help with food, medicines and essential supplies. | | | |
| **Area** | **Number** | **Email/web form** | **Opening hours** |
| All areas in Cumbria | 0800 783 1966 | [COVID19support@cumbria.gov.uk](mailto:COVID19support@cumbria.gov.uk)  COVID-19 online support form: <https://cumbriarisk.oncreate.app/w/webpage/1859EBBFF1> | The telephone ‘call’ centre will operate Monday to Friday 9.00am to 5pm and 10am to 2pm at weekends. The service will also accept referrals from members of the public who may be concerned about people in their community. |

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| **Cheshire** | | | |
| **Area** | **Number** | **Email/web form** | **Opening hours** |
| Cheshire West and Chester | 0300 123 7031 | [enquiries@cheshirewestandchester.gov.uk](mailto:enquiries@cheshirewestandchester.gov.uk) | Open seven days a week from 8am to 7pm. |
| The Deafness Support Network | 07786200547 - text only | [dsn@dsnonline.co.uk](mailto:dsn@dsnonline.co.uk) | Providing a relay service to people who cannot use the telephone. |
| Cheshire East Council | 0300 123 5034 | Request help online by completing a form on their website: <https://www.cheshireeast.gov.uk/council_and_democracy/council_information/coronavirus/coronavirus-covid-19.aspx> |  |

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| **Merseyside** | | | |
| **Area** | **Number** | **Email/web form** | **Opening hours** |
| Liverpool City Council Good Neighbour scheme | 0151 233 3066 | Request help online by completing a Support Request eform - <https://forms.liverpool.gov.uk/contour-forms/support-request-eform> | Open seven days a week from 8am to 6pm. |
| Knowsley Council Community Support and Volunteer Line | 0800 073 0043 | Request help by completing a Covid-19 referral form - <https://kmbcsgo.mendixcloud.com/index.html> | Open Monday to Friday from 9am to 5pm and 10am to 2pm at weekends. |
| Sefton Council Contact Centre | 0345 140 0845 | Request help by completing a Covid-19 referral form - <https://forms.sefton.gov.uk/covid19referral/> | Open Monday to Friday, 8am to 6pm, weekends 10am to 4pm. |
| Wirral Council Covid-19 helpline | 0151 666 5050 | [covid19enquiries@wirral.go.uk](mailto:covid19enquiries@wirral.go.uk) | Open Monday to Friday from 9am to 5pm, or visit the Wirral InfoBank a package of wider preparations being put in place by Wirral Council and partners to focus resources on the most critical services - <https://www.wirralinfobank.co.uk/> |

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| **Glossop** | | | |
| **Area** | **Number** | **Email/web form** | **Opening hours** |
| The Bureau - Glossop’s Voluntary & Community Network Covid-19 | 01457865722 | [info@the-bureau.org.uk](mailto:info@the-bureau.org.uk) | Open 7 days a week from 10am to 5pm. |
| Tameside Council and Tameside and Glossop NHS Clinical Commissioning Group (CCG) | 0161 342 8355 |  | Open Monday to Wednesday 8.30am to 5.00pm, Thursday 8.30am to 4.30pm and Friday 8.30am to 4.00pm |

**The NHS Volunteer Responders Scheme delivered by the Royal Voluntary Service is also there to support people affected by Covid-19. If you or someone you know need help getting food and medical supplies, or even just a chat you can contact them to make a referral.**

* Contact them via phone on 0808 1963646
* Or visit their website at <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>