



Community Support

Holistic Support

Hope Church Corona Virus Response Support Line (shopping, post or parcel sending or collecting, phone call to keep you company). If you wish to volunteer please sign up at: 07473 932641 - text only Facebook: Lancaster Coronavirus Support Line www.hopelancaster.co.uk/coronavirus-support

Lancaster City Council Emergency Food Team For vulnerable people who need emergency food. Individuals cannot refer themselves, they need to be referred by one of the foodbank partners. See the website to find out who the partners are. Churches, charities etc can also sign up to become a referring agency.
www.lancasterdistrictcovid19.org.uk 01524 582000 - Mon-Fri - 9am-4pm Sat/Sun - 10am-3pm for advice/help

NHS Emergency Dentist if you are already registered with a dentist and require emergency treatment, most will still be opening for emergencies. If you are NOT registered with a dentist or you are but require treatment OUT OF HOURS phone the Lancs NHS Emergency dentist treatment line for advice/assessment. 0300 1234 010

NHS Services online Information on how to contact NHS services online
<https://www.nhs.uk/health-at-home/> Cancer Care, Morecambe Bay From 1pm
Monday 23/3/20

Cancer care Community Service Scheme is launching. There will be.... 03330 150 628 (charged at standard rate) A dedicated information help & support line available across Morecambe Bay - open daily from 9-5pm. Email:

CancerCareCan@cancercare.org.uk Essential food & medical supply deliveries for eligible Cancer care clients who are unable to get out. Text: 07860 018 278

Online Mindfulness classes every Wednesday from April 29th at 5pm. Sign up in advance at: dovan75@yahoo.co.uk

Macmillan Cancer Support Offering support over the phone to those affected by cancer. 9am-4pm Monday to Friday 01524 519578 07972639424 (and text) macmillan.info@mbht.nhs.uk Neurodropin For members, will shop for groceries/cleaning supplies etc, pick up and deliver prescriptions, post mail & contact people by phone to chat. 01524 840762

Marsh Community Centre The Centre is now closed but telephone and/or email support is still available. 07535 233168 - 01524 843300 manager@marshcommunitycentre.co.uk

Barton Road Community Centre No groups are running at the centre but they are coordinating a network of support for people of the Barton Road and Scotforth areas. If you wish to volunteer or need support please telephone. 01524 65622

Ridge Community Centre (covering Ridge & Bulk areas) Can help with shopping, picking up prescriptions, telephone support. Can refer to emergency food bank. Children's activities and details of Tuesday night Fair Share on Facebook Facebook: The Ridge Community Centre Lisa - 07901 888139 Nicola - 01524 807229 Val - 0772 6675161 Donna - 07887 945919

The Well Communities Starting daily from Monday 23/3/20 at 11am - live feeds from Facebook for Q&A sessions re recovery, families, isolation and coping, plus exercise, 5 ways to wellbeing and guest speakers. Also offering regular recovery check ins. 01524 415919 Facebook Page - The Well Communities Email:info@thewell2.co.uk Carnforth Covid-19

Local Support Group Offering assistance with shopping, dog walking, food bank drop offs, collection of prescriptions, be-friending, advice & guidance. Community Support Officers - Liam 07786 724739 - Andrea 07799 108360 - Gillian 07901 623125 - Elizabeth 07738 134262 - Bob 07846 256 006 Email: Covid19support@carnforthtowncouncil.org

Tara Centre Live 30 min relaxation meditation at 11am Mon, Wed & Fri on Facebook - view later on Facebook & YouTube www.taracentrelancaster.org.uk/ Facebook: Tara Centre Virtual Café, Friday evenings 8-9pm on Zoom - you will need to download this first. "Doors close" at 7.50pm <https://us04web.zoom.us/j/6378214246> Meeting ID: 637 821 4246 Listening Service by text, email, phone or video. Contact using email or text & someone will get back to you taracentrelancaster@gmail.com 07830107008

Wise Guys Training Offering online emotional support to isolated men. Facebook Live Feed every Thursday 1-3pm. Facebook: Wise Guys Training Email: info@wiseguys.training

Victoria Institute, Caton A team of coordinated volunteers are delivering prescriptions and food (from Caton COOP) to local residents who are unwell or self-isolating. 01524 771733

Lakes Medics Staff and volunteers are offering a free telephone/facetime be-friending service. Open 9am-5pm 01539 232999

Young Addaction Lancaster Are still taking referrals and can offer online/telephone/social media support to any young people under 25 who are experiencing addiction to drugs, alcohol and solvents, so referral partners please keep referring in. 0808 164 0074 Referrals to: spoc.yalancs@wearewithyou.org.uk

Challenge through Sport Initiative (CSI) A free, online timetable/programme of activities to do at home for people in recovery or for those with mental health issues. Facebook: Challenge through Sport Initiative Recovery Group - CSI

Lancaster City Council - Customer Services Now also open Saturday and Sunday between 10am - 3pm. Mon - Fri 9am - 5pm, except Weds 10am -5pm 01524 582000 customerservices@lancaster.gov.uk Lancaster City Council Housing Open for telephone enquiries re repairs or estate management issues. 01524 582929 councilhousing@lancaster.gov.uk

Lancaster City Council Open for telephone enquiries re rent or payment issues or worries about becoming homeless. 01524 582541 Lancaster City Council Struggling to pay your council tax, contact us - restructuring payments and support scheme available. 01524 582965 Email: ctax@lancaster.gov.uk

Lancaster City Council Business support team available for advice & guidance. 01524 582000 or Email: econdev@lancaster.gov.uk Lancaster City Council Homelessness - if you are worried about someone that is homeless or sleeping rough, please contact the Council as they are providing beds for all rough sleepers. Mon- Fri - 9am-5pm - 01524 582257 Out of office hours/weekends - 01524 67099 Email: strategichousing@lancaster.gov.uk

Lancaster City Council Civil Contingencies A new free service on WhatsApp that the UK government has launched to provide trustworthy information on Coronavirus. It is an automated chat service which will allow the public to get answers to common questions on Coronavirus directly from government. The service will provide users accurate information on the latest number of cases in the UK, symptoms, advice on staying at home and travel advice. To use simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started. 07860 064422 - then message the word 'hi' in a WhatsApp message

Lancaster City Council Civil Contingencies New government guidance on what will happen if your car, van or motorcycle's MOT due date is on or after 30 March 2020. From 30 March 2020, MOT due dates for cars, motorcycles and light vans will be extended by 6 months. You do not need to do anything to extend the MOT expiry of your vehicle however you do need to make sure that you keep the vehicle safe to drive. To check if your vehicle is safe to drive please see here: <https://www.gov.uk/check-vehicle-safe>

North Lancashire Citizens Advice No face to face appointments but email and telephone support will continue. Also contact us for food bank referrals. Admin number for food bank vouchers - 01524 400404 For advice - 03444 488 9622 Mon-Fri 10am - 4pm enquiries@northlancashirecab.org.uk <http://www.northlancashirecab.org.uk/> Lancashire

Pharmacies Remain open but demand is higher than normal so please be patient.

Age UK Lancashire Offering support at home with shopping, collecting prescriptions, information and advice, plus their take home from hospital and settle service, and Dementia support. 0300 303 1234 advice@ageuklancs.org.uk www.ageuk.org.uk/lancashire Specific info on new service "Good Day Calls" www.ageuk.org.uk/lancashire/our-services/good-day-calls/ VOLUNTEERING - if you would like to volunteer use the email address and DON'T call the 0300 number volunteer@ageuklancs.org.uk National Age UK Information & advice for older people, phone lines open 8am-7pm 0800 678 1602 www.ageuk.org.uk/information-advice/coronavirus

The Silverline 24 hour helpline for older people, providing advice and friendship. 0800 470 8090 Lancashire Carers Service Carers Help and Talk' (CHAT) line for when you feel there's no-one to talk to. 0333 103 9747 (24hr / 7 days a week) 0345 688 7113 Lancashire Carers Service - Carers Community Network Online chat room for Carers and a daily digital Coffee & Chat session using group instant messaging. To register, contact the Service Access Team on enquiries@lancscarers.co.uk

ICU Security Services If you would like to speak to/register with ICU they are happy to undertake free emergency welfare checks on vulnerable people if you or other support networks are unable to get in touch and are concerned. ICU are also now offering medication deliveries and vehicles for use by groups/organisations for drop offs etc. 01524 401340 - to register for welfare calls Email: brendan@icusecurity.co.uk - to use vehicles

Hanging Basket Florist Taking online orders for funeral flowers. 01524 65152

Families and Babies - FAB Families and Babies is a charity that supports, promotes and protects breastfeeding and wellbeing in Lancashire. Amongst other things they are providing an online class to learn breastfeeding and feeding basics as Antenatal classes have been cancelled. Join the Facebook Group to find times and join. HELPLINE: 01254 772929

<https://www.familiesandbabies.org.uk/blogs/news/first-post> Facebook: Families and Babies -FAB Facebook: FAB Lancs - ANTENATAL

ACORN Lancaster and Morecambe A local community union using organised members to operate support system, delivering food supplies, prescriptions and post for vulnerable/self-isolating people, as well as phone calls to combat isolation and loneliness <https://acorntheunion.org.uk/corona/> 07799 301507

Butterfield Opticians, Carnforth Offering essential and emergency appointments and urgent repairs. Please call the practice if you have concerns with your eyesight, initially a telephone consultation will be made. 01524 732624 <https://www.butterfieldopticians.co.uk/covid-19>

One You - from the NHS Online support in making better choices to get a healthier body & mind & feel better. Includes diet, sleep and exercise (with simple workout videos). <https://www.nhs.uk/oneyou/>

Royal Mail Services - Changes in opening hours for Customer Service Points collections - Larger Locations from 7-11am, other locations 7-9am, closed Wed & Sun. Collection periods lengthened to 30 days check website for further changes, currently <https://www.royalmail.com/d8/coronavirus-changes-service>

Salvation Army, Carnforth Have brand new or good condition pre-loved, free baby clothes available 0-12 months. Drop off point for the Lancaster Area Food Bank, contact them for more info 01524 736217 carnforth@salvationarmy.org.uk

James Bond Henry Welch Trust Providing assistance through grants for people living in the Lancaster District who suffer from diseases of the chest & lungs, and children with disabilities and other special needs. Recent grants have included buying a washing machine for a family & buy a weighted blanket for a child with autism 01524 582135/582068 democracy@lancaster.gov.uk
<https://www.lancaster.gov.uk/information/grants-tovoluntary-organisations>

Progress Lifelines For anyone looking for a practical way to support loved ones or themselves during this time of self-isolation and social distancing. Our self-install telecare service offers you peace of mind knowing our response centre is available at the touch of a button 24/7. First 4 weeks FREE, pay-as-you-go, cancel anytime. NO equipment, installation and maintenance fees. NO contract. Equipment is owned by Progress Lifeline. (Other services/products are available) www.progresslifeline.org.uk lifeline@progressgroup.org.uk 03333 204 999 (charged at standard rate)

Transport Community Offer

Contact Details Zero Cars Offering free local transport to elderly members of the community and NHS staff. 07595 699862

Scott Wilson Body Work Collection and delivery service available on vehicles requiring MOT or service. 01524 917450

Lune Valley Motors, Lancaster Open for small vehicle repairs, operating under government health and safety guidelines. 01524 845320

A&A Motors, Morecambe Open for repairs needed during lockdown, safe working practices used 01524 555710 07545 374841

Pastoral/Spiritual Community Offer

Lancaster Priory Are holding daily Facebook live services, Morning Prayer at 9.30am, Eucharist 10am Sunday, Compline 18.30pm Sunday. Facebook Page - Lancaster Priory www.lancasterpriory.org

The Cornerstone, Lancaster The Cornerstone groups are closed but if you need pastoral or bereavement support, please email. Email: simoncornerstonecafe@gmail.com

Seventh Day Adventist Church Are holding a daily conference call at 7.30pm for isolated people. 0330 998 1259 - access code 908819

St Josephs Church Skerton, Lancaster Are holding daily, live Mass online Tues-Sat 9am, Sun 10am. They are also offering telephone be-friending and food parcel, medication deliveries and post deliveries. Facebook: St Josephs Church - 01524 32493 Email: st.josephslancaster@yahoo.co.uk www.stjosephs-lancaster.co.uk

Salvation Army, Carnforth Available for Christian prayer and general help 01524 736217 carnforth@salvationarmy.org.uk <https://www.salvationarmy.org.uk/> St John's Church, Ellel Sunday services, blog, worship sessions and kid's activities are on their website, also look at Facebook Facebook: St John's Church, Ellel <https://www.stjohnsellel.co.uk/online> Grace Ministries, Morecambe

The Yorkshire St Charity Shop is closed to the general public but anyone in need of clothes can contact Alastair to arrange to meet at the shop to open & make own selections Alastair Patience 07477272726 alip347@msn.com

St Thomas Church Lancaster On-line Church on Facebook and the website. Living Well in Lockdown page updated regularly. Facebook: St Thomas Church https://www.st.tees.org.uk/Groups/337617/Living_Well_in.aspx Business,

Employment & Finance Community Offer

National Debt Line Lines are busy but open. 0808 808 4000 - Mon-Fri - 9am-8pm

Mortgage Advice A Guide to Mortgage Payment Holidays during the effects of Corona Virus. www.moneyadvice.service.org.uk/en/articles/mortgagepayment-holidays

Department of Work & Pensions (DWP) Support for businesses through the Coronavirus Job Retention Scheme - Under the Coronavirus Job Retention Scheme, all UK employers with a PAYE scheme will be able to access support to continue paying part of their employees' salary for those that would otherwise have been laid off during this crisis.

<https://www.gov.uk/government/publications/guidance-toemployers-and-businesses-about-covid-19/covid-19-supportfor-businesses#support-for-businesses-through-thecoronavirus-job-retention-scheme> Department of Work & Pensions (DWP) Claim for wage costs through the Coronavirus Job Retention Scheme. Guidance for employers on the coronavirus (COVID-19) Job Retention Scheme. <https://www.gov.uk/guidance/claim-for-wage-costs-throughthe-coronavirus-job-retention-scheme> Department of Work & Pensions (DWP) Support for self-employed through the Self-employment Income Support Scheme. The Self-employment Income Support Scheme (SEISS) will support self-employed individuals (including members of partnerships) who have lost income due to coronavirus (COVID-19). <https://www.gov.uk/government/publications/guidance-toemployers-and-businesses-about-covid-19/covid-19-supportfor-businesses#support-for-self-employed-through-the-selfemployment-income-support-scheme> Department of Work & Pensions (DWP) Check if you could be covered by the Coronavirus Job Retention Scheme. Find out if your employer is eligible, and how much your employer can claim if they're unable to operate or have no work for you to do because of coronavirus (COVID-19). <https://www.gov.uk/guidance/check-if-you-could-be-coveredby-the-coronavirus-job-retention-scheme> Independent -

Me A telephone only service to help with all aspects of DWP benefits, social care and all disability issues. Also issues arising from isolation due to Coronavirus.

<http://independent-me.org.uk/> contactus@independent-me.org.uk 01524 700012

HMRC Advice line for small businesses and self employed people. 0800 0159 559
www.gov.uk/government/publications/guidance-toemployers-and-businesses-about-covid-19

Scott Wilkinson Chartered Accountants See their website for advice re
redundancy, sick pay, government grants. www.scott-wilkinson.com ACAS

Employment advice for employees and employers. www.acas.org.uk Inspira
Offering free telephone and digital appointments regarding all aspects of careers
advice & support. 01539 730045

Farrell Heyworth Lancaster Dedicated support line to discuss all mortgage related
questions. 07725 643163

Gail Escolme Legal Services Specialising solely in employment law. 01524 735525
- 07958 183099 Email: gail@gailcolmelegal.co.uk

Educational Community Offer

Lancaster & Morecambe College Free online distance learning courses. Go online
and receive a username and password to do from home. They are also offering a
short distance learning course in Mental Health Awareness Level 1 to anyone 18+
<https://www.lmc.ac.uk/distance> <https://www.lmc.ac.uk/courses/16-18-courses/health-socialcare/mental-health-awareness>

Grosvenor Park School, Morecambe Tips and posts from teachers. Everything
from relaxation to challenges on their website and Twitter.

http://www.grosvenorpark.lancs.sch.uk/index.php?category_id=1635

https://twitter.com/GrosvenorParkPr?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

The Maths Factor with Carol Vorderman Free national curriculum maths lessons for 4-12 year olds. www.themathsfactor.com

Open University Free, online courses in a range of subjects.

<https://www.open.edu/openlearn/free-courses/fullcatalogue> Inspira Accredited online courses for getting into employment - courses updated regularly

<https://www.inspira.org.uk/Blogs/our-courses>

BBC Bitesize ****NOW LIVE **** BBC Bitesize are publishing daily online lessons for Years 1-10. Daily maths and english with one other subject too.

<https://www.bbc.co.uk/bitesize/dailylessons>

World Health Organisation Downloadable story book, with versions in 15 different languages. Also read by Howard Donald. <https://www.who.int/news-room/detail/09-04-2020-childrens-story-book-released-to-help-children-and-young-peoplecope-with-covid-19> Coronavirus: A Book for Children Clear & accessible explanations about Coronavirus and it's affects, written in the UK, illustrated by Axel Scheffler. Downloadable pdf (top link) or available free to read and download from Amazon <https://bit.ly/2Vep1eL> <https://amzn.to/2Rx0EXI> CBT

Free Online course The course has been recommended by a CBT practitioner from Child & Adolescent Mental Health Services. It is from Yale University & takes approx 19 hours. Good home learning tool for older teens & parents

<https://www.coursera.org/learn/the-science-of-well-being> Recovery College

Online A range of online educational courses and resources to people with experience of mental illness, from service users to their family, friends and staff.

<https://www.recoverycollegeonline.co.uk/>

Exercise Community Offer

Steve Cody Fitness A live (and on catch up) 30 minute workout daily at 12 noon on Facebook. Facebook - Cha Cha Plank Charity Challenge

Jo Wicks Body Coach Free online PE lesson daily 9am Mon-Fri for children, young people and adults. <https://www.youtube.com/watch?v=Rz0go1pTda8>

Sport England How to stay active at home if you are well.

<https://www.sportengland.org/news/how-stay-active-whileyoure-home>

Lancashire Youth Challenge Have launched a "National Three Peak Staircase Challenge" to inspire both young people and adults.

<http://www.lancashireyouthchallenge.co.uk/nationalthree-peaks-staircase-challenge/>

Janet Silverwood Fitness & Wellbeing Body Conditioning, every Thursday 5pm for 45 mins on Facebook, during lockdown Facebook: Janet Silverwood Fitness & Wellbeing

Janet Butler Pilates Free live Pilates and meditation on Facebook on Mondays and Thursdays at 9:30 am - videos on Facebook to catch up with Facebook: Janet Butler Pilates

Utilities Community Offer

AJB Electrical Available for 24/7 emergency electrical repairs and maintenance. 07969 535149 - 01524 751513 Facebook: AJB Electrical Zebra Electrical Available for enquiries, consultations or emergency call outs. 01524 571421 info@zebraelectrical.co.uk <https://zebraelectrical.co.uk/>

Baines Plumbing & Heating Ltd Facebook: Baines Plumbing & Heating Ltd 07725 512816

J M Repairs Washing Machine Repairs 07497700267

British Gas If you are struggling to pay your energy bill contact us. 0333 202 9802 - Mon-Fri - 9am-5pm www.britishgas.co.uk/help-and-support/bills-andpayments/help-if-youre-struggling-to-pay

EDF If you are struggling to pay your energy bill contact us. 0333 200 5110 - Mon-Fri - 8am-8pm - Sat 8.30am-2pm

EON If you are struggling to pay your energy bill contact us. 0333 202 4461 - Mon-Fri - 8am-6pm

Npower If you are struggling to pay your energy bill contact us, also offering emergency credit. 0800 073 3000 - Mon-Fri 8am-8pm, Sat 8am-6pm

Scottish Power If you are struggling to pay your energy bill contact us. 0800 027 0072 - Email: contactus@scottishpower.com

United Utilities Register via the link for a breathing space payment plan on your water bill. It's specifically aimed at customers who are on means-tested benefits or whose combined annual household income is below £21,000.

<https://www.hardshiphub.co.uk/account/login>

Entertainment/Hobbies Community Offer

Morecambe Music Festival Live music daily, 6pm, 7pm, 8pm. Facebook: Morecambe Music Festival LIVE LOUNGE

Elevenses with David Walliams Daily story read online by David Walliams. www.worldofdavidwalliams.com

Dance with Oti 30 minute themed classes daily. 11.30am for children and 7.30pm for adults. YouTube - Oti Mabuse Official

The National Theatre Are streaming a free play every Thursday night from 2nd April. Facebook: National Theatre Rowan

Knitting Free on-line learn to knit course for ages 7+ <https://www.learnrowan.com/offers/f4VY5MAe/checkout>

13 The Warehouse (Arts & Crafts) Fabrics and sewing equipment still available online. <https://www.13thewarehouse.co.uk>

Beetham Nurseries Online shop now launched. A range of products available for home delivery. Deliveries over £35 will be free to these areas - LA1-LA9, LA11-LA15, LA22/23, PR3. Deliveries under £35 will be charged £6.

<https://beethamnurseriesurseries.co.uk> 015395 63630 Facebook: Beetham Nurseries

Fabrix, Lancaster Fabrics, patterns and haberdashery. Shop closed but postal service available. Call or message on Facebook for more info. Also providing packs to make facemasks - see Facebook Facebook: Fabrix 01524 33490

Worldwide Bear Hunt Put a teddy bear in your window to put a smile on someone's face. <https://www.bbc.co.uk/news/world-52108765>

Wildlife Trusts in Lancashire & Cumbria Ideas, activities and virtual visits to connect with nature <https://www.lancswt.org.uk/stay-wild-home>
<https://www.cumbriawildlifetrust.org.uk/connect-naturehome>

Ashton Hall Garden Centre Bedding Plants & Perennials available for home delivery. Availability on Facebook, call or email only to place orders. Facebook: Ashton Hall Garden Centre info@ashtonhallgardencentre.co.uk 01524 751767

BBC Arts Culture in Quarantine - Theatre, music, visual arts and dance. Live performances and tours <https://www.bbc.co.uk/arts>

Lancaster City Museum Daily local historical updates, for all ages, on Facebook Facebook: Lancaster City Museum Free Colouring Download free colouring from museums around the world, some pictures more suited for adults
<http://library.nyam.org/colorourcollections/> Donate to the Urgent Response Fund

Community Offer Contact Details Community Voluntary Solutions (CVS) Lancaster District Community & Voluntary Solutions provide support and advice and guidance to all the third sector organisations and charities in the area. They have started a total giving page for anyone wishing to donate to support these local groups support the most vulnerable people in our community. Please click on the link for more details. <https://www.totalgiving.co.uk/appeal/coronavirus>