

Thursday 9th April 2020

C19 Community Helpline is still open to support residents on 0161 770 7007

The Community Response was launched two weeks ago.

The Helpline is there to support people of all ages who are isolated, do not have a social network and need:

- Urgent access to food
- Urgent access to prescription medication
- Access to critical goods like sanitary products

For people to receive this offer they need to call the Helpline on **0161 770 7007**. This is open from 9am-5pm on weekdays and 11am to 2pm on weekends. This bank holiday we will be operating the 11am until 2pm service.

The Helpline triage the calls into the right support. The Helpline has taken an average of 100 plus calls a day. The busiest day was last Friday where 167 calls were made to the helpline.

Where people require emergency food and supplies they are referred into the Place Coordination Hubs. They work with the Food Distribution (Oldham Foodbank and Action Together) to issue a basic package of food items and other essential such as sanitary products and basic toiletries. The hubs have also been providing back up to the pharmacy model where they have had capacity issues in making deliveries. The hubs are also able to link people to mutual aid, co-ordinate emergency response volunteers and act as a source of local intelligence.

Both the helpline and the hubs are coming across a wide range of issues and vulnerability. We are also now linking in with other services and partners including CAB, Early Help, Age UK PIP workers and TOG Mind to refer people into support people who have a wider range of needs beyond food and supplies. Housing providers have also been great at supporting their tenants.

As members of staff that are likely to have direct contact with vulnerable people we want to make you aware of this offer and ask that you link in appropriately.

We want to stress to staff that they should encourage people to ring the helpline rather than make direct referrals in at this stage. This is also so that we can monitor demand and process effectively.