



Lancaster Integrated Care Community - Community Support Bulletin - updated - 09.04.20 - 5pm



please note we are not promoting individual organisations or businesses, just collating offers received or being shared on social platforms

Organisation/Company Name	Community Offer	Contact Details
Holistic/General Support		
Hope Church, Queen Street Lancaster	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
Cancer Care, Morecambe Bay	From 1pm Monday 23/3/20 Cancer care Community Service Scheme is launching. There will be... A dedicated information help & support line available across Morecambe Bay - open daily from 9-5pm. Essential food & medical supply deliveries for eligible Cancer care clients who are unable to get out.	03330 150 628 (charged at standard rate) Email: CancerCareCan@cancercare.org.uk Text: 07860 018 278
Neurodropin	Delivering toiletries and non perishables to their members and providing telephone support.	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	
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 daily meditation 11am Mon-Fri.	Facebook - Tara Centre	
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.	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 spoc.yalancs@wearewithyou.org.uk	Referrals to:

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 ctax@lancaster.gov.uk	Email:
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
Citizens Advice Lancaster	No face to face appointments but telephone triage and support will continue. Also contact us for food bank referrals.	01524 400404
Lancashire Pharmacies	Remain open but demand is higher than normal so please be patient.	
Age UK	Offering support at home with shopping, collecting prescriptions, daily good day phone calls, information and advice, plus their take home from hospital and settle service, and Dementia support.	0300 303 1234 advice@ageuklancs.org.uk

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 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.	01524 732624
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	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
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
Food/Grocery's	Community Offer	Contact Details
NOW SEE SEPARATE TAB		
Pets & Animals	Community Offer	Contact Details
Cinnamon Trust	Dog Walking, collecting of pet food, pet medication, urgent transport, LA1 area for over 65s or terminally ill residents.	01736 757900 to register.
Burch Tree Vets	Lancaster & Morecambe branches are closed. Daily video consultations available. Carnforth branch is open but by appointment only. 24 hour Emergency Pet Service continues as normal.	01524 720002

AJ Exotic Pet Supplies Lancaster	Home deliveries of pet food and equipment.	01524 69825
Woodcrest Garden Centre (at Greenlands Farm Village)	Open 10-12noon each day for animal feed purchases.	Facebook: Woodcrest Garden Centre 01524 784199
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
Pastoral/Spiritual	Community Offer	Contact Details
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
Business, Employment & Finance	Community Offer	Contact Details
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/mortgage-payment-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-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#support-for-businesses-through-the-coronavirus-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-through-the-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-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#support-for-self-employed-through-the-self-employment-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-covered-by-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-to-employers-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 gail@gailcolmelegal.co.uk Email:
Educational	Community Offer	Contact Details
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-social-care/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/full-catalogue

Inspira	Accredited online courses for getting into employment - courses updated regularly	https://www.inspira.org.uk/Blogs/our-courses
BBC Bitesize	Beginning Monday 20 April, BBC Bitesize will publish daily online lessons for all ages	https://www.bbc.co.uk/bitesize
Exercise	Community Offer	Contact Details
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-while-youre-home
Lancashire Youth Challenge	Have launched a "National Three Peak Staircase Challenge" to inspire both young people and adults.	http://www.lancashireyouthchallenge.co.uk/national-three-peaks-staircase-challenge/
Utilities	Community Offer	Contact Details
AJB Electrical	Available for 24/7 emergency electrical repairs and maintenance.	07969 535149 - 01524 751513 Facebook: AJB Electrical
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-and-payments/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	Community Offer	Contact Details
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
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

* At the date at the top of this document all of the above are still open/offering services as described, please note things change daily, we will try to keep this sheet as up to date as possible.