



Lancaster Integrated Care Community - Community Support Bulletin - updated - 15.05.20 - 4pm



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Organisation/Company Name	Community Offer	Contact Details
NHS & Government Agencies		
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 Services online	Information on how to contact NHS services online	https://www.nhs.uk/health-at-home/
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
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 office hours/weekends - 01524 67099 strategichousing@lancaster.gov.uk	Out of Email:
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	
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/	

NHS - Coronavirus Status Checker	Answer some quick questions on-line to help the NHS understand how and where Covid-19 is affecting people currently and how best to plan it's response	https://www.nhs.uk/coronavirus-status-checker
Lancashire County Council	Lancashire Volunteer Partnership: If you feel isolated, vulnerable and in need of volunteer support during the current health crisis please fill out a community support referral form here or contact our team.	<p>www.lancashire.gov.uk</p> <p>Referrals: www.lancsvp.org.uk/referrals-3/community-support-referral-form</p> <p>☎ West Area: Lancaster & Morecambe 07816446630 (Mon-Fri, 8am-4pm, excluding bank holidays)</p> <p>☎ 01772416417: Office</p>
Carnforth Town Council	Our community will pull together and look out for each other providing support and friendship during the challenges ahead. Cllr Kath Bromilow Town Mayor Carnforth Covid-19 Local Support Group can assist with: Shopping; Dog walking; Food bank drop off; Collection of prescriptions; Latest information on Central Government and local government advice; Employer and employee legal advice, or just someone to speak to if you are feeling lonely.	<p>🌐 www.carnforhtowncouncil.org</p> <p>☎ 07846 256 006</p> <p>✉ Email: Covid19support@carnforhtowncouncil.org</p> <p>Bob Bailey, Town Clerk, Carnforth Town Council</p>
Trading Standards	Has a dedicated area to dealing with consumer protection around Covid-19 issues including updates, news and support. Also has a Wellbeing section with Lifestyle, Education, Entertainment & Counselling Support.	https://www.tradingstandards.uk/covid-19
NHS Bereavement Helpline Service	Offering guidance, support and advice to those dealing with a loss of a loved one at this difficult time. (not a counselling service but an advice line only)	<p>0800 2600 400</p> <p>https://www.nhs.uk/conditions/coronavirus-covid-19/bereavement-advice-and-support/</p>

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Wellbeing & Lifestyle		
Cancer Care, Morecambe Bay	<p>From 1pm Monday 23/3/20 Cancer care Community Service Scheme is launching. They are offering general bereavement counselling as well as....</p> <p>A dedicated information help & support line available across Morecambe Bay - open daily from 9-5pm.</p> <p>Essential food & medical supply deliveries for eligible Cancer care clients who are unable to get out.</p> <p>Online Mindfulness classes every Wednesday from April 29th at 5pm. Sign up in advance at:</p>	<p>03330 150 628 (charged at standard rate)</p> <p>Email: CancerCareCan@cancercare.org.uk</p> <p>Text: 07860 018 278</p> <p>dovan75@yahoo.co.uk</p>
Macmillan Cancer Support - MBHT Macmillan Information and Support Service	<p>Offering support over the phone to those affected by cancer. 9am-4pm Monday to Friday. Emotional & physical support and chats if you're lonely. Referrals to other support services. If you leave a message you will be called back.</p> <p>"If you have worries and concerns about your cancer and you are struggling to get through to speak to your cancer teams, please ring us and we can do this on your behalf."</p>	<p>01524 519578</p> <p>07972639424 (phone and text) email: macmillan.info@mbht.nhs.uk</p>
The Well Communities	<p>Offering a range of peer support sessions addressing addiction to substances and alcohol, recovery and family support. Live feeds from Facebook for Q&A sessions re recovery, families, isolation and coping, recovery check ins, plus exercise, 5 ways to wellbeing and guest speakers.</p>	<p>01524 415919 Facebook</p> <p>Page - The Well Communities</p> <p>Email:info@thewell2.co.uk</p>

	For anyone struggling with addiction or alcohol problems - Zoom Group meeting 7 days a week from 10am - 12 noon. Like minded people sharing experience and supporting each other. Contact The Well for other Zoom support groups	Zoom ID - 999 9698 0555
Tara Centre	<p>Live 30 min relaxation meditation at 11am Mon, Wed & Fri on Facebook - view later on Facebook & YouTube</p> <p>Virtual Café, Friday evenings 8-9pm on Zoom - you will need to download this first. "Doors close" at 7.50pm</p> <p>Listening Service by text, email, phone or video. Contact using email or text & someone will get back to you</p>	<p>www.taracentrelancaster.org.uk/ Facebook: Tara Centre</p> <p>https://us04web.zoom.us/j/6378214246 Meeting ID: 637 821 4246</p> <p>taracentrelancaster@gmail.com 07830107008</p>
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
Lakes Medics	Staff and volunteers are offering a free telephone/facetime be-friending service. Open 9am-5pm	01539 232999
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
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 - CHAT line	"Carers Help and Talk" (CHAT) line for when you feel there's no-one to talk to. A Facebook Group can also be accessed via the Facebook page	0330 022 5448 (24hr / 7 days a week) Facebook: The Lancashire Carers Service
Lancashire Carers Service - Carers Community Network Platform	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
Lancashire Carers Service	Still receiving referrals by phone/email only	to take new or re-referrals: enquiries@lancscarers.co.uk 0345 688 7113
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 204 999 (charged at standard rate) 03333
The Wish Centre	If you need help to manage your anger during self isolation or if you are worried your behaviour may become abusive then call the Wish Centre. A downloadable pdf can also be found on their website with support.	01254 260465 info@thewishcentre.org https://www.bddwa.org/covid-19-response.html
No Hands Massage	Teaching and practice about "The Breath" to help build resilience and calm & soothe your nervous system	https://nohandsmassage.com/the-self-healing-series-the-4-breaths/

Public Transport - Lancashire	Contact details for all bus and train operators in the Lancashire area	https://www.lancashire.gov.uk/coronavirus/public-transport/
Chatter Pack	A voluntary-run, special educational needs and disabilities hub working to support families, schools, and other professionals through free monthly SEND newsletter, free resources, and through sharing accurate, practical, respectful, advice and information - website currently has sections on resources to use during the Coronavirus crisis	https://chatterpack.net/ https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home
Lancaster District Children & Family Wellbeing Service	All the centres are temporarily paused however groups are being delivered via ZOOM. ~ For information on programmes and support please ring Lune Park or see link below. ~ Families with younger children - get advice and guidance on childcare services, resources and issues from the Family Information Service ~ Link to the What's on Guide for the Service ~ Talk Zone for those aged 0-19 (or 25 with learning difficulties or disabilities)	Lune Park - 01524 581280 Family Information Service - 0300 123 6712 Family Information Service - lancsfis@lancashire.gov.uk https://www.lancashire.gov.uk/media/913300/lancaster-district-whats-on-guide.pdf Text: 07786 511 111 0800 511 111 lancashire.gov.uk Call: Talk Online:
Unique Kidz and Co	"Our mission is to advance the social and play opportunities of children and young people with additional needs and disabilities including their sibling" Live Art with Holly is now happening everyweek on Facebook - 1st session was 10.30am 14th May. Previous sessions can also be viewed.	01524 831132 info@uniquekidzandco.org.uk Facebook: Unique Kidz & Co http://www.uniquekidzandco.org.uk/

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Holistic/General Support		
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
Lancashire Pharmacies	Remain open but demand is higher than normal so please be patient.	
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 - ANTENATAL Facebook: FAB Lancs
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
Specsavers, Lancaster	Open for emergency and essential eyecare by appointment only	01524 842424 specsaverslancaster@gmail.com

Oral Health Foundation	How to access dental care, treatment and advice during the coronavirus pandemic	www.dentalhealth.org/Pages/FAQs/Category/coronavirus 📞 Dental Helpline: +44(0) 1788 539 780 ✉ Email: mail@dentalhealth.org
Dalton Square Pharmacy	Open 7 days Mon-Sat 10am-6pm, Sun 11am-5pm with Free volunteer prescription deliveries	Facebook: Dalton Square Pharmacy 01524 32310

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Community Support		
The Lancaster District Support Line	<p>Volunteer support includes collecting/delivering shopping and prescriptions, picking up/delivering post or parcels, ringing anyone who is isolated for a check in or chat. You can request support using the online form or phoning. The line is supported by Lancaster District CVS, Hope Church Lancaster & Lancaster City Council.</p> <p>"We will aim to find a way to support you no matter what your need, so please don't hesitate to ask"</p>	<p>01524 582000 https://lancasterdistrictcovid19.org.uk/get-help</p>
Hope Church	<p>Corona Virus Response Support Line (shopping, post or parcel sending or collecting, phone call to keep you company). If you need support or wish to volunteer please visit our website or text.</p>	<p>07473 932641 - text only Facebook: Lancaster Coronavirus Support Line www.hopelancaster.co.uk/coronavirus-support</p>
Neuro Dropin	<p>Phone helpline for everyone affected by Neurological conditions. For members, will shop for groceries/cleaning supplies etc, pick up and deliver prescriptions, post mail & contact people by phone to chat.</p>	<p>01524 840762</p>
Marsh Community Centre	<p>The Centre is now closed but telephone and/or email support is still available.</p>	<p>07535 233168 - 01524 843300 manager@marshcommunitycentre.co.uk</p>
Barton Road Community Centre	<p>No groups are running at the centre but they are coordinating a network of support for people of the Scotforth, Bowerham, Newlands & Hala areas. If you wish to volunteer or need support please telephone or email.</p>	<p>01524 65622 http://bartonroadcentre.co.uk/ Info@bartonroadcentre.co.uk</p>

	Collecting donations for Morecambe Bay Food Bank - Drop off point behind the centre in the garden, Tues and Thurs 9.30am - 1pm	
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
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
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
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. Specific info on new service "Good Day Calls" VOLUNTEERING - if you would like to volunteer use the email address and DON'T call the 0300 number	0300 303 1234 advice@ageuklancs.org.uk www.ageuk.org.uk/lancashire www.ageuk.org.uk/lancashire/our-services/good-day-calls/ volunteer@ageuklancs.org.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

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/ 301507	07799
Salvation Army, Carnforth	They 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. They can also refer you to local food banks - please call them.	01524 736217 carnforth@salvationarmy.org.uk	
Galloways	Continuing to provide support for the blind and partially sighted community in the area, including support using technology	www.galloways.org.uk/sightlossadvice ☎ 01772 744148 (Mon-Fri, 9-5pm) ✉ Email: enquiries@galloways.org.uk Facebook: Galloway's Society for the Blind	
British Deaf Association	You can still contact our staff via email, FaceTime, Skype, and other video chat formats. See website and Facebook for more info.	https://bda.org.uk/covid19/ ☎ 020 7697 4140 ☎ Text: 07795 410 724 British Deaf Association	(Mon-Fri, 09:00–17:00) Facebook:

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Miscellaneous		
Hanging Basket Florist	Open for telephone and online orders for contactless local delivery for all occasions & funeral flowers.	01524 65152 Facebook: Hanging Basket https://www.hanging-basket.co.uk/
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
Kitty Brown Boutique	Offering free local delivery by van	Facebook: Kitty Brown Boutique https://www.kittybrown.co.uk/ 01524 733243
Lancaster District Magazine	Isolation Support Directory - including Community Services, Education/Family, Groceries/Food & Drink, Pet products & services, local online shopping	https://www.lancasterdistrict.co.uk/business-type/lancaster-district-directory/isolation-support-directory/
Screwfix	Lake Enterprise Park, Caton Road, Lancaster & White Lund Industrial Estate Morecambe are both open for Click&Collect only. Home Delivery service for some items - see website.	https://www.screwfix.com/help/disruption/
Wickes	Sunnycliff Retail Park. Contactless Click & Collect on some items, see website.	https://www.wickes.co.uk/wickes-and-coronavirus

Furniture Matters	They extensively refurbish unwanted white goods, computers and other household goods and provide them at low cost to local people in need. Stores are closed but still open for sales on Facebook and E-bayBulky. Waste service is still happening, contact Lancaster Council.	Facebook: Furniture Matters 01524 426622 Lancaster Council - 01524 426622 https://furniturematters.co.uk/
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Pets & Animals		
Cinnamon Trust	Dog Walking, collecting of pet food, pet medication, urgent transport, LA1 area for elderly or terminally ill pet owners ONLY.	01736 757900 www.cinnamon.org.uk admin@cinnamon.org.uk volunteer@cinnamon.org.uk
Burch Tree Vets	Lancaster & Morecambe branches are closed. Daily telephone & video consultations available, call to arrange. Carnforth branch is open but by appointment only - do not walk into the practice. 24 hour Emergency Pet Service continues as normal.	01524 720002 www.btvets.co.uk/covid-19-update
A.P.Lee Vets (Carnforth)	Surgery is open for Emergencies only. Please call for advice & help, do not walk into the Surgery. Surgery normal opening hours have changed to weekdays 9am-6pm, Saturday 10am-1pm. Emergency Line is 24 hrs	01524 735 249 apleevets.co.uk
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
Pete's Pet and Animal Feeds	Offering free delivery for over £10 spend to most areas in Morecambe, Lancaster, Carnforth & Heysham. Also selling potatoes, eggs and toilet rolls	01524 833273 Pete's Pet and Animal Feeds Facebook:

Bay Vets Ltd	Morecambe & Lancaster only are open for urgent & critical cases - please call first on this number. Caton & Milnthorpe premises are closed. Updates on Facebook	Facebook: Bay Vets Ltd 32696 01524
Shorefields Smallholder & Equestrian Supplies	Equestrian, Smallholder, Pet Supplies and Wildlife food. Shop is open normal hours, please call for stock update and pay over phone to avoid contact. Home delivery or collection both available.	Facebook: Shorefields Smallholder & Equestrian Supplies 01524 62190
Pets Needs by Suzi, Bolton le Sands	"Now open and taking much awaited dog grooming appointments! I am still offering a complimentary pickup/drop off service in and around Bolton le Sands for those who need it. Please call or message me for your earliest appointment"	Facebook: Pets Needs by Suzi 251498 07814

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Pastoral/Spiritual		
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 st.josephslancaster@yahoo.co.uk www.stjosephs-lancaster.co.uk Email:
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 Prayer Centre - please email any prayer requests if you would like this, telephone support can be offered if appropriate	Alastair Patience 07477272726 alip347@msn.com prayercentremorecambe@gmail.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
Gateway Church, Morecambe	Meeting on Whatsapp - see the website for info	https://gatewaychurchmorecambe.org.uk/site/welcome
Hope Church	Corona Virus Response Support Line (shopping, post or parcel sending or collecting, phone call to keep you company). If you need support or wish to volunteer please visit our website or text.	07473 932641 - text only Facebook: Lancaster Coronavirus Support Line www.hopelancaster.co.uk/coronavirus-support
The Church of England	Daily Hope - A free national phone line to bring worship and prayer into people's homes while church buildings are closed. Offers music, prayers and reflections as well as full worship services from the Church of England at the end of a telephone line. The line – which is available 24 hours a day, has been set up particularly with those unable to join online church services during the period of restrictions.	https://www.churchofengland.org/more/media-centre/news/archbishop-canterbury-launches-free-dial-worship-phone-line-during?fbclid=IwAR3AtzXiB3lV5BIKk3Q41K0b5tpOIWbuReCEyfkM_cKlcHlaGcXtcJZ9Om4 0800 804 8044
Carnforth Free Methodist Church	Currently run a small foodbank, CFM Foodbank For picking up and dropping off of food items or medicines Will check in on vulnerable relative or friend in the town for Pastoral/Listening/Prayer support Church info including on-line services	07583 424127 01524 736390 - email: connect@cfmc.org.uk 01524 736390 / 0776 159 6641 - email: cristi@cfmc.org.uk Facebook: Carnforth Free Methodist Church www.cfmc.org.uk

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Business, Employment & Finance		
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.moneyadviceservice.org.uk/en/articles/mortgage-payment-holidays
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/
Department of Work & Pensions (DWP)	FINANCIAL SUPPORT FOR BUSINESSES - 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. Website includes who is eligible and how to apply.	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)	JOB RETENTION SCHEME - 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)	SEISS ELIGIBILITY CAN BE CHECKED NOW - see link. 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/news/self-employed-invited-to-get-ready-to-make-their-claims-for-coronavirus-covid-19-support
Department of Work & Pensions (DWP)	FUNERAL EXPENSES PAYMENTS - getting help with funeral costs if you get certain benefits.	https://www.gov.uk/funeral-payments
Department of Work & Pensions (DWP)	ACCESS TO WORK - employment support programme that aims to help disabled people start or stay in work. During Coronavirus outbreak if you are working you can get help if you have a disability or a physical or mental health condition that makes it hard for you to do your job and you need to work from home.	https://www.gov.uk/government/publications/access-to-work-factsheet/access-to-work-factsheet-for-customers#claiming-access-to-work-during-the-coronavirus-covid-19-outbreak
Department of Work & Pensions (DWP)	GOVERNMENT CHILDCARE OFFERS - any working parent usually eligible for 30 hours free childcare will remain eligible if they fall below the minimum income requirement due to COVID-19	https://www.gov.uk/government/news/eligibility-for-government-childcare-offers-protected?utm_source=07776c5b-423c-4dfa-af2f-ff59f5ce26ab&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate
Department of Work & Pensions (DWP)	PENSION CREDIT - if you have already claimed State Pension you can now apply for Pension Credit on-line	https://www.gov.uk/pension-credit/how-to-claim
Department of Work & Pensions (DWP)	TAX CREDITS - if you can't work your normal hours because of coronavirus you will still receive your usual tax credit payments.	https://www.gov.uk/government/news/tax-credits-customers-will-continue-to-receive-payments-even-if-working-fewer-hours-due-to-covid-19

Department of Work & Pensions (DWP)	JOB RETENTION SCHEME - 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 700012 01524
HMRC	Advice line for small businesses and self employed people.	0800 0159 559 www.gov.uk/government/publications/guidance-to-
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:

Inspira	Now providing careers support & guidance for Furloughed Workers, Pupils & Job Seekers - all free, confidential and impartial. Free on-line courses for those claiming a form of benefit.	0345 658 8647 www.inspira.org.uk/Listing/Category/help-for-adults www.inspira.org.uk/Listing/Category/help-for-yr11-yr13 Facebook: Inspira https://www.inspira.org.uk/Blogs/our-courses
Strawberry Fields Training	For individuals out of work (actively seeking employment or looking to improve employability prospects) they are offering employment-based practical and emotional support via phone, email, Skype and Zoom.	Scot (07818 037929) - Changing Futures (Age 16-49) scot@strawberryfieldstraining.org.uk Michael (07799 165682) - Age of Opportunity (Age 50+) michael@strawberryfieldstraining.org.uk

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Educational		
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	**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-children-s-story-book-released-to-help-children-and-young-people-cope-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/

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Exercise		
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/
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
Kids Yoga Stories	Selection of free colour posters to inspire kids - only need an email address to download them. Explore the free section on the website too.	https://www.kidsyogastories.com/ocean-yoga-poses-for-kids/
NHS Fitness Studio	24 instructor-led videos across aerobics exercise, strength and resistance, and pilates and yoga categories.	https://www.nhs.uk/conditions/nhs-fitness-studio/
Get Over Yourself - Sally Wilkinson	Free Live Fitness on Facebook, 9.30am weekdays	Facebook: Get Over Yourself @thesallywilkinson

Lancashire School Games	Stay in Work Outs for KS1, KS2 and teenagers on their website. Also an interactive Stay at Home Heroes Challenge on the website and Facebook	Facebook: Lancashire School Games https://lancashireschoolgames.co.uk/
Move it or Lose it (partnered with the Royal Voluntary Service)	Chair based exercise class every afternoon live at 2.30pm to keep our nations older adults moving and chatting. Previous days can be watched in the Videos section or on You Tube.	Facebook: Move it or Lose it @MoveItOrLoseIt1 (black writing with raised hands on a white background) https://www.youtube.com/user/MoveitorloseitUK

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Utilities & Repair Services		
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/
J M Repairs	Washing Machine Repairs	0749 770 0267
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
Kwik-Fit	Lancaster - open 7 days a week with all usual services, card payments only	01524 64916 https://www.kwik-fit.com/locate-a-centre/lancaster-thurnam-street
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
Halfords	Lancaster, offering "Drive in, Fit and Repair" service for essential maintenance of cars and bikes. Click & Collect operating & colleagues providing a "Pick" service for products in store. Card Payments only. Open 9am-6pm Mon-Sat and 10am-5pm Sun.	01524 846889 www.halfords.com
National Tyres and Autocare	Caton Rd, Lancaster open with Priority Service for Key Workers with ID, also Mobile Tyre Fitting Service. Mon-Fri 8.30am-6pm, Sat 8.30am-5pm	01524 69568 0808 302 4777

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Entertainment/Hobbies		
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 33490 01524
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-nature-home
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/
Lancashire Youth Challenge	Digital arts and creative learning tutorials to teach young people how to write songs, produce music and beats, create their own pieces of poetry and spoken word	http://www.lancashireyouthchallenge.co.uk/our-place-in-the-world-arts-award-challenge/
Woodcrest Garden Centre	Hanging baskets, summer bedding plants, veg plants & fruit bushes, perennials, grow bags. Contact via phone or email between 10am-2pm to place order for delivery	01524 784199 info@woodcrestgardencentre.co.uk
Broadoak Home & Garden	Re-opening for Delivery and Click&Collect only, shop closed for browsing. Mon-Fri 8am - 3.30pm, Sat 8.30am-12noon.	Facebook: Broadoak Home and Garden https://www.broadoaklandscapingsupplies.co.uk/ 01524 831463

Bayview Garden Centre

Phone Ordering Service suspended - Bay View will re-open on Friday 15th May. Garden Centre amended hours are 10am-4pm Mon to Sun, the Restaurant will remain closed. Further updates re: an online shop will be shared on social media and website over the next few weeks.

01524 230700

Facebook:

Bay View Garden Centre & Restaurant, Bolton Le Sands
<https://www.bayviewgardencentre.co.uk/home-delivery-service/>

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Volunteer / Grants / Donation		
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 go to the website for more details.	https://www.totalgiving.co.uk/appeal/coronavirus
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. Specific info on new service "Good Day Calls" VOLUNTEERING - if you would like to volunteer use the email address and DON'T call the 0300 number	0300 303 1234 advice@ageuklancs.org.uk www.ageuk.org.uk/lancashire www.ageuk.org.uk/lancashire/our-services/good-day-calls/ volunteer@ageuklancs.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-to-voluntary-organisations

ACORN Lancaster and Morecambe	Looking for volunteers to help.....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
Our Lancashire	Our Lancashire is a community project funded by the Police and Crime Commissioner. If you are a group or organisation that can help support vulnerable people at this time please visit Our Lancashire	www.ourlancashire.org.uk/can-you-help-us-help-others-at-this-time
Lancashire MIND	Community Wellbeing Challenge - an online 8 week course for those aged 30-50 interested in promoting mental wellbeing within your Community. Wednesday from 20th May 1-3pm via Zoom.	https://www.lancashiremind.org.uk/posts/92-launch-of-the-community-wellbeing-challenge-north-lancashire email: ruthwhitworth@lancashiremind.org.uk phone Ruth: 07885459504
Cards for Kindness - Healthier Lancashire & South Cumbria	Send a card, picture or poem to a local care home. A regional campaign to tackle loneliness amongst care home residents amid the Coronavirus outbreak.	https://www.healthierlsc.co.uk/CardsForKindness

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