

|  | Address / Website   | Tel number / Email  | Useful Information  | Specific Covid-19 information   |
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| <b>GENERAL SUPPORT</b>                         |   |   |   |   |
| All of Bradford                                | ACE Budget Cars   | <b>01274 481818</b>   | Minimum standard charge cost  | Small shopping delivery service for vulnerable, elderly and high risk from COVID-19   |
| All of Bradford                                | Age UK Bradford & District  | <b>01274 391190</b> Mon-Fri 8:30-4:30 Sat 9:00-1:00pm Sun 10:00-1:00pm (hours are slightly amended from normal due to current crisis) Email: <a href="mailto:info@ageukbd.org.uk">info@ageukbd.org.uk</a> |   | Delivering emergency food packs, emergency hygiene packs, picking up shopping, picking up prescriptions & urgent supplies, posting mail, wellbeing phone calls.   |
| Veteran Support                                | Age UK Bradford & District<br><a href="https://www.ageuk.org.uk/bradforddistrict/our-services/the-coronavirus-and-older-people/supporting-veterans/">https://www.ageuk.org.uk/bradforddistrict/our-services/the-coronavirus-and-older-people/supporting-veterans/</a> | T: 01274 391 190 Text: 07471 227 907 E: <a href="mailto:info@ageukbd.org.uk">info@ageukbd.org.uk</a> (please mention you are a veteran)   | <a href="https://www.ageuk.org.uk/bradforddistrict/our-services/the-coronavirus-and-older-people/supporting-veterans/resources-for-veterans/">https://www.ageuk.org.uk/bradforddistrict/our-services/the-coronavirus-and-older-people/supporting-veterans/resources-for-veterans/</a> | Shopping deliveries, friendly phonecalls, benefits advice, newspaper/book deliveries, delivery of urgent supplies, connecting with other veterans, posting mail, IT equipment loans, household repairs.   |
|  | Millside Centre   |   |   | <b>Mon - Stay &amp; Play @ Home</b> - volunteer Joy sharing some lovely stories of courage & strength with our Stay and Play families and their toddlers from home <b>Job Club with Maqsood (1pm – 3pm)</b> - Continue to provide employability sessions Please contact Maqsood Khan on 07792254130 or email <a href="mailto:maqsoodkhan@hotmail.com">maqsoodkhan@hotmail.com</a> to refer any new clients to us.<br><b>Tues British Red Cross drop in closed but</b> for any enquiry or support contact 07872007819/ 07921403672 <b>Move On Service</b> for newly granted refugees please contact Bradford Council for appointments on 07582 109320<br><b>Weds</b> Millside Voices online sessions every Wednesday as a perfect mid-week singalong<br><b>Fri</b> Welcome café is closed so have committed to sharing some simple & affordable recipes inspired by the cafe for services users public to try at home. Follow our Millside YouTube channel here for more updates:<br><a href="https://www.youtube.com/channel/UCIOGBQQkSVF7II7zVUGe34w?view_as=subscriber">https://www.youtube.com/channel/UCIOGBQQkSVF7II7zVUGe34w?view_as=subscriber</a> |
| Bfd North, South, West no further than Shipley | Bradford & District Live At Home Scheme   | Please mention in your call or email that you are a veteran and we will do all that we can to provide you with the help that you need.  | <b>Please mention in your call or email that you are a veteran and we will do all that we can to provide you with the help that you need.</b>   | Shopping service for older people & telephone support   |
| Patients at Ashcroft Surgery                   | Ashcroft Pharmacy   | <b>01274 735716</b>   | <b>9am-5pm</b>  | Free medication delivery, prescription collection from home or GP, provide urgent care for elderly or vulnerable  |
| Baildon  | Baildon Link<br>35 Cliffe Avenue, Baildon   | <b>01274 588681</b> or email <a href="mailto:baildon.link@btinternet.com">baildon.link@btinternet.com</a>   | <b>Mon-Thurs</b> 10am-4pm   | Food parcel, shopping, befriending, prescription delivery & free school meal advice   |
| Bingley/Eldwick                                | Volunteer Group   | Michelle Chapman <b>07830 402589</b>  |   | Shopping, posting mail, picking up local deliveries, dog walking, food parcels  |
| Saltaire                                       | Saltaire Coronavirus Community Support Group<br><a href="https://www.facebook.com/groups/829124220930234/">https://www.facebook.com/groups/829124220930234/</a>   | <b>Clare Mawson</b> local co-ordinator<br>Email: <a href="mailto:saltairetogether@gmail.com">saltairetogether@gmail.com</a>   | Private Facebook Group. Team of volunteers assigned to a street each  | Collect provision & medicines, answer messages to people feeling concerned or isolated.   |
| Moorhead & Nabwood                             | Julie Rainer & St Peters Church   | 01274 584488 / 01274 400381 ( <b>10:00-12:30</b> )<br>07848 413941 ( <b>afternoon</b> )<br>Email: <a href="mailto:info@shipleyneighbours.org.uk">info@shipleyneighbours.org.uk</a>                        |   | Support for local residents - shopping, running errands, regular friendly calls.  |

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|                                    | Human Relief                                   | 2 Claremont, Bradford BD7 1BQ   | Muqaddus 07552 432542 or<br>Freddie 07837 332847  | Arranging deliveries picking up shopping,  | Arranging deliveries, picking up shopping/medication, posting mail, urgent supplies, topping up <b>electric / gas keys</b> or simply friendly call  |
|                                    | Ummah Welfare Trust                            |   | 0800 4080011 / 01274 390630 <b>Female</b><br><b>only line: 07933 001283</b>   |  | Covid-19 Hardship Support Service - for families struggling to pay rent or meet other immediate payments.   |
|                                    | Stronger Families                              |   | Bradford Hub Manager: Cath Ormerod<br>Tel: 01274 513 300<br>Email:<br>StrongerFamiliesBradford@barnardos.org.uk<br>(referral form is on shared drive) | Working with families across Bradford & Leeds to develop skills & employment opportunities. Help with health & wellbeing, employability & skill building, financial inclusion support. To be eligible must have at least 1 dependent child in same household and be unemployed or economically inactive. |   |
|                                    | Keighley Furniture Project                     | <a href="http://keighleyfurnitureproject.co.uk/">http://keighleyfurnitureproject.co.uk/</a>   | 01535 601999  | Must provide proof of current benefit, including pension for an item. You are then able to choose what you require. Suggested donations are displayed on every item. We offer a delivery service for a small charge or people may take the items themselves but this is at their own risk.               |   |
| <b>HELPLINE NUMBERS / WEBSITES</b> |  |   |   |  |   |
|                                    | Government updates on Covid-19                 |   |   |  | <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>   |
|                                    | Bradford Council Covid-19 advice & information |   |   |  | <a href="https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/?utm_medium=email&amp;utm_source=govdelivery">https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/?utm_medium=email&amp;utm_source=govdelivery</a> |
|                                    | COVID-19 Relatives' Phone Line                 | Bradford Teaching Hospitals   | 01274 272747  |  | Provides basic details to relatives concerned about loved ones in hospital. For one nominated family member to ring once a day.   |
|                                    | Adult Social Care                              | <a href="https://www.bradford.gov.uk/adult-social-care/care-and-support-from-us/new-to-adult-social-care/">https://www.bradford.gov.uk/adult-social-care/care-and-support-from-us/new-to-adult-social-care/</a>                             | 01274 435400<br>Out of hours: 01274 431010  |  |   |
|                                    | My Support Space                               | <a href="https://www.mysupportspace.org.uk/moj">https://www.mysupportspace.org.uk/moj</a>   | 24hr helpline 0300 303 1971   | Online resources created by Victim Support to help manage the impact of crime.   |   |
|                                    | Victim Support                                 | <a href="https://www.victimsupport.org.uk/">https://www.victimsupport.org.uk/</a>   | 24hr free & confidential support line 0808 16 89 111  | Help after crime   |   |
|                                    | Citizens Advice Consumer Helpline              | <a href="https://www.citizensadvice.org.uk/resources-and-tools/search-navigation-tools/Search/?q=covid&amp;c=TOP-PUBLIC">https://www.citizensadvice.org.uk/resources-and-tools/search-navigation-tools/Search/?q=covid&amp;c=TOP-PUBLIC</a> | 0808 2231133  | For advice   |   |

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| Employment                    | Pathways To Employment (The Cellar Trust)                | <a href="https://www.thecellartrust.org/what-we-do/pathways-to-employment/">https://www.thecellartrust.org/what-we-do/pathways-to-employment/</a>   | Pathways to Employment clients call 01274 588002  | This service is for people over 18, who are <b>out of work</b> with moderate to severe, and/or enduring mental health problems who want to work towards a specific goal such as education, training, voluntary or paid work. It is available to people who live in Bradford, Airedale, Wharfedale and Craven.           | Employment team are still available to offer phone support to all our clients, and Haven crisis support team are working hard to give telephone support to those that need it. |
| Employment                    | Pathways To Employment (The Cellar Trust)                |   | Tuesday Peer Support Group is now online using Zoom. If you would like to be part of this group, please call <b>01274 588002</b> or email <b>mail@thecellartrust.org</b> to register your interest. |   |  |
| Employment                    | Pathways To Employment (The Cellar Trust)                | IT Club You can access Learn My Way online using this web address: <a href="https://www.learnmyway.com">https://www.learnmyway.com</a>  |   | On the main screen, click on START LEARNING NOW. You will be directed to a Registration page, where you will need to put in your email address. For Centre, type in The Cellar Trust. The modules that you can work through will be displayed for you. If you have any queries on this, please call us on 01274 588002. |  |
| Employment & Benefits Support | DWP  | <a href="https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/">https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/</a>   |   |   | Wide range of support for people affected by Covid-19  |
| DWP Newsletter                | Touchbase  | <a href="http://news.dwp.gov.uk/dwplz/WebCapture.aspx?piD=2764&amp;t=0&amp;utm_source=http%3a%2f%2fnews.dwp.gov.uk%2fdwplz%2f&amp;utm_medium=email&amp;utm_campaign=Touchbase+122&amp;utm_term=Touchbase+122&amp;utm_content=5&amp;gator_td=ckAAc%2db6aX2BocZoQKMNeS6FGIVFgPlc6SPjozWRs%2fnKj%2bni4q00bcpgPjP0FVV44xM2Q95ft4GA5EWI92MGrCaeFlmWcl8jf9agU8cTAM2Vvc0cjUay6wBCMGI990XXUTFntinyox8wk1EiJnBys59wZGLxkOASQil oM%2fA3rUKU8aRDeB3jp7h1JolnS">http://news.dwp.gov.uk/dwplz/WebCapture.aspx?piD=2764&amp;t=0&amp;utm_source=http%3a%2f%2fnews.dwp.gov.uk%2fdwplz%2f&amp;utm_medium=email&amp;utm_campaign=Touchbase+122&amp;utm_term=Touchbase+122&amp;utm_content=5&amp;gator_td=ckAAc%2db6aX2BocZoQKMNeS6FGIVFgPlc6SPjozWRs%2fnKj%2bni4q00bcpgPjP0FVV44xM2Q95ft4GA5EWI92MGrCaeFlmWcl8jf9agU8cTAM2Vvc0cjUay6wBCMGI990XXUTFntinyox8wk1EiJnBys59wZGLxkOASQil oM%2fA3rUKU8aRDeB3jp7h1JolnS</a> |   | Register to receive the DWP Newsletter - Touchbase which is sent out each week to keep you up to date on changes. These are being emailed out to subscribers and <b>are not</b> being published on GOV.UK.  |  |
| Business Support              | Government Website for guidance & support for businesses | <a href="https://www.gov.uk/coronavirus/business-support">https://www.gov.uk/coronavirus/business-support</a>   |   |   |  |

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| Self-Employment | Government guidance for self-employed                           | <a href="https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work?utm_source=1605b214-2983-45c7-8065-de67edfa9c6e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work?utm_source=1605b214-2983-45c7-8065-de67edfa9c6e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a> |                    |                    |                               |
| Self-Employment | Government guidance for self-employed claiming Universal Credit | <a href="https://www.gov.uk/government/publications/universal-credit-and-self-employment-quick-guide?utm_source=901f9f87-f49e-472b-8429-b799a20fbe7e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/publications/universal-credit-and-self-employment-quick-guide?utm_source=901f9f87-f49e-472b-8429-b799a20fbe7e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a>   |                    |                    |                               |
| Self-Employment | Government self-employment grant                                | <a href="https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme">https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme</a>   |                    |                    |                               |
| New style JSA   | Government guidance on new style Jobseekers Allowance           | <a href="https://www.gov.uk/guidance/new-style-jobseekers-allowance?utm_source=51853a95-ce13-49e1-897b-e8d0c54f3e7a&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/guidance/new-style-jobseekers-allowance?utm_source=51853a95-ce13-49e1-897b-e8d0c54f3e7a&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a>   |                    |                    |                               |

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| Benefits        | Government guidance for people receiving benefits | <a href="https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-already-getting-benefits?utm_source=f9b39ddc-74a3-4974-a15f-9513a0d38a92&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-already-getting-benefits?utm_source=f9b39ddc-74a3-4974-a15f-9513a0d38a92&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a> |                    |   |   |
| Benefits        | Universal Credit & ESA                            |   | 0800 328 5644      |   |   |
| Benefits        | Escalation Routeway at DWP                        | <b>SEE PDF SAVED IN PROJECTS 2020-COVID CENTRAL SUPPORT-USEFUL INFORMATION</b>  |                    |   | DWP Partner organisation Escalation Routeway. Please use information to support clients you are working with but please <b>do not issue to clients directly</b> . Please only use contact details on PDF as a <b>last resort</b> after following the current guidance and you feel that further intervention may be needed. |
| Benefits        | Turn2Us   | <a href="https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus">https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus</a>   |                    | Provide financial support to help people get back on track, benefits calculator, grants & funding   | Specific information on advice & support during Covid-10 outbreak   |
|                 | Safer Bradford                                    | <a href="https://www.saferbradford.co.uk/">https://www.saferbradford.co.uk/</a>   |                    | Helping to create a safer district.   | Has specific information on Covid-19  |
| Crime           | My Support Space                                  | <a href="https://www.mysupportspace.org/moj">https://www.mysupportspace.org/moj</a>   | 0300 303 1971      | Helps victims of crime manage the impact it has had on them. Free, safe, secure & confidential. Available to those who have been impacted by coronavirus and can be accessed from home via a computer, tablet or phone. There are videos, interactive guides, tools and techniques, activities and tips—all of which go at the victim's pace. |   |
| Scams           | Stop Loan Sharks                                  | <a href="https://www.stoploansharks.co.uk/#">https://www.stoploansharks.co.uk/#</a>   | 0300 555 2222      |   |   |
| Scams           | Action Fraud                                      | <a href="https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime">https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime</a>   | 0300 1232040       | To report a scam  |   |

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|                 | Green Doctor telephone advice service<br><a href="https://www.groundwork.org.uk/hubs/north-east-and-yorkshire/">https://www.groundwork.org.uk/hubs/north-east-and-yorkshire/</a>  |  |  | <b>Just offering telephone service at the moment:</b> tariff comparison & switching, helping with issues from energy suppliers, referring to local schemes for help with anything broken, PSR sign up for vulnerable people, debt advice, energy saving advice, water support, identification and referral of hazards, general telephone support for help e.g. local food delivery, local mental health services etc. |
|                 | Family Action - Bradford Advice Service   | 01274 577571<br>Email: cac.admin@family-action.org.uk  | Mon-Fri 09:00-1:00                           | <b>Only offering telephone advice throughout the covid-19 outbreak.</b> Debt & benefit advice.  |
|                 | Citizens Advice Centre Bradford (inc Bradford Law Centre)   | 03442 451282 Email: debtadvice@bradfordcab.com   | Mon-Fri 10:00-3:00                           | <b>Telephone advice only at the moment.</b> Support with issues on benefits, work, debt and money, housing, law and courts, family, immigration and health.   |
|                 | Credit Union<br><a href="http://www.bdcu.co.uk">www.bdcu.co.uk</a>  | 01274 434100 Email: credit.union@bdcu.co.uk  | Online and telephone service only            | <b>*BRANCH COUNTERS WILL CLOSE FROM MON 13th APRIL*</b> Branch Counter opening times Monday 6/4 Tues 7/4 Thurs 9/4 9:30-12pm  |
|                 | Money Saving Expert<br><a href="http://www.moneysavingexpert.com">www.moneysavingexpert.com</a>   |  |  | Lots of help & information on financial support and fallout from the covid-19 pandemic  |
|                 | British Gas<br><a href="https://www.britishgas.co.uk/covid19">https://www.britishgas.co.uk/covid19</a>  | T: 03332 008899 Open as normal but very busy. Encouraging people to use online for queries. Unable to offer non-emergency appointments at the moment to anyone shielding, vulnerable, self-isolating or with Covid-19 symptoms (or anyone in the household that falls in to one of these categories) | Monday to Friday, 9am-5pm.                   | For pre-pay meters. Call to advise you're self-isolating. They send out 2 weeks worth of gas/electricity or will top up Smart Meters.   |
| Gas/Electric    | EDF<br><a href="https://www.edfenergy.com/coronavirus-advice">https://www.edfenergy.com/coronavirus-advice</a>  | For prepay meters<br>0333 200 5110 (option 1) Call or WhatsApp on 07480 802942 or send a text to 07481 341928 to manage account  |  | <a href="https://www.edfenergy.com/message-simone-rossi-about-covid-19">https://www.edfenergy.com/message-simone-rossi-about-covid-19</a>   |
|                 | EON<br><a href="https://www.eonenergy.com/coronavirus-update.html">https://www.eonenergy.com/coronavirus-update.html</a>  | Reduced service T: 0345 0520000  | Monday to Friday 8am-8pm<br>Saturday 8am-6pm | Extended emergency credit levels for gas customers with classic prepayment meters from £5 to £50 (are currently looking at electricity as well)   |
|                 | N Power<br><a href="https://www.npower.com/help-and-support/coronavirus/">https://www.npower.com/help-and-support/coronavirus/</a>  | Reduced service. T: 0800 073 3000 or 0330 100 3000   | Monday to Friday 8am-8pm<br>Saturday 8am-6pm | Extended emergency credit levels from £7 to £45 for gas (are currently looking at electricity as well)  |
|                 | Scottish Power<br><a href="https://community.scottishpower.co.uk/t5/Extra-Help/Coronavirus-COVID-19-information-for-ScottishPower-customers/ta-p/15029#pp2">https://community.scottishpower.co.uk/t5/Extra-Help/Coronavirus-COVID-19-information-for-ScottishPower-customers/ta-p/15029#pp2</a> | Lines will be busier than normal. Encouraging people to use the website for queries T: 0800 027 0072   | Monday-Friday 8:30am to 7pm                  |   |

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|  | SSE                | <a href="https://sse.co.uk/help/coronavirus-questions-and-answers">https://sse.co.uk/help/coronavirus-questions-and-answers</a>   | Lines are busier than usual. Encouraging people to use website for any queries T: 0345 070 7373 | Monday to Friday 8am-6pm<br>8am-2pm<br>Saturday | Taking bookings to install smart meters but are prioritising customers with emergencies and those that are vulnerable and at risk of loss of power. Part of the OVO Coronavirus Hardship Scheme (DD payments 0345 071 7977 PAYG 0345 072 9495) |
| <b>INFORMATION</b>                       |                    |   |   |   |  |
| Guidance on places of worship re-opening | Government Website | <a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic-from-4-july/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic-from-4-july#section3">https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic-from-4-july/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic-from-4-july#section3</a> |   |   |  |