

	Venue	Address	Telephone number	Useful Information	COVID-19 specific information
GENERAL SUPPORT					
	NHS Responders	https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal	T: 0808 196 3646	Help with shopping or prescriptions, or need someone to talk to. Can self-refer or be referred.	For those self-isolating or those cautious about the virus and wish to avoid crowded spaces. Help available for those with medical conditions that make them vulnerable to Covid-19, esp. if over 70, pregnant or have a disability.
All of Bradford	Womenzone		T: 01274 665270 (Mon & Fri 10am-4pm, Tue Weds Thrs 10am-3pm)		Every Thursday at 3pm, Chai & Chat session. Women only.
All of Bradford	ACE Budget Cars		01274 481818	Minimum standard charge cost	Small shopping delivery service for vulnerable, elderly and high risk from COVID-19
All of Bradford	Age UK Bradford & District		T: 01274 391190 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) E: info@ageukbd.org.uk		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	https://www.ageuk.org.uk/bradforddistrict/our-services/the-coronavirus-and-older-people/supporting-veterans/	T: 01274 391 190 Text: 07471 227 907 E: info@ageukbd.org.uk 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.	https://www.ageuk.org.uk/bradforddistrict/our-services/the-coronavirus-and-older-people/supporting-veterans/resources-for-veterans/	Shopping deliveries, friendly phone calls, benefits advice, newspaper/book deliveries, delivery of urgent supplies, connecting with other veterans, posting mail, IT equipment loans, household repairs.
Clothing bank	JKN Outreach	15-17 Spring Gardens, Bradford BD1 3EJ www.jkn.org.uk/jkn-outreach/	E: outreach@jkn.org.uk	Clothing bank 4:30-5:30pm	

<p>Millside Centre</p>			<p>Mon - Stay & Play @ Home - volunteer Joy sharing some lovely stories of courage & strength with our Stay and Play families and their toddlers from home <u>Job Club with Maqsood (1pm – 3pm)</u> - Continue to provide employability sessions Please contact Maqsood Khan on 07792254130 or email maqsudkhan@hotmail.com to refer any new clients to us. <u>Tues British Red Cross drop in closed but for</u> any enquiry or support contact 07872007819/ 07921403672 Move On Service for newly granted refugees please contact Bradford Council for appointments on 07582 109320 <u>Weds</u> Millside Voices online sessions every Wednesday as a perfect mid-week singalong <u>Fri</u> 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</p>
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				more updates: https://www.youtube.com/channel/UCI0GBQQKsVF7II7zVUGe34w?view_as=subscriber	
Patients at Ashcroft Surgery	Ashcroft Pharmacy		T: 01274 735716	9am-5pm	Free medication delivery, prescription collection from home or GP, provide urgent care for elderly or vulnerable
Baildon	Baildon Link	35 Cliffe Avenue, Baildon	01274 588681 or email baildon.link@btinternet.com	Mon-Thurs 10am-4pm	Food parcel, shopping, befriending, prescription delivery & free school meal advice
Bingley/Eldwick	Volunteer Group		Michelle Chapman 07830 402589		Shopping, posting mail, picking up local deliveries, dog walking, food parcels

Saltaire	Saltaire Coronavirus Community Support Group	https://www.facebook.com/groups/829124220930234/	Clare Mawson local co-ordinator Email: saltairetogether@gmail.com	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 (10:00-12:30) 07848 413941 (afternoon) Email: info@shipleyneighbours.org.uk		Support for local residents - shopping, running errands, regular friendly calls.
	Human Relief	2 Claremont, Bradford BD7 1BQ	Muqaddus 07552 432542 or Freddie 07837 332847	Arranging deliveries picking up shopping,	Arranging deliveries, picking up shopping/medication, posting mail, urgent supplies, topping up electric / gas keys or simply friendly call
	Ummah Welfare Trust		0800 4080011 / 01274 390630 Female only line: 07933 001283		Covid-19 Hardship Support Service - for families struggling to pay rent or meet other immediate payments.
	Stronger Families		Bradford Hub Manager: Cath Ormerod Tel: 01274 513 300 Email: StrongerFamiliesBradford@barnardos.org.uk (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	

BD2 3 4 5 & 10

			be unemployed or economically inactive.	
Karmand Centre		T: 01274 669593 (Mon-Fri 9am to 5pm)	Independent community advice & information resource providing generalist advice on a broad range of issues such as Housing, Welfare Benefits, Consumer and Immigration Advice. Independent impartial and confidential generalist drop in service as well as Specialist Welfare Benefits and Immigration Advice. 1:1 and telephone appointments.	
Keighley Furniture Project	http://keighleyfurnitureproject.co.uk/	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.	
Advice	One Stop Shop	Sandale Hub, 42-46 Reevy Road West, Buttershaw, Bradford BD6 3LX	T: (Marie) 01274 270170 E: Marie@sandaletrust.org	Thursday 10:00-12:00 Offer advice on housing, food parcels, benefits, debt or just a general welfare chat and friendly company. Breakfast is also available for £2, drinks for 50p (lighter breakfast or cereal £1).	Using track and trace and observing social distancing.
HELPLINE NUMBERS / WEBSITES					
	Government updates on Covid-19				https://www.gov.uk/coronavirus
	Bradford Council Covid-19 advice & information				https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/?utm_medium=email&utm_source=govdelivery

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	https://www.bradford.gov.uk/adult-social-care/care-and-support-from-us/new-to-adult-social-care/	01274 435400 Out of hours: 01274 431010		
My Support Space	https://www.mysupportspace.org.uk/moj	24hr helpline 0300 303 1971	Online resources created by Victim Support to help manage the impact of crime.	
Victim Support	https://www.victimsupport.org.uk/	24hr free & confidential support line 0808 16 89 111	Help after crime	
Citizens Advice Consumer Helpline	https://www.citizensadvice.org.uk/resources-and-tools/search-navigation-tools/Search/?q=COVID&c=TOP-PUBLIC	0808 2231133	For advice	

Employment	Pathways To Employment (The Cellar Trust)	https://www.thecellartrust.org/what-we-do/pathways-to-employment/	Pathways to Employment clients call 01274 588002	This service is for people over 18, who are out of work 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 01274 588002 or email mail@thecellartrust.org to register your interest.		
Employment	Pathways To Employment (The Cellar Trust)	IT Club You can access Learn My Way online using this web address: https://www.learnmyway.com		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

<https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/>

Wide range of support for people affected by Covid-19

Benefits

Universal Credit

<https://www.gov.uk/universal-credit>

DWP Newsletter

Touchbase

http://news.dwp.gov.uk/dwplz/WebCapture.aspx?plD=2764&t=0&utm_source=http%3a%2f%2fnews.dwp.gov.uk%2fdwplz%2f&utm_medium=email&utm_campaign=Touchbase+122&utm_term=Touchbase+122&utm_content=5&gator_td=cKaAAC%2bdb6aX2BocZoQKMNeS6FGiVFgPic6SPjowzRs%2fnKj%2bni4q0ObcpgPjP0FVV44xM2Q95ft4GA5EWI92MGrCaeFlmWcL8jf9aqU8cTAM2VVc0cjUAY6wBCMGI990XXUTFntinyox8wk1EiJnBys59wZGLxkOASQiloM%2fA3rUKU8aRDeB3jp7h1JolnS

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 **are not** being published on GOV.UK.



HALE

Health Action Local Engagement
Healthy Living Project

Business Support	Government Website for guidance & support for businesses	https://www.gov.uk/coronavirus/business-support			
Self-Employment	Government guidance for self-employed	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&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate			

Self-Employment

Government guidance for self-employed claiming Universal Credit	https://www.gov.uk/government/publications/universal-credit-and-self-employment-quick-guide?utm_source=901f9f87-f49e-472b-8429-b799a20fbe7e&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate			
Government self-employment grant	https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme			

Self-Employment

New style JSA

Government guidance on new style Jobseekers Allowance	https://www.gov.uk/guidance/new-style-jobseekers-allowance?utm_source=51853a95-ce13-49e1-897b-e8d0c54f3e7a&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate			
Government guidance for people receiving benefits	https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-already-getting-benefits?utm_source=f9b39ddc-74a3-4974-a15f-9513a0d38a92&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate			

Benefits

Benefits	Universal Credit & ESA	0800 328 5644		
Benefits	Escalation Routeway at DWP	SEE PDF SAVED IN PROJECTS 2020-COVID CENTRAL SUPPORT-USEFUL INFORMATION		DWP Partner organisation Escalation Routeway. Please use information to support clients you are working with but please do not issue to clients directly . Please only use contact details on PDF as a last resort after following the current guidance and you feel that further intervention may be needed.
Benefits	Turn2Us	https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus	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	https://www.saferbradford.co.uk/	Helping to create a safer district.	Has specific information on Covid-19

Crime	My Support Space	https://www.mysupportspace.org.uk/moj	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	https://www.stoploan sharks.co.uk/#	0300 555 2222		
Scams	Action Fraud	https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime	0300 1232040	To report a scam	
	Green Doctor telephone advice service	https://www.groundwork.org.uk/hubs/north-east-and-yorkshire/	T (Freephone): 0808 168 3547 OR 0113 238 0601 E: greendoctorleeds@groundwork.org.uk	Practical energy advice. Advice on tariff comparisons and switching, emergency support for no heat situations. Able to issue fuel voucher codes for pre-payment meter top-ups to households struggling to meet energy costs.	Just offering telephone service at the moment: 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 Email: cac.admin@family-action.org.uk	Mon-Fri 09:00-1:00	Only offering telephone advice throughout the covid-19 outbreak. Debt & benefit advice.
Citizens Advice Centre Bradford (inc Bradford Law Centre)		03442 451282 Email: debtadvice@bradfordcab.com	Mon-Fri 10:00-3:00	Telephone advice only at the moment. Support with issues on benefits, work, debt and money, housing, law and courts, family, immigration and health.
Credit Union	www.bdcu.co.uk	01274 434100 Email: credit.union@bdcu.co.uk	Online and telephone service only	*BRANCH COUNTERS WILL CLOSE FROM MON 13th APRIL* Branch Counter opening times Monday 6/4 Tues 7/4 Thurs 9/4 9:30-12pm

	Money Saving Expert	www.moneysavingexpert.com			Lots of help & information on financial support and fallout from the covid-19 pandemic
Gas/Electric	British Gas	https://www.britishtgas.co.uk/covid19	<p>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)</p>	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	https://www.edfenergy.com/coronavirus-advice	<p>For prepay meters 0333 200 5110 (option 1) Call or WhatsApp on 07480 802942 or send a text to 07481 341928 to manage account</p>		https://www.edfenergy.com/message-simone-rossi-about-covid-19

EON	https://www.eoneenergy.com/coronavirus-update.html	Reduced service T: 0345 0520000	Monday to Friday 8am-8pm 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	https://www.npower.com/help-and-support/coronaviruses/	Reduced service. T: 0800 073 3000 or 0330 100 3000	Monday to Friday 8am-8pm Saturday 8am-6pm	Extended emergency credit levels from £7 to £45 for gas (are currently looking at electricity as well)
Scottish Power	https://community.scottishpower.co.uk/t5/Extra-Help/Coronavirus-COVID-19-information-for-ScottishPower-customers/tap/15029#pp2	Lines will be busier than normal. Encouraging people to use the website for queries T: 0800 027 0072	Monday-Friday 8:30am to 7pm	
SSE	https://sse.co.uk/help/coronavirus-questions-and-answers	Lines are busier than usual. Encouraging people to use website for any queries T: 0345 070 7373	Monday to Friday 8am-6pm Saturday 8am-2pm	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)

INFORMATION					
Guidance on places of worship re-opening	Government Website	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			
Glossary of useful words & phrases	Translators Without Border	https://glossaries.translatorswb.org/covid19/			Useful table which translates 186 words and/or phrases associated with COVID-19 into 35 different languages. It also provides a definition of each term and it is searchable by term and languages.