

# CV-19 COMMUNITY BULLETIN

31 March 2020

No 2

Throughout the coming weeks and months, the Council's Communities Team, along with its' medical and community partners will be compiling information about the Coronavirus and how to deal with its consequences in Rossendale. We want to try and ensure clear health messages and connect those who can supply help with those who need it.

As you know Rossendale is a great place to live and work and our community is strong. We have seen lots of fantastic examples of local people coming together to help each other and their local area. We will all pull together during this crisis and be even stronger when life gets back to normal hopefully later this year.

If you have any information or ideas you think would be useful to include in the bulletin or would like to be added to the mailing list please e mail us at

[communitiesteam@rossendalebc.gov.uk](mailto:communitiesteam@rossendalebc.gov.uk)

All bulletins will be posted on the Rossendale Borough Council webpage, Facebook etc.

## **Rossendale wide support**

### **ROSSENDALE CONNECTED - Supporting those in need across the Rossendale community**

Rossendale Connected, launched on 27 March, is here to help communities, families and individuals who find themselves without any support network and are facing challenges presented by the coronavirus outbreak. We can help in connecting people to community organisations and volunteers that can provide food, essential supplies, medicine or if you need to talk with people during isolation.

[www.rossendaleconnected.org](http://www.rossendaleconnected.org) **01706 227016** [help@rossendaleconnected.org](mailto:help@rossendaleconnected.org)

Lines are open every day 9am - 5pm

Rossendale Connected Hub is a partnership between Rossendale Council, Rossendale Leisure Trust, Rossendale Primary Care Network, Burnley Pendle Rossendale CVS, Lancashire Police and a wide range of community partner organisations and volunteers.

We are looking for support from local volunteers and services. If you are able to help in any way please fill in the volunteer form on the Rossendale Connected website or Facebook page

**KINDNESS POSTCARDS** – nationally there is a campaign known as Viral Kindness which just means people giving their details to neighbours who they know live alone or have caring responsibilities and asking them to get in touch if they need anything e.g. dog walking, shopping and so on. The link for the postcard is below:

[https://drive.google.com/file/d/1L\\_8GoI1zQ572fBZtEIFfQZI9vNEwK7Rf/view](https://drive.google.com/file/d/1L_8GoI1zQ572fBZtEIFfQZI9vNEwK7Rf/view)

The more that people can look after someone in their neighbourhood, the less strain there is on already overstretched public services enabling them to prioritise people who are really vulnerable.

**HEALTH MESSAGES** – the Healthy Rossendale Facebook page is the place to go for the latest health messages from the NHS, local G.P.s and other medical practitioners. This is currently updated daily. <https://www.facebook.com/groups/389362468511320/>

All G.P. practices are now closed for anyone wanting to walk in. There is a telephone appointment scheme and if a patient needs to be seen face to face they will be invited in. Prescriptions can be ordered on line or by telephone (afternoons may be quieter) and can be picked up from a pharmacy of the patient's choice.

**FOOD** – many of you may be anxious facing a lengthy school break, uncertainty around employment or just getting to the shops. Free or very low cost food is still available via Positive start, Crawshawbooth Community Centre and Haslingden Community Link. Rossendale's food bank – RAFT – is available by referral only which can come via schools, Citizens Advice and other community organisations.

Contact Rossendale Connected (details above) if you have concerns regarding collection/delivery of food for people who are particularly vulnerable and self isolating.

**LOCAL AREA GROUPS** – There are lots of local groups, including new ones just set up that are providing help for local vulnerable people – see local area information below. At this time we are aware of the Haslingden and Helmshore community mutual aid group – Facebook page and the Lumb, Whitewell Bottom and Water support group – Facebook page. If you live in any of these areas you can find out more about help available and offer your help if you can.

**ROSSENDALE RADIO** 104.7fm – 1 hour 'Coronavirus' slot at 10.00am every day and available as a podcast from 11. Includes interviews with medical and other professionals and community organisations. <http://www.rossendaleradio.com/>

**ROSSO BUSES** – have set up a scheme for community organisations to register with them. This will enable their volunteers to use the buses for free when shopping for neighbours or picking up prescriptions and other vital supplies.

<https://www.transdevbus.co.uk/rosso/if-youre-helping-out-well-help-get-you-there-ride-free-if-youre-supporting-someone-elderly-their-0>

### **DANSWORKS Family Fun Dance Class**

Dansworks have volunteers broadcasting a Free Family Fun Dance Fitness Session every weekday at 1:00am on Facebook Live.

<https://www.facebook.com/dansworks.danceacademy/>

**NoWcard PASS INFORMATION** - Anyone with a NoWcard pass in Lancashire can now use it for free travel before 9.30am in the morning in response to the COVID-19 pandemic. The restriction on using concessionary travel passes during the morning peak has been lifted to allow pass holders to take advantage of those shops that are now dedicating the first hour of shopping to older and vulnerable people.

The government is advising against non-essential use of public transport and for people to vary travel times to avoid rush hour, however the change to NoWcards recognises that some older and disabled people, who are not yet self-isolated, may need to travel earlier than usual to get to the shops or attend a medical appointment.

Disabled NoWcard holders who previously had to pay 50p or £1 to travel before 9.30am will also be able to travel for free.

<https://www.transdevbus.co.uk/rosso/if-youre-helping-out-well-help-get-you-there-ride-free-if-youre-supporting-someone-elderly-their-0>

**ROSSENDALE PARKS AND OPEN SPACES** –although play areas are currently closed, our many parks and open spaces can still be accessed providing you are well. Please however observe guidance around social distancing and stay local to avoid unnecessary travel.

**PROVIDING FOOD FOR SELF-ISOLATING PEOPLE:** Lots of people are asking if there are any regulations around providing free meals for vulnerable neighbours. Nobody has to register to do this, but should take sensible precautions and make sure they are aware of any allergies. There is more information at <https://www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events>

### **What's happening in the Rawtenstall area:**

A new Facebook page is available for support in the Water, Whitewell Bottom and Lumb areas <https://www.facebook.com/groups/201209487809797/>

Rawtenastall past and present and future Facebook page has useful information:

<https://www.facebook.com/groups/RawtenstallPastPresentFuture/>

### **What's happening in the Bacup area:**

Bacup past and present Facebook page has useful information:

<https://www.facebook.com/groups/297420793732753/>

### **What's happening in the Whitworth area:**

Whitworth Town Council is posting useful information for local residents at:

<https://www.facebook.com/WhitworthTownCouncil1/>

### **What's happening in the Haslingden/Helmshore/Edenfield/Rising Bridge areas:**

A new Facebook page for support in the Haslingden and Helmshore areas:

<https://www.facebook.com/groups/2565255683745670>

### **General Information and support**

**OUR LANCASHIRE / LANCASHIRE VOLUNTEER PARTNERSHIP** - Our Lancashire is the Lancashire wide initiative to bring groups and communities together to make Lancashire a greater place to live work and play. Currently they are asking groups or organisations that can help support vulnerable people to join Our Lancashire as a group or let their team know what support you can provide. <https://ourlancashire.org.uk/registration/>

They can also support people who are isolated, vulnerable and in need of volunteer support during the current health crisis - complete referral form via <https://lancsvp.org.uk/referrals-3/community-support-referral-form/> or contact 07779 972114 / 07779 972652 (lines open Mon – Fri 8-4)

**SILVERLINE** - Offers 24 hour, 365 days a year, free, confidential helpline providing information, friendship and advice to older people.

Telephone 0800 4 70 80 90 [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

**AGE UK LANCASHIRE HELPLINE – 0300 303 1234** - Information and advice including local sources of help and support, emergency food, advice on benefits, health and community care, welfare benefit checks.

**ROSSENDALE AND HYNDBURN CITIZENS ADVICE** - [www.carh.org.uk](http://www.carh.org.uk) 0300 456 2552

CA are doing everything possible to continue to deliver an advice service to people living and working in Hyndburn and Rossendale. Adviceline and other helplines are very busy at the moment and CA continue to promote the use of their online enquiry form so that they can either email or ring people to give them the advice they need.

Citizens Advice are also working constantly to keep their [advice pages](#) about the coronavirus impact up to date and informative.

**BUSINESS GRANTS** - Businesses that call asking about the grants available for businesses impacted by Coronavirus should email for support:

[nndr@rossendalebc.gov.uk](mailto:nndr@rossendalebc.gov.uk)

**PREPAYMENT METERS (GAS/ELECTRICITY):** People who are self isolating and can't top up their gas or electric prepayment meter can contact their supplier who will help them get two weeks supply.

- British Gas: 0333 202 9802
- EDF: 0333 200 5100
- EON: 0345 052 000
- N Power: 0800 073 3000
- Scottish Power: 0800 027 0072
- SSE: 0345 026 2658

**USEFUL PHONE NUMBERS:**

ROSSENDALE BOROUGH COUNCIL – 01706 217777

LANCASHIRE COUNTY COUNCIL – 0300 123 6701

SOCIAL SERVICES CHILDREN – 0300 123 6720

SOCIAL SERVICES ADULTS - 0300 123 6721

OUT OF HOURS – 0300 123 6722

SAMARITANS – 116 123

CITIZENS ADVICE – 0300 456 2552

DWP CUSTOMER SERVICES – 0300 731 7898

PENSION SERVICE – 0800 731 0469

UNIVERSAL CREDIT – 0800 328 9344

**SCAMS** - People are being warned about a series of scams related to the coronavirus. Rossendale Council are backing The Chartered Trading Standards Institute (CTSI)'s warnings issued after reports that scammers are targeted people both in person and through technology and through price rises in shops throughout the country.

One scam involves fake healthcare workers claiming to be offering home-testing for the COVID-19 coronavirus. Other scams are in the form of emails and phone apps which allow the scammer to take money from your bank account. Trading Standards has also received lots of complaints about some smaller shops putting up their pricing in the wake of people stocking up due to the coronavirus

Trading Standards officers are planning advisory visits and warning retailers not to raise their prices to take advantage of the current coronavirus emergency.