

# Coronavirus (COVID-19) help and support for communities in Bradford district



## Local community led response

Throughout Bradford district communities are coming together to help individuals and families with the impact of coronavirus (COVID-19). Community led initiatives are supporting people, connecting them into where they live, with relationships being formed that will last long beyond the crisis. Locally based voluntary organisations have also expanded their services and developed new ways of providing support.

## One number for Council and Neighbourhood services

These services can be accessed through the Council Contact Centre, by ringing **01274 431000**. This line is open every week day 8am to 6pm and weekends from 10am to 4pm.

## Area Hubs

Bradford has a network of 5 Area Hubs which are connected to a number of smaller neighbourhood support centres. These are supported by a team of council staff, voluntary sector partners and volunteers who provide services in communities. Area Hubs offer creative ways to solve problems for residents who have been affected by the lockdown and who don't have other means of support. The Hubs will resolve immediate issues through a network of local support and aim to support residents by signposting to the most appropriate service. The Hubs can refer residents onto specialist welfare, advice and support services, including Domestic Abuse, Children's and Adult services.

## Home shopping service

People requiring shopping can access this through 01274 431000. They will be connected to a home shopper at the Area Hub. The shopper contacts the customer to find out what they need, carries out the shopping and delivers it to the doorstep. The customer is shown the bill and then needs to call 01274 431000 to pay over the phone. Cards are preferred but there is a cash option for those without access to cards.

## Need someone to chat to?

We have a network of voluntary sector befriending organisations that can provide a friendly chat with the same person each week. This is provided by ringing 01274 431000 and asking for this help. The referral goes to the local hub which will put you in touch with a local provider. If you are struggling with issues around a long term health condition, please use the same service and you will be directed to a specialist service.

## Advice and information

The 01274 431000 number offers access to welfare benefits and debt/money advice. These services, provided by four lead agencies, give residents advice and support across a range of issues, including housing, welfare benefits, debt and immigration. This support is by telephone or other electronic means. The Area Hub will also refer residents to the service and an adviser will contact the person by phone.

## Help to find work

If residents need help to get into work when the lockdown period is over, the Council Contact Centre will refer them to the Skills House team who will help them to find employment and can link residents to training and support. Referrals can be made during lockdown to start the process.

**#PeopleCan**

**Volunteer**

## Food banks

A district wide network of food banks exists, supported by two depots at Bradford and Keighley. They have been operating for several years and the work is aided by Inn Churches who operate a warehouse. Food is provided on receipt of a voucher and referrals are usually made by GPs and Social Workers etc.

## Food Distribution Centre

Bradford Food Distribution Hub is a specific coronavirus (COVID-19) crisis response from Bradford Council and partners. It provides doorstep deliveries of one week food parcels to Bradford's most vulnerable people who are unable to get food in any other way. Boxes are delivered from the Broadway Food Hub from Monday to Friday, with a 7 day evening run for emergency parcels.

## Free School Meals

Vulnerable children and key worker children accessing emergency childcare in schools are being provided with a meal and snacks during the school day. Schools are also providing meals for children to take home at the end of the school day if their families need this. Schools have also been asked to feed any child that may come to their school who requests a meal.

Children, who are not in school but where families are struggling to get food, can go to school at the end of the day and collect a grab bag. This is not linked to Free School Meal entitlement and is part of the 'feed hungry children and families' approach adopted widely by most schools.

A £15 national food voucher scheme is also being offered by some schools to any child registered to receive a free school meal the services have been put in place to try to make sure that everyone in our district who needs support can get this and no one is left without food.

## Safeguarding

The current situation means many of us are experiencing increased stress at this time. If you have a concern about the safety of a child or vulnerable adult, do not keep it to yourself. Report your concern on the Safer Bradford website. They are available 24/7 365 days a year. Go to [www.saferbradford.co.uk/report-a-concern](http://www.saferbradford.co.uk/report-a-concern) or call them on:

- **Children - 01274 435600** or if out of office hours **01274 431010**
- **Adults - 01274 431077** or if out of office hours **01274 431010**

If someone is at immediate risk of harm please call **999**.

## Domestic Abuse

Being at home shouldn't mean being at risk. If you or someone you know is suffering from domestic abuse, tell someone and seek support. Police response and support services are available at all times. Local support services can be accessed by contacting Survive and Thrive on 0808 2800 999 Mon – Fri (9am to 5pm) or support can be secured 24/7 through the National helpline 0808 2000 247. Find further information at [www.gov.uk/domestic-abuse](http://www.gov.uk/domestic-abuse) or call 999 if you are in immediate danger. If speaking would put you in danger pressing 55 after calling 999 is a silent way of alerting the police you need assistance.

If you need help or are worried about a family member or neighbour then please ring **01274 431000** or, if you are deaf contact **07790 347389 (Text/BSL)**, to be connected to the right services.

