



Friezland Primary School

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COVID 19: Community Helpline

Dear Families,

I hope you are well and are slowly adjusting to new routines during this challenging time. Oldham Local Authority have asked that schools share the following information with their families regarding support for anyone who is self-isolating and / or vulnerable. Please share with any friends or family who may need assistance.

Kind regards,
Miss Rachael Swaby.

C19 Community Helpline is open to support residents on 0161 770 7007.

The Community Response was launched two weeks ago. The Helpline is there to support people of all ages who are isolated, do not have a social network and need:

- Urgent access to food
- Urgent access to prescription medication
- Access to critical goods like sanitary products

For people to receive this offer they need to call the Helpline. This is open from 9am-5pm on weekdays and 11am to 2pm on weekends. This bank holiday we will be operating the 11am until 2pm service. The Helpline triage the calls into the right support.

Where people require emergency food and supplies they are referred into Place Coordination Hubs. They work with the Food Distribution (Oldham Foodbank and Action Together) to issue a basic package of food items and other essential items such as sanitary products and basic toiletries. The hubs have also been providing back up to the pharmacies where they have had capacity issues with making deliveries. The hubs are also able to link people to mutual aid, co-ordinate emergency response volunteers and act as a source of local intelligence.

Both the helpline and the hubs are coming across a wide range of issues and vulnerability. We are also now linking in with other services and partners including CAB, Early Help, Age UK PIP workers, housing support and TOG Mind to refer people into support people who have a wider range of needs beyond food and supplies.

Please use the helpline if you or another family member / friend could benefit from the support. We are all in this together.

