

Please note this is a rapidly changing situation. Information is correct as of 30/03/2020 at 13:52. Advice on Covid-19 can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/>. Advice on Covid-19 for Health Professionals can be found at <https://www.england.nhs.uk/coronavirus/>

Organisation/Company Name	Community Offer	Contact details
<i>Holistic Support</i>		
Corona Kindness, Blackpool Council	Food shopping, dog walking, medical supplies, social isolation and loneliness	email - helpneeded@blackpool.gov.uk or call 0808 196 3080
Blackpool Carers Centre	Face to face respite provision currently suspended however they are available to contact by phone or email for advice and support	01253 393748
CAN volunteer services	7-day shopping, delivery, urgent supplies and chat	8am - 10pm 01253 670800
Alcoholics Anonymous	Offering support by online and telephone meetings	https://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/blackpool
Narcotics Anonymous	Offering support by online and telephone meetings	https://ukna.org/online , helpline 0300 999 1212
Age UK Lancashire	Provision of welfare calls to the elderly vulnerable	0300 303 1234
Lancashire Women	Still taking referrals and any female can call 0300 330 1354 and they will be directed to appropriate staff for support. All services being continued over the phone including peer support, debt and money advice etc.	0300 330 1354
Fylde Coast Women's Aid	Still open to offer telephone support and advice	01253 596699 and also webchat from National Women's Aid available between 10am and midday (Mon to Fri) https://chat.womensaid.org.uk
Safenet	Referral for IDVA support and refuge places	0300 3033 581
National Domestic Abuse Helpline	24 Hour Domestic Abuse Helpline	0808 2000 247
Mankind	Supporting male victims of domestic abuse	01823 334244
<i>Mental Health</i>		
Samaritans	Not offering face to face support but are available by telephone or email	116123 email jo@samaritans.org
The Wellbeing & Mental Health Texting Service	Confidential and anonymous texting service providing emotional support	Text HELLO to 07860 022846 Mon - Fri : 7pm until 11pm. Sat - Sun 12pm until midnight
Mental Health and Wellbeing Helpline -	Confidential helpline offering emotional support.	Telephone 0800 9154640
Mental Health Crisis Team	Out of hours crisis team	01253 956280
Papyrus	Telephone support. Suicide prevention helpline	0800 068 4141

<i>Food provision</i>		
<i>Food banks/parcels</i>		
Amazing Graze Soup Kitchen	Serving food on a take-away basis on Tues, Fri and Sat 6.30 - 7.30pm and delivery service to isolated people on these nights in addition to a Thursday night	44 Bolton Street, telephone 01253 406152 or email amazinggrazeblackpool@gmail.com
The Bridge Project	Opening on Monday, Tuesday, Thursday and Friday for one hour for rough sleeps to obtain take-away food such as sandwiches/cakes. Food parcels are being given out to other vulnerable people on Tuesdays and Fridays between 12:30pm and 1:30pm.	Telephone 01253 299835
Blackpool Food Bank	Referrals to be sent to outreach to arrange collection for clients	Telephone 01253 358842
The Kensington Foundation	Service currently suspended	
The Comfort Zone	Service currently suspended	
Sacred Heart Food Parcel Service	Provision of food parcels to the homeless and vulnerable on Thursdays between 10am and 11am	17 Talbot Road, FY1 1LB , Telephone 01253 620964 or email sacredheartblackpool@btconnect.com
Discretionary Support Scheme	Referrals for food bank provision	Telephone 0800 694 0100
<i>Local food delivery services</i>		
Shop it Local	Offering home delivery service via their facebook page and online shopping list. Payment via bank transfer, contactless payment or last resort cash.	https://www.facebook.com/groups/671657783645477/
Eezi-Freeze	Free local food delivery service. Deliveries Monday to Saturday.	Call 01253 693400 or email info@eezi-group.co.uk
Andy Meat Man	Meat delivery service. Various prices	07954134906
Choice Meats Delivery	Meat delivery service. Various prices	Can be ordered via their facebook page or call 01253 353279
Harvey Wright fresh produce	Deliveries of fruit and vegetables. Various prices	Telephone 01253 973524 or 07917868904
The Salad Bowl	Deliveries of fruit and vegetables. Various prices	Telephone 01253 313208
McQueen Dairies	Deliveries of fresh produce. Various prices.	Telephone 0330 555 5588
<i>Supermarket provisions</i>		
Co-Op	Offering priority shopping for the vulnerable and those that care for them at the following times : Mon to Sat 8am to 9am and Sun 10am to 11am	
Morrisons	Next-day delivery service for food and essentials. Each box costs 35 and orders need to be made before 3pm for delivery the following day.	Online on company website
Sainsbury's	Every Monday, Wednesday and Friday between 8am to 9am priority shopping for elderly, disabled and vulnerable clients, as well as NHS and social care staff	
Iceland	Opening early for elderly customers between 8am and 9am. Final hour of trading will be dedicated to NHS staff.	
Waitrose	Dedicating the first hour of shopping to the elderly and most vulnerable and for those caring for them	

<u>Energy Suppliers</u>		
British Gas	If you're in isolation and you think you'll use up your balance and emergency credit, contact British Gas and it has said it'll find a solution on a case-by-case basis	Telephone 0333 202 9802
EDF	EDF says it can post top-up cards or keys loaded with credit to your home. EDF has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says it can deliver 'preloaded' cards and keys if you need to self-isolate – this balance will then be collected back at a "suitable rate" later	Telephone 0333 200 5100
E.on	E.on says it can post top-up cards or keys loaded with credit to your home or send an engineer to top up your meter. It says if your electricity meter falls below 50p of emergency credit, or you're off supply for gas, it can either send a card or key in the post, or it will send an engineer round to top up for you. However, it advises to top up a little extra or asking a trusted person to help in order to prepare for self-isolation	Call 0345 052 0000
Npower	Hasn't yet committed to sending out top-up cards or keys loaded with credit. Npower has said it is looking at increasing emergency credit to £45 to help those self-isolating. It also advises topping up more than usual in advance if you can or asking a trusted person to help	Call 0800 073 3000
Scottish Power	No specific provision other than to check official guidance on website or to contact them on their helpline (in an emergency)	Call 0800 027 0072
Bulb	Bulb says it can post top-up cards or keys loaded with credit to your home. Bulb has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says you can pay online and a preloaded card will be delivered	Call 0300 303 0635
<u>Medical/Pharmacies</u>		
Renaissance UK	Sexual health and drug and alcohol harm reduction. Needle exchange remains open. Signposting.	102 Dickson Road, Blackpool 9am to 5pm Telephone 01253 311431
Horizon/Delphi Medical	Drug and alcohol service. Operating amended service. Clients to contact their keyworkers if unsure about appointments/prescription provision. Groups are currently suspended.	01253 205157
NHS Volunteer service	<i>Awaiting details of the service provision</i>	
Local pharmacies	Advisable to check the opening times of local pharmacies and any amendments to their service provision	
Blackpool Pharmacy	Prescription delivery service up until 9pm. Lots of information on their facebook page as well.	01253 697113

General		
Blackpool Council Customer First	The front desk on corporation street is closed however customers can contact via telephone or email	01253 477477 or email customer.first@blackpool.gov.uk
Blackpool Coastal Housing	The main office is closed however they can still be contacted via telephone	01253 477900
Housing Options	The main office located on Chapel Street is open in the afternoons for emergencies only	01253 477760
Discretionary Support Scheme	Referrals for food banks and parcels, emergency top-ups of gas and electric (although current advice is to check the emergency provisions of your energy supplier before making a claim to discretionary support), referrals to other agencies as appropriate	Telephone 0800 694 0100