

LRF

**Northamptonshire
Strategic
Coordination Centre**

**Date: 31/03/2020
For Immediate release**

Covid-19 Press release

Contact:

nccg.urgentresponsecomms@nhs.net

Northamptonshire's Community Resilience Service launches new Coronavirus Support Line

Following the incredibly successful appeal last week to find volunteers to help those in need in Northamptonshire during the coronavirus pandemic, a new support line has now been launched to support the most vulnerable members of our community.

There are a large number of people across Northamptonshire who are currently in isolation for various reasons. These include individuals displaying symptoms of Coronavirus and those with existing health conditions, those who are pregnant or those aged 70 and above.

The new support line, which goes live today, allows those who cannot leave their homes under current restrictions and those who have nobody to call upon for help, to request support in getting access to food, prescriptions and other vital services that they require.

The customer Service Centre at Northamptonshire County Council will be managing the helpline, ensuring that each call is appropriately triaged so that individuals receive the care and support that is appropriate to their needs.

The Community Resilience Service will co-ordinate requests for help in conjunction with the District and Borough Councils, mapping those requests by area and linking them up with local community groups, volunteers and voluntary organisations who have pledged their support.

Matthew Golby, Leader of Northamptonshire County Council said:

"The launch of this new support line means that we can provide care and support to those that really need our help.

"By working together with our Borough and District Council colleagues, and with the hundreds of groups and individuals who have volunteered their help, we will be able to provide coordinated local support to the most vulnerable across the county".

Those requiring help are asked to call the support line on the following number.

0300 126 1000 (option 5)

Individuals can also email nccg.communityresilience.covid19@nhs.net and ask for help.