



For further information please visit the [NHS](#) website and the [GOV](#) webpage.

There are [strict measures](#) in place requiring people to stay at home except for a small number of reasons.

Hand washing

Thorough and [proper hand washing](#) is vital to protect you and everyone around you from coronavirus, especially if you and any family members are self-isolating or family-isolating and staying at home.

Council Services

- **New look website**

The coronavirus (COVID-19) pandemic has impacted everybody. We understand that you may need to access important information, advice or help during this time, so the [Bolton Council website homepage](#) has been redesigned to make it even easier for you to find everything you need.

Also a summary of our affected services is [available on the council website](#).

If you have been told stay at home at all times to avoid any face-to-face contact and have no friends or family who can support you, please call **Bolton Council on 01204 337221**. Alternatively, tell us about any help you need [using the online form](#) and we'll arrange for someone to call you back within 24 hours.

Citizens Advice Bureau Bolton

They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. On subjects including: Benefits & Tax Credits, Community Care, Debt, Housing, Immigration, General Advice. Telephone: **0300 330 9071** Monday – Friday 10:00 – 16:00

More information can be found at: <http://www.boltoncab.co.uk/>

Or more information and to search for your nearest Citizens Advice Bureau go to: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Money Advice

- **Bolton's Money Skills Service – for those struggling financially**

If you are struggling financially at this difficult time, Bolton's Money Skills Service offers free, confidential and impartial services to people who live, work or study in the borough:

- Need help with debt; homelessness prevention; mortgage and rent arrears; council tax and fuel arrears; help with payment arrangements; advice about court forms such as bankruptcy – **contact 01204 331965 or moneyadvice@bolton.gov.uk**
- Get advice about making ends meet and reducing expenses; reducing fuel costs; better deals on other costs such as broadband; Warm Home Discounts; help with the Priority Services Register the free service provided by utilities to customers in need (<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need>) – **contact 01204 331983 or moneyskills@bolton.gov.uk**
- Help with Local Welfare Provision applications for furniture, food and fuel; advice about different furniture options available across Bolton; advice about buying goods through loans from the credit union Hoot and help with trust fund applications to help source items – **contact 01204 331973 or furniture4u@bolton.gov.uk**

You can also get help from:

- Citizen's Advice Bolton & Bury about Universal Credit claims – see the live webchat for new claims <https://www.citizensadvice.org.uk/benefits/universal-credit/> or ring **0800 144 8444** Mon – Fri 8am to 6pm
- Bolton at Home's (BH) Debt & Money Advice Team for tenants - **01204 328000 or email moneyadviceteam@boltonathome.org.uk**

Mental Health Services

- **Looking after yourself during this time**

It's important to take care of your mind as well as your body while staying at home. During this time, you may be bored, frustrated or lonely. You may also feel low, worried, anxious, or be concerned about your health or that of those close to you.

Find guidance, advice and tips on how to maintain your mental wellbeing at the [Every Mind Matters website](#)

Children and young people may find it particularly difficult to stay at home, especially during nicer weather. There's [further information here](#) to help adults with caring responsibilities look after the mental health and wellbeing of children or young people, including those with additional needs and disabilities.

- **New mental health services for people affected by social restrictions**

A range of [digital services](#) and online support have been launched for children and adults, across Greater Manchester, to minimise the need for people to attend GP surgeries or hospital.

New support being offered includes the following:

- **[Shout crisis service](#)** – a 24/7 text service (with trained crisis volunteers who will chat using trained techniques via text responses) – Bolton residents should text GMBolton to 85258
- **[Kooth](#)** – an on-line counselling and emotional well-being platform for children and young people
- **[Living life to the full](#)** is one of the world's most used wellbeing support packages and aims to provide key information using everyday non-complex language
- **[Bluelce](#)** – an evidenced-based app to help young people manage their emotions and reduce urges to self-harm. This is only available on 'prescription' from a clinician working in child and adolescent mental health services.

- **SilverCloud** – an online therapy programme for adults proven to help with stress, anxiety, low-mood and depression.
- **Time2Talk – Family Mediation Service**

If you are having family disagreements or disputes during this difficult time, Time2Talk offers free, confidential and impartial mediation interventions to Bolton residents to improve relationships and to stop situations reaching crisis point. **Contact 01204 331965 or to time2talk@bolton.gov.uk**

Food Banks

Urban Outreach: Storehouse is Bolton's main centrally located foodbank – providing weekly food parcels to those in need across the borough. Telephone: **01204 385848**
Email: info@urbanoutreach.co.uk

More information can be found at: <https://www.urbanoutreach.co.uk/portfolio-posts/storehouse/>

Trussell Trust: The foodbank is a project founded by local churches and community groups, working together towards stopping hunger in our local area. Telephone: **01204 861671**
Email: info@farnwothkearsley.foodbank.org.uk

More information can be found at: <https://www.trusselltrust.org/get-help/emergency-food/>
Or <https://farnwothkearsley.foodbank.org.uk/>

Bolton at Home: A food bank is a place which stocks of food, typically basic provisions and non-perishable items, are supplied free of charge to people in need. To access a food bank you need a referral voucher which can be provided through any of our **Money Advice Team** or through Bolton Council **Local Welfare Provision (LWP)**. Call us on **01204 328000** for help and support.

More information can be found at:
<https://www.boltonathome.org.uk/emergency-help-with-food-or-fuel>

Bolton Neighbourhood Investment Community Enterprise (NICE): The Bolton NICE emergency Food bank is open seven days and seven nights a week. Telephone: **07900535403**

Email: boltonnice1@gmail.com
and the Welfare Rights Team at boltonniceone@gmail.com

More information can be found at: <http://www.boltonnice.org.uk/>