

## Lancaster City Council - advice and support

As the Summer Holidays approach we felt it was an appropriate time to remind you of the sort of supports we can offer over the holiday period and beyond.

We are aware that some families will be receiving food vouchers under free school meals <https://www.lancashire.gov.uk/children-education-families/schools/free-school-meals/> . We also want families to be aware of the support on offer from the Council and that we can refer families (or individuals) to a network of volunteers to help with things such as collecting shopping, medicines and telephone befriending services. We are also on hand to help advise on things such as benefits, waste collection and other council services.

### Details of how to get this help are below.

Lancaster City Council has set up a **7-day telephone and email help line** to make sure people can get reliable support:

- by phone **01524 582000**
- by email [customerservices@lancaster.gov.uk](mailto:customerservices@lancaster.gov.uk) (for residents)
- or email [econdev@lancaster.gov.uk](mailto:econdev@lancaster.gov.uk) (for businesses)

The phone lines are open Monday to Friday from 8am to 6pm and every Saturday and Sunday between 10am and 3pm. The hours are being kept under review and we may amend them in the future.

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The council has also been working in partnership with Morecambe Bay Foodbank to co-ordinate and deliver **emergency food parcels** to vulnerable people across the district and they are available to anyone who is struggling during these unprecedented times and because the circumstances people may now find themselves in are unprecedented, I would urge you, to communicate widely, that there is no shame or loss of dignity in accessing the support, we are seeing many families coming forward who under normal circumstances manage very well and are trying to reach out to as many households as possible.

A new website, [www.lancasterdistrictcovid19.org.uk](http://www.lancasterdistrictcovid19.org.uk), has been created for agencies to refer someone for **emergency food**. If anyone needs help, they can find the contact details of people and organisations who can refer them or they can phone the councils community hub on 01524 582000.

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In addition to the regular Community Offers Bulletin that we are sending out, Lancaster City Council have a dedicated website (link below) where people can find out how to get **emergency food, business grants, business rate relief and advice and guidance**. <http://www.lancaster.gov.uk/sites/coronavirus-information>

The following link lists support for individuals and families

<http://www.lancaster.gov.uk/sites/coronavirus-information/help-for-individuals>

We are aware that a lot of people are **struggling financially** at this time. If anyone needs help managing debts, or needs help putting together a budgeting statement then the Citizens Advice Bureau have trained debt advisors that can help, they can also check to make sure people are receiving the correct level of benefits. To book a telephone appointment email [enquiries@northlancashirecab.org.uk](mailto:enquiries@northlancashirecab.org.uk) or phone: 03444 889 622 (9am - 4pm, Monday - Friday)

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**Council tenants** who are struggling to pay their rent can contact our Income Management Team who are here to help. Their telephone number is 01524 582541 or they can be contacted via email [IncomeManagementTeam-CH@lancaster.gov.uk](mailto:IncomeManagementTeam-CH@lancaster.gov.uk)

**Private Tenants** who need advice with any landlord / tenant issues can contact the council on 01524 582257

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A small number of places are available on a **summer playscheme**, contact details below for enquiries, Monday to Friday from 20th July to 14th August 2020, Ages 8-11

Time ?10am to 4pm (9:30am to 3:30pm Our Lady's Catholic College Lancaster)

Cost £3 per day

Tel: 07483 335 066 Email: [ceep@ceep.org.uk](mailto:ceep@ceep.org.uk)