

**From:** Olwen Heap [mailto:Olwen.Heap@ribblevalley.gov.uk]  
**Subject:** Ribble Valley Community Hub

Dear Parish Council Clerk

From yesterday we went live with Ribble Valley Community Hub. The hub will be aimed at residents/businesses within the Borough who need extra help during the Coronavirus outbreak

We have set up a dedicated phone number to help the most vulnerable people in our community who are facing difficulties, worries and loneliness as a result of Coronavirus- this will be manned by Council staff

We will be working in partnership with residents, businesses, partners and the voluntary sector to provide free help and support with everyday needs such as:

- Obtaining food parcels
- Collecting prescriptions
- Preventing loneliness
- Housing advice
- Financial and debt advice
- Help with shopping
- Meals on Wheels

This helpline is available for:

- residents that may need additional support during the outbreak
- those wanting to volunteer their time and services to help those in need in their local community.
- local businesses seeking advice or the latest Government information

Anyone needing support can call 01200 414597 from 9am to 5pm, Monday to Friday.

There are also online forms which can be completed by both those requesting help and those seeking volunteering opportunities:

- Ask for help and support
- Volunteer your time and services

We know that lots of people and businesses are already doing everything they can and are making a huge difference in the most difficult times- if you are aware of any existing support groups/ people needing support please can you direct them to our web-site where all the information will be found:

[https://www.ribblevalley.gov.uk/info/200394/council\\_news/1741/coronavirus\\_covid-19/3](https://www.ribblevalley.gov.uk/info/200394/council_news/1741/coronavirus_covid-19/3)

Thanks,

Nicola

**Nicola Hopkins | Director of Economic Development and Planning**

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