

New Emergency Support Line for Vulnerable People

Cumbria County Council and partners launched a new emergency support service this week for people at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours.

Those at high risk include people who are shielding after advice from the NHS, over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

The Emergency telephone support line is

0800 783 1966

Email:- COVID19support@cumbria.gov.uk

Further details about this support service can be found online at cumbria.gov.uk.

The telephone 'call' centre will operate

Monday to Friday 9.00am - 5pm

Saturday and Sunday 10am - 2pm

The service will also accept referrals from members of the public who may be concerned about people in their community

Staying Safe

We want to make sure that people are safe in their communities.

Here are some things to think about if you are offered, or need, support during this time.

Try to use existing and trusted community groups.

If not, could a family member, friend or Neighbour who you know and trust help?



Not sure? Don't answer the door.

If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.



Contact us

If you are concerned that an adult is at risk of abuse or neglect please call:

Copeland and Allerdale **0300 303 3589**

Carlisle and Eden **0300 303 3249**

Furness and South Lakes **0300 303 2704**

Out of Hours **01228 526690**

In an emergency, call 999

For concerns about a child, report to:

cumbriasafeguardingchildren.co.uk

NEW EMERGENCY SUPPORT HELPLINE

0800 783 1966

COVID19support@cumbria.gov.uk

Only for people at high risk of becoming seriously ill as a result of COVID-19 and who do not have support available from friends, family or neighbours.

Full details can be found online at [cumbria.gov.uk](https://www.cumbria.gov.uk)

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



SUPPORT EACH OTHER
#TogetherWeCan