



### Need support?

Our COVID-19 community response helpline is open 8am to 8pm, 7 days a week for people in vital need of food and essential household items

# 0300 1237052



#TogetherWeCan

## What is Together We Can?

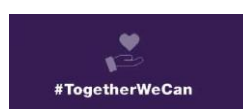
Together We Can is an initiative led by BCP Council, working in close partnership with many other public, private and voluntary sector organisations as well as community groups and residents who have offered to help and support the vulnerable people in our Bournemouth, Christchurch and Poole communities to get through the coronavirus crisis.

## How does it work?

- A dedicated helpline is open 8am to 8pm, 7 days a week for people in vital need of food and other essential items or support: **0300 123 7052**
- Council staff provide advice and triage helpline requests to prioritise support to our most vulnerable and isolated residents
- Council staff allocate volunteers to those residents who need immediate help and support
- Volunteer hub – individual volunteers can register at the Community Action Network website  
<https://docs.google.com/forms/d/e/1FAIpQLSdb1TOpDFbRIBSuB9kiuy-drGDSc46TJn9MtaLQMAU6Hkvg9A/viewform>
- Organisations can register offers of support by contacting [communities@bcpcouncil.gov.uk](mailto:communities@bcpcouncil.gov.uk)

## What does it do?

- **Protects** the area's most vulnerable residents: those who have been identified by the NHS in the extremely vulnerable group are prioritised through the helpline (Operation Shield)
- **Supports** those who have identified themselves as being in food crisis during the coronavirus crisis: signposting to food networks or linking with volunteers who will deliver shopping to them
- **Helps** vulnerable people (individuals or households) who are isolating and who are without family or friends nearby: supported by the council and others, community groups and volunteers



**Anyone falling into these groups should contact 0300 123 7052** for support which includes (as appropriate):

- Access to food vouchers or food parcels (depending on circumstances)
- Collection and delivery of essential shopping
- Pet and other household needs
- Recommendations to counselling and other advice and support services

The service also provides advice for those who are self-isolating but who have support networks or who are well but worried.

### **The service does not help with:**

- pharmacy prescriptions – please advise people to contact their pharmacy for delivery options or speak to their GP surgery.
- queries about council services – people should visit our website or contact us in the usual way.

### **Other council services**

Council online services are continuing to operate as normal and can be accessed through the website [www.bpcouncil.gov.uk](http://www.bpcouncil.gov.uk) or usual customer entry points:

Bournemouth residents: **01202 451451** (office hours, Monday – Friday)  
Poole residents: **01202 633633** (office hours, Monday – Friday)  
Christchurch residents: **01202 795000** (office hours, Monday – Friday)

The Together We Can service is specifically for those experiencing food hardship and social isolation issues relating to Covid-19. If people need advice about council services generally, please contact the council in the usual way, so that we can help.

### **Information online**

People can find public health advice, council service information, and lots more at [bpcouncil.gov.uk/coronavirus](http://bpcouncil.gov.uk/coronavirus).

There is also a range of support service information being added daily to [www.bpcouncil.gov.uk/togetherwecan](http://www.bpcouncil.gov.uk/togetherwecan), as well as advice on the council's social media channels and daily emails, all featuring a range of curated content to help pass the time whilst we are in lockdown – everything from exercise ideas, healthy eating, home education, hobbies, nature gardening and more.

