

New Opening Hours For Council's Community Helpline

The Community Helpline set-up by Guildford Borough Council to help residents in need of support during the Coronavirus (Covid-19) pandemic will change its opening hours from Monday 6 July.

The Helpline (01483 444400) has made over 21,000 calls since its launch on 6 April, to assist vulnerable residents with food parcels, prescriptions and other support, and will now be available six days a week to reflect the Council's monitoring of demand levels and the government's changes in guidance for those shielding:

- Monday to Thursday: 8.30am-5pm
- Friday: 8.30-4.30pm
- Saturday: 10am-2pm
- Sunday: closed

Registrations can still be made seven days a week, 24 hours a day via the Council's website, <http://guildford.gov.uk/athome>.

The Helpline (01483 444400) has made over 21,000 calls since its launch on 6 April, to assist vulnerable residents with food parcels, prescriptions and other support, and will now be available six days a week. Registrations can still be made seven days a week, 24 hours a day via the Council's website, <http://guildford.gov.uk/athome>.

Leader of the Council, Cllr Caroline Reeves says:

"I am delighted at the impact our Community Helpline has had, as a significant part of our response to the Coronavirus (Covid-19) pandemic, and proud of the role played by Council officers. To have made over 21,000 calls is an incredible achievement and will have made a big difference to the lives of so many of our residents.

"The government guidance for our most at-risk and vulnerable residents is changing but we are still doing everything we can to help everybody who needs assistance with food shopping and prescriptions, or just a chance to talk to somebody. We've been overwhelmed with the community spirit shown throughout Guildford and the incredible work of so many existing and new voluntary groups, and hope that this sense of altruism can continue as we begin to look toward recovery.

"Many residents want to give something back to our community and have asked us how they can help. Coronavirus (Covid-19) will continue to affect many people in the long-term, and we still have an opportunity for people to directly help others by supporting our food parcel distribution. All money donated goes towards delivering food parcels to those most in need, meaning that you can make a real difference. I thank you in advance for any help you can give, it is greatly appreciated. Donations can be made by visiting www.guildford.gov.uk/foodparcel."

In addition to the 21,000 phone calls made, 46,000 leaflets were delivered to households by staff and volunteers. Almost 2,500 food parcels and over 18,600 meals on wheels have been delivered to residents, with 454 prescriptions collected and delivered to residents.