

Team Bolton

JUNE 2020

COVID-19
EDITION
#hereforyouBolton



Thank you

to our NHS and key workers

// Inside this edition

Things to do online, support for businesses, jobs and skills, looking after your wellbeing, money advice, staying safe, your doctor is still open.

// Features

May in Bolton - a roundup of the Team Bolton response to COVID-19
Stay safe, have fun - online activity to keep the whole family entertained

NHS
Bolton
NHS Foundation Trust

Bolton
Council

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Welcome to the first edition of Team Bolton

We've put this publication together to give you and your families some updates about what we have been doing to support the Bolton Family during these difficult times.

The team effort we have seen since the start of the coronavirus crisis has been incredible, so thank you to everyone for pulling together and supporting our work.

Sadly, since the outbreak began, many people in Bolton have lost their lives or faced serious illness. And we are not out of the woods yet. In the coming months we must continue our efforts to control the spread of the virus and save lives.

Right now, Bolton Council, local GP and hospital services and the voluntary sector are working together to keep you safe, protect your health, keep essential services going and support the most vulnerable.

The team at Royal Bolton Hospital have been on the frontline treating patients with the virus and other serious health conditions. GP and pharmacy services have changed the way they operate but are open and providing medicines, treatment and health advice.

Meanwhile, the council's key workers have got your back - ensuring vital services like social care, schooling for key workers, bin collection and benefits advice continue.

An incredible army of volunteers have also been doing their bit - supporting the council's humanitarian response, and our NHS.

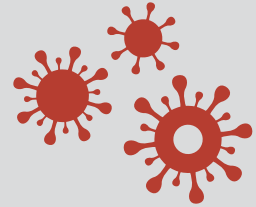
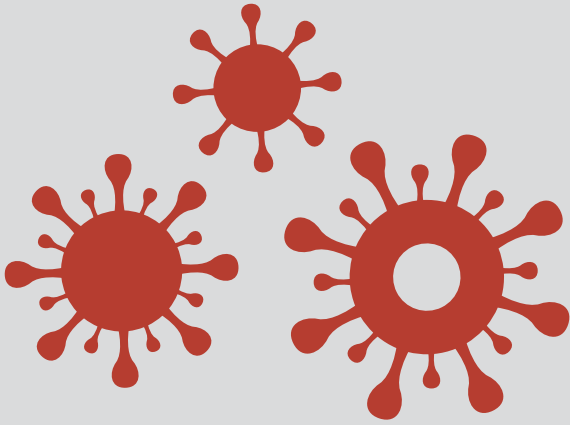
We are all here for you, and are working tirelessly so Bolton can get through this crisis, control the virus, and return to normal life as soon as possible.

Whilst there may still be some difficult days ahead for us all, remember you are not alone - help and support is there for you. From the beginning we have faced this crisis together - and we will come through it together.

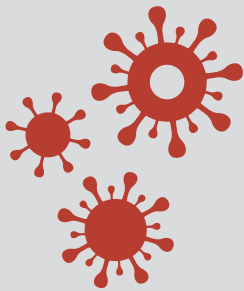
Keep safe and well and if you need help and support please do ask for it. As with all things, this too will pass and we will be there with you every step of the way.

Councillor David Greenhalgh,
Leader, Bolton Council

Don't forget for the latest news and updates visit our website and we all look forward to seeing you all soon.



Coronavirus testing available






Anyone over 5 years old, with symptoms of coronavirus is now able to get tested at the University of Bolton stadium test site.

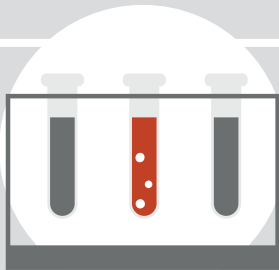
The facility is a satellite of the national NHS testing programme and has been set up by Bolton Council, Bolton NHS Foundation Trust and Bolton Clinical Commissioning Group with Bolton Wanderers.

Testing has been widened following the addition of Anosmia as a symptom of coronavirus. Anosmia is the loss or change in your normal sense of smell, it can also affect your sense of taste.

This means you should self-isolate immediately if you have:

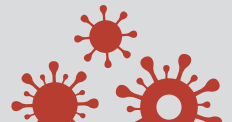


-  a new continuous cough OR
-  a high temperature OR
-  a loss of or change in your normal sense of smell or taste



Tests at the site are available by pre-booked appointment only. To book for under 5's, contact their GP, Public Health Nurse (health visitor) or NHS111. For further information and to book an appointment visit www.bolton.gov.uk/covidtesting

If you are unable to access the internet, call 119 in England and Wales or 0300 303 2713 in Scotland and Northern Ireland to book a test.



Thank you messages



If you have been out in the borough as part of your daily exercise, or on your way to work you may have spotted the colourful road markings appearing thanking some of Bolton's key workers.

Rainbows and "thank you NHS messages" were added to the streets outside Royal Bolton Hospital last month and now "thank you carers" messages have been painted outside 10 local care homes in a tribute to those on the social care frontline. NHS health centres across Bolton have also had uplifting messages added to nearby roads with rainbows and the words "stay well" painted on the tarmac.

Executive Cabinet Member for Highways, Cllr Stuart Haslam, added: "A few weeks ago we started a local effort to set in stone our thanks to frontline NHS staff – with messages and rainbows painted at locations near Royal Bolton Hospital."

"Now it's the carers' turn and we hope these messages demonstrate how much their bravery, compassion and commitment are valued right now."



Need support?

Our COVID 19 community response line is now open offering vital help to people who need food or essential items

01204 337221

8.30am – 5.30pm Mon – Fri and Sat 9am – 1.30pm

Bolton Council in partnership with Urban Outreach established Bolton's Response Hub to support extremely vulnerable people, who have been told to stay at home at all times and avoid any face-to-face contact (shielding), and who have no family or friends to support them.

Bolton's Humanitarian Response has received nearly 23,000 contacts to date, helping Bolton families with food supplies, medicines and other support.

People with hearing or speech difficulties can visit www.relayuk.bt.com to use the free service to talk to us.

The hub is delivered by staff from the council and partners, plus volunteers.



Be a Care Hero

Adult social care in the North West urgently need kind, caring and compassionate people to help provide essential services to those that need it most.

No previous experience working in adult social care needed, training will be provided.

If you can help out in these extraordinary times to provide support to the most vulnerable in our communities we would love to hear from you.

For more details visit www.greater.jobs/search-and-apply/job-details/BN-3729/
Be a #CareHero



Be a #CareHero | APPLY NOW

Bolton Council

Good to know...



Urban Outreach

Bolton Council, in partnership with Urban Outreach, has also been working to ensure urgently-needed groceries and supplies are provided to individuals and families in need across Bolton. Large quantities of particular types of food and other items are always needed so if you would like to donate or volunteer to help putting the food parcels together for distribution across Bolton:

Contact the Foodbank at
Unit 4 Trinity Retail Park Springfield, Bradford Street,
BL2 1HY (former Staples Store)
01204 385848 or visit www.urbanoutreach.co.uk.

Good to know...

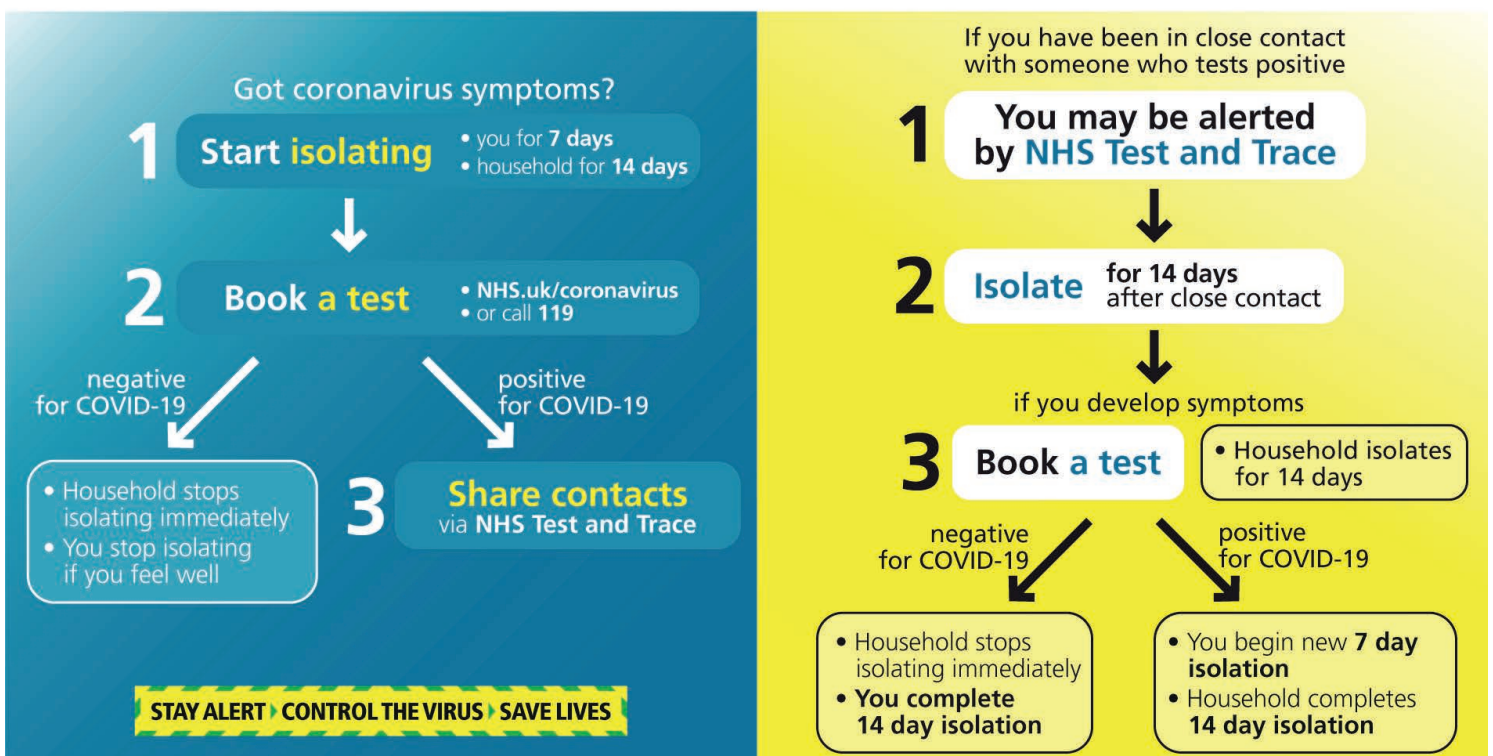


Volunteering success

The call for urgent response volunteers to support the coronavirus effort in Bolton has seen a phenomenal response from residents. Over 700 people have signed up to help and deliver services and supplies to the most vulnerable in our communities.

Our colleagues at Bolton CVS are coordinating the volunteer response, please contact them if you would like to help, via email: info@boltoncvs.org.uk or telephone **01204 546055**.

The government has launched the new NHS Test and Trace service.





Your NHS in Bolton is still here for you!

Primary Care

Due to the Coronavirus pandemic, your local health services are working differently at this time.

While some changes have been made, your GP practice is still operating and you can – and should – contact them if you need medical advice or support.

Practices are working on a ‘phone first’ system, which means you cannot walk into your practice to make an appointment.

This is for the safety of you and your family plus the members of staff working there.

When you do ring your GP, you may be offered a telephone or video consultation and in some cases you may be asked to go down to the practice for a face-to-face appointment or to collect a prescription.

Please be assured that GPs have made this safe for you to do so – they might be wearing masks and gloves and you will be asked to stay 2m apart while you wait.

There is a separate zone for any patients with Coronavirus symptoms, so you won’t come into contact with anyone unnecessarily.

It is very important that if you are feeling unwell or if you are worried

about your health that you seek advice.

Your GP may also be inviting you for health screening or vaccinations. It is equally as important you keep these appointments. Your GP is there to help you, so please give them a call.

Your local pharmacy is also working hard during this time. Some opening hours may have changed to allow the pharmacy team to have a break, catch up on work or conduct cleaning, but they are still here for you.

If you need to order medication, please allow seven days to process, only order what you need and don’t forget to collect or arrange delivery. If you are experiencing Coronavirus symptoms, please do not enter the pharmacy.

Contact your GP if:

- you notice changes to a mole on your skin, blood when you go to the loo or when you cough
- you’ve experienced sudden, unexpected weight loss
- you’ve had a letter about a smear test
- you’ve had an invitation through the post or a text from your GP in the last two weeks about your child’s immunisations, or you know they’re due
- you have symptoms of a mini-stroke

www.boltonccg.nhs.uk

Here for you Bolton

The Bolton NHS Hospital Foundation Trust might be doing things a little differently right now but it's still very much here for you.

Services continue to be delivered and it is really important that people go along to their appointments.

The hospital A&E department is currently open but only for those with serious or life threatening conditions, such as:

- Chest pains
- Stroke symptoms
- Heavy bleeding
- Severe tummy pain or headache
- A child who is very unwell

Medical Director, Dr Francis Andrews, explains: "We are here for anyone who has a serious or life threatening medical condition. However, we are still dealing with the COVID-19 pandemic and so it is also important for your safety that if you have more minor conditions you seek treatment elsewhere such as via your GP or NHS 111. We need to keep all our resources available for those who need us most."

To keep people safe the Trust also has visitor restrictions in place and it is only allowing patients into the A&E waiting room. However, it has also launched a range of measures to help you stay in touch with loved ones such as putting ipads into every ward and enabling people to email letters that can be delivered or read out.

Dr Andrews adds: "We would like to reassure people that providing patients with the highest possible level of care is our number one priority. We treat everyone who attends Bolton Foundation Trust as individuals. We aim to meet all their needs both physical and spiritual with compassion and understanding. We understand these are challenging times but would like to thank people for their continued support."

For more information please visit www.boltonft.nhs.uk



"We are here for anyone who has a serious or life threatening medical condition"

Keep yourself and your family safe from Domestic Abuse

Home should be a place of safety, measures to prevent the spread of Covid-19 mean that victims and those at risk of domestic abuse may be trapped at home with abusive partners or family members. Their children will also be impacted, they are the silent victims of domestic abuse.

Social Isolation is important but your safety is priority!

Our domestic abuse services remain open and available for specialist help, support and advice:

The contact details are:

Fortalice

info@fortalice.co.uk or on our live chat via www.fortalice.org.uk

Tel: **01204 356 677** (24 hours)

Endeavour:

info@endeavourproject.org.uk, www.endeavourproject.org.uk

Tel: **01204 394842** (Office hours)

You can also ring the FREE 24 hour National Domestic Abuse Helpline - 0808 2000 247



#SittingRightWithYou

Wash your hands of smoking

There has never been a more important time to quit



Bolton has launched the 'Bolton Can Quit' stop-smoking campaign to encourage people to #QuitForCovid. The campaign aims to help smokers to quit during the current coronavirus pandemic and supports Greater Manchester's 'You Can' stop smoking campaign.

Quitting smoking is the best thing you can do for your health, and there has never been a more important time to quit. You are more likely to succeed in quitting smoking with advice, support and stop smoking medication.

Pharmacies across the borough will be supporting the 'Bolton Can Quit' campaign, and are able to provide you with advice, information and guide you on the best nicotine replacement therapy (NRT) for you e.g patches, gum and inhalers to help you quit. Please remember that pharmacists are busy at this time so please phone ahead to check.



#BoltonCanQuit

Call the Stop Smoking helpline on **0300 123 1044** for support and to talk to a trained adviser.

www.bolton.gov.uk



Looking after your Mental Wellbeing

Covid-19 has had an impact on people right across the world and it's important during this time to take care of your mind as well as your body.

Everyone will be reacting in their own way. You might be feeling down, worried or anxious.

Remember, it is OK to feel like this. These are normal reactions to uncertainty and to challenging events.

Looking after your wellbeing



Bereavement

Being bereaved can be a lonely experience, you or someone you love may be feeling like this. Remember, you are not alone.

Greater Manchester Bereavement Service

Call them on 0161 983 0902 between Mon-Fri 9am-5pm & Wed 9am-8pm or visit www.greater-manchester-bereavement-service.org.uk

Thoughts of suicide are not uncommon

Some useful information, if you're having suicidal thoughts or worried about someone else www.shininglightonsuicide.org.uk/

Save a life, take the free short training www.zerosuicidealliance.com

Information and Support

Single Point Of Access (SPOA)

– If you need help with anxiety or depression then please contact SPOA on 01204 483101 or via their online portal – www.iaptportal.co.uk/bolt.html.

Silverwellbeing Therapy Service –

Counselling and Bereavement support Offering online & telephone support. Individual, couple and bereavement counselling- Call on 01204 917745 or silverwellbeing@1pointbolton.org.uk

Age UK – 01204 382411 or www.ageuk.org.uk/bolton (To request a call phone 9am-4pm, Mon – Fri)

Bolton Carers Support – helpline is now open 24 hours, 7 days a week - 01204 363056.

Samaritans are here for you to listen in confidence and without judgement 24 hours a day for free. Contact them on 116 123 (Freephone) or email jo@samaritans.org.

Greater Manchester health support, advice and tips around smoking, alcohol, sexual wellbeing, moving, feelings and eating visit: www.gmhealthhub.org

Bolton's Mental Health Microsite for Children and Young People - Local services available to support young people's mental health. Find out more via www.bekindtomymind.co.uk



May in Bolton | Our response to the Coronavirus

The Covid-19 crisis has been very difficult for everyone, we have been working hard to help residents and businesses during these tough times. This is our round-up of what's been happening to support Bolton



14,000

Calls to our community hub helpline

As part of the council's support for our most vulnerable residents, the emergency contact number was set up to help those people told to stay at home at all times and avoid face-to-face contact. In May our team handled a huge number of calls, arranging help for all those in need.



1,009 business grants issues totalling **£11,275,000**

(4,573 payments totalling £52,135,000 since the scheme opened)

Business Bolton, the council's business support team, has been working hard to process thousands of grant applications in addition to supporting local businesses with advice and links to other council services to help organisations progress through these challenging times.

A further **100** Urgent Response Volunteer registrations



The council worked in partnership with Bolton CVS to co-ordinate volunteering opportunities to support various services and activities during the tough times caused by the coronavirus pandemic. An awe-inspiring number of volunteers came forward to be part of the network to help residents in need.



An additional **250** requests for help actioned

This close partnership with Bolton CVS enabled volunteers to carry out much needed tasks for vulnerable residents. These included; helping people with shopping, providing comforting phone calls, topping up gas and electric meters and even the occasional dog walk.

250

Foodbank helpers



A local community hub was set up in partnership with Urban Outreach to provide food and supplies and is run by staff and volunteers. We have had an overwhelming response to assist people in accepting deliveries, packing food parcels and loading up vans for delivery to our vulnerable residents across the town.

With the sad news that the town's much-loved library and museum had to close, the team put their all into developing online activities and making sure the resources on the website were accessible – including eBooks, eAudio Books and eMagazines.



19,688

Pageviews of the library catalogue



4,338

Users of the Bolton Library and Museum website

479

tests carried out



In order to keep the residents and staff within Bolton safe, the council and partners set up a drive through testing centre at The University of Bolton Stadium. With capacity for testing people who live and work in Bolton, the site has contributed to our response to assess and help limit the spread of the virus.



1,061,327

bins emptied

A regular Waste and Recycling service has been maintained to keep resident's bins emptied, even when the team have suffered staff shortages due to Government guidance, the staff have worked tirelessly to reduce the impact for Bolton's residents.



54% of early years providers remained open, being accessed by **718** children

Early years places are being offered through Ofsted registered full day care settings, maintained nursery classes, childminders and preschool playgroups. Children of keyworkers in Bolton have taken places in these settings whilst their parents go to work in essential roles.

14,259

views of the daily bulletin on the council website



Since the start of the pandemic, Bolton Council has issued a daily update to the public to reinforce the government guidance, give details around help available to Bolton residents and businesses and information about council services, to ensure our community was kept up to date.

www.bolton.gov.uk
[#hereforyouBolton](https://twitter.com/hereforyouBolton)

Bolton Council

Our Communities

Children and Young People

Schools in Bolton have remained open during the coronavirus pandemic but only for the children of key workers and vulnerable pupils.

From June, the government is encouraging schools to open to more pupils, initially to pupils in nursery, reception, year 1 and year 6, as well some face to face contact for secondary school pupils in year 10. Check with your child's school first to establish when pupils will be allowed to return.

Start Well Centres are providing some services with the Harvey Centre open for midwifery clinics and childcare and Tonge, Farnworth and Oxford open for midwifery clinics only by appointment.

All Youth and Play services are closed but The Home Learning Literacy project resources for young children are available supporting their learning and development at home.



Bolton at Home

Bolton at Home is delivering services differently and finding alternative ways to keep residents safe and informed.

Due to COVID-19 we have had to close UCAN centres and our reception desks and postponed some community events. However, essential services are still available such as emergency repairs, support for older tenants, help with money worries, and help for victims of domestic abuse.

For further information and for advice about paying your rent, please visit www.boltonathome.org.uk.

Money Advice

If you are experiencing financial difficulties due to COVID-19, there are lots of local and national services that can provide free advice and support.



Tel: **01204 332916**
Email: moneyadvice@bolton.gov.uk

The team offer free, confidential and impartial services available to people who live, work or study in the Bolton area, including:

- homelessness prevention advice and assistance for mortgage and rent arrears
- dealing with Council Tax and fuel arrears
- affordable and realistic payment arrangements negotiated
- advice and assistance with court forms including Debt Relief Orders (DRO), Individual Voluntary Arrangements (IVA), Bankruptcy

All appointments are currently being held by telephone.

StepChange
Debt Charity

Offer free, confidential debt advice. Freephone:

0800 138 1111

www.stepchange.org

The COVID-19 Response Hub can be contacted on:

01204 337221

Benefits

We know that this is a difficult time for our residents and that the COVID-19 virus is having a significant impact on the economy. If you are having financial difficulty, there is help and support available.

1 Council Tax

Your Council Tax pays for essential services to Bolton residents including social care. If your circumstances have not changed it is really important that you continue to make the payments as set out in your bill.

If you are struggling to pay your council tax, there is help and support available. You can access the existing Council Tax Hardship Scheme and other support initiatives such as the Local Welfare Provision Scheme.

To find out more go to www.bolton.gov.uk/benefits

3 Overdue Council Tax

Council tax recovery action has been suspended for 12 weeks, which means no summons or reminders are currently being sent out.

For more information go to www.bolton.gov.uk/council-tax

4 Benefits

The Government have outlined a number of benefits which you may be entitled to if you are out of work due to Coronavirus including Statutory Sick Pay and Universal Credit.

For more information or to claim, go to www.bolton.gov.uk

2 Local Council Tax Support

If you are on a low income you may be able to get help towards paying your council tax. You can apply if you are working, or unemployed. You will still need to pay 12.5% of your bill unless you are of pension credit age.

You can apply for council tax support if you:

- live at the property
- pay council tax
- have a low income, or are entitled to a benefit paid by the Department for Work and Pensions or the Pension Service
- have capital of less than £3000, if you are working age; or £16,000 if you are of pension credit age

For more information go to www.bolton.gov.uk/benefits/council-tax-support

NATIONAL DEBTLINE

National Debtline have an online tool to help with debt, or you can webchat online with an adviser Monday to Friday 9am – 8pm.

You can also email them or speak direct to an adviser by calling Freephone **0808 808 4000** lines are open Monday to Friday 9am – 8pm.
www.nationaldebtline.org

citizens advice

Bolton and Bury
Tel: **0300 330 9071**
www.burycab.org.uk

Stay Scam Aware

Be vigilant to fraudsters.

The government says there are now more scams related to Covid-19 than any other subject. These scams could be online, over the telephone or on your doorstep!

Remember to;

- **Stop** - Take a moment to stop and think before parting with your money or information
- **Challenge** - Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you
- **Protect** - Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud

Take action: Get advice from Citizens Advice Consumer Helpline **03454 040506**

Report to Action Fraud on **0300 123 3040**

For online awareness go to www.ncsc.gov.uk/cyberaware

Stay safe Have fun



Whilst some of your favourite places and spaces are currently not accessible, Bolton Council has created some fantastic online activity to keep the whole family entertained and busy.

Bolton Library and Museum Services

The doors to our libraries and museums are currently closed but don't forget you can access loads of great, free-to-use resources and activities online.

If you're struggling to get online, or just don't know how to find things once you're there talk to the Ask Bolton Libraries team. Call **01204 332853** or visit **www.boltonlams.co.uk/digitalsupport**

Not a member, not a problem! Why not join online and get a temporary membership number which you can use until you can drop into your nearest library after the restrictions have lifted. For full details visit **www.boltonlams.co.uk**

Don't miss the new 'At Home' series too, offering daily activities and ideas for everyone to try. There's quizzes, videos, storytelling, interactive posts as well as resources to help with home-schooling, or learning new skills and expanding your knowledge!

Our Home Library Service is still available to deliver books to your home for free. This service is for Bolton residents who are vulnerable or shielding due to Covid-19 or would usually be unable to visit the library due to health or mobility issues.

Parks and Greenspaces

Our public parks and greenspaces are open for use in line with government guidelines, so you can spend time outdoors.

Remember all visitors must comply with social distancing in order to stay safe. To further protect the public some of our play areas, multi-use games areas, outdoor exercise equipment, sports courts and bowling greens may be closed which also includes town centre skateparks.



Bolton Leisure Centres

All Bolton's leisure centres are closed but there's lots of free health and fitness on TV and online which you can do at home to **#StayInWorkOut**.

There's something for all ages with easier chair exercises and more demanding squats, tricep dips, crunches, body work and more.

Follow the active sports team for daily ideas and fun things to try (facebook page / twitter page) or make a date with Joe Wicks, 'The Body Coach' every week day at 9am for PE sessions on his YouTube channel.

Not online, then join eighty-year-old Diana Moran (The Green Goddess) on BBC Breakfast TV; for some gentle daily exercise!



OR Sport England – How to stay active when at home; GM Moving – Ways to keep moving; Gymnastics with Max Whitlock; and Our Parks Superheroes Fitness with exercises with the kids weekdays at 15.30 through Facebook Live.



Bolton Market

The award-winning Bolton Market is still open for essential food shopping, with customers asked to observe social distancing. Some of the market's fresh produce traders are also providing home delivery or order and collect services.

For full details visit the website: **www.boltonmarkets.com** and for the latest news follow the market's Facebook page **@boltonmarkets**

Heaton Fold Garden Centre

The garden centre has recently re-opened with social distancing measures put in place.

Open Monday to Friday between 10am and 4pm customers can get advice on all things garden, from bedding plants to hanging baskets and shrubs to soil! The centre has also introduced a new telephone delivery service, with card only payment.

To find out more email: **heaton.fold@bolton.gov.uk**
To place an order call: **01204 336848 / 07976 895495**



Help for Businesses

Business Bolton, the council's Business Support team can help with support, advice and link you to other council services to help your business.

The team offer free investment and property relocation services and work closely with partners to support start up and growing businesses.

To find out more about what Business Bolton can offer your business and for further details on the support and funding available and latest news visit www.businessbolton.org/covid19. Don't forget to follow us on social media [@businessbolton](https://twitter.com/businessbolton)

Business rates support and grants

During April, the council allocated over £40m in grants to local businesses in receipt of small business rate relief or retail relief.

Other support available

The Government has launched a coronavirus business support finder tool, helping businesses and self-employed people to quickly and easily determine what financial support is available to them www.gov.uk/business-coronavirus-support-finder



Good to know...

Employ GM

Employ GM connects employers who have urgent temporary vacancies with individuals across Greater Manchester who are available to start working straight away during the Coronavirus (COVID-19) pandemic.

Working with partner networks, this service will also help businesses retain their current workforce in the long-term, support the future of their company and help individuals secure employment for the future. To find out how they could help you go to www.employgm.org

Good to know...



Working Well Early Help Free Occupational Health

Free occupational health is available for working residents who are currently off sick struggling with a health condition and looking for support to return to work. If recent changes at work such as working from home, front line key-work or furloughed from work are causing you ill-health you can access a range of support. Maximus Health Works offer free one-to-one telephone-based support and access to a range of services including occupational therapy, counselling and health advice to support your to return to work.

This service supports residents who are off work with ill health, that are self-employed, or work for an employer with under 250 staff. For more information contact **Loraine on 07769 022667** or email lcampbell@maximusuk.co.uk

The support available includes

- Statutory Sick Pay
- Coronavirus business Interruption loan Scheme
- Coronavirus Bounce Back Loans
- Job retention schemes
- Self Employment Income Support

Further details on the above along with information on business support tools, good practice advice and tips to help your business at this difficult time can be found at www.businessbolton.org/covid19

Business Bolton and our partners at The Business Growth Hub can also help with advice about workplace safety, finance and business strategy to help you reopen and keep your business running.

Email us at businessbolton@bolton.gov.uk to get in touch with the team.

To find out more about what Business Bolton can offer your business including available funding and support tools, why not sign up to our newsletter at www.businessbolton.org/newsletter



Online Learning and Skills

Access adult learning courses online to enhance your skills for work and personal wellbeing. These courses are designed to help you find work, explore a change of career and give you the opportunity to step into learning online whilst our colleges and training providers are temporarily closed. Many courses are free and subsidised, and courses have been made available for employees who are furloughed from work. For further information visit www.bolton.gov.uk/skills-training/adult-community-learning

Apprenticeships

Apprenticeship programmes for adults and young people provide an opportunity to combine a paid job with a planned programme of study, to gain job-specific skills and nationally recognised qualifications.

There are a wide range of local training providers offering fantastic programmes with established relationships with local employers. For information visit www.businessbolton.org/

The National Careers Service

The National Careers Service provides impartial careers and employability support to help adults overcome the short-term challenges that COVID-19 presents and for future career goals.

Qualified careers advisers offer full telephone appointments providing information, advice and guidance about upskilling and retraining, flexible working, graduate options, CV writing and interview techniques. Call **0161 393 3033** to make an appointment

Connexions Careers Advice for Young People

Current year 11 students and their parents who have questions or concerns about post 16 plans are still able to contact Connexions Bolton who can offer impartial advice and guidance about routes into education, employment

and apprenticeship training. The team can also support with applications, preparation for interviews and liaison with colleges and providers to help secure a place for September 2020.

If you are between the ages of 16-19 years and not in any education, employment or training (NEET) you can contact us on freephone **0800 052 5559** from 9.30am-3.30pm Monday to Friday. Daily updates and opportunities are also available on Facebook: **ConnexionsBolton** and Twitter: **@connexions_bolton**

Good to know...



Looking for support to find work or help improve your skills?

Skills Support for Employment is a Greater Manchester Programme which offers free one to one support, training, qualifications, work experience and help finding the perfect job.

If you are aged 19 or over, unemployed, working below 16 hours a week or have limited work experience you may be eligible.

The Workshop has supported hundreds of people through free support including Jayesh; "The workshop gave me the confidence to believe in myself. I love my job and look forward to going to work every day."

To find out more, please contact our workshop on **01204 333209** or email elaine.sessions@bolton.gov.uk
www.bolton.gov.uk/skillssupportforemployment

Young People Aged 16-18

LEVEL UP!

**GET INTO
CAREER MODE**

Part of the University of Bolton Group



IT'S NOT TOO LATE TO APPLY!

Over 30 career pathways, with work experience and your own Personal Development Mentor!
From Business Management to Construction Trades, Health & Social Care to Motor Vehicle,
Beauty Therapy to Public Services and Sport, plus much, much more!

Visit: www.boltoncollege.ac.uk/young-people

Available Now! Learning resources for years 10 and 11

Get prepared for your next step and get a taste of college life!

Visit: boltoncollege.ac.uk/bridging-resources



Adult & Community Learning at Bolton College



We offer hundreds of courses, meeting the needs of adult learners, employers and local communities.

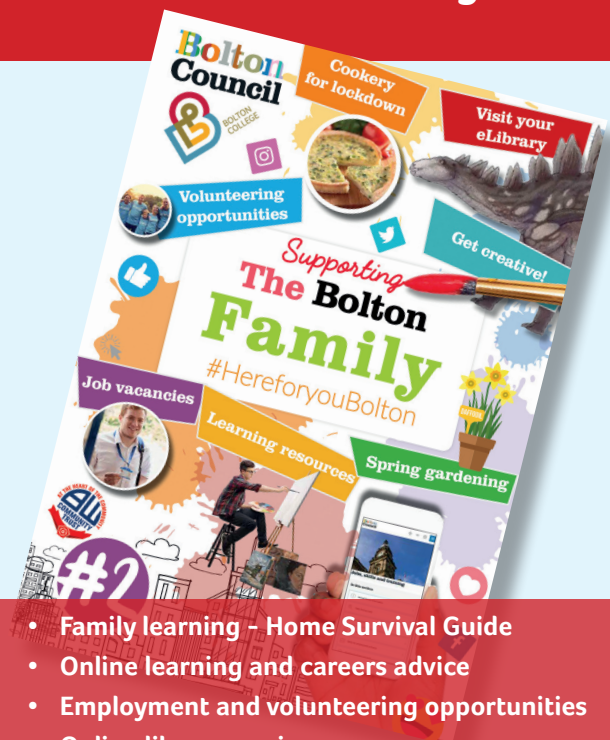
If you need to brush up on your English, maths or digital skills, we have a range of courses to suit your level.

Good mental health is important, so we offer courses to improve mental health and wellbeing.

Thinking about returning to work, finding a job, or a career change? We have a selection of courses from entry level, with clear progression routes, helping you to gain employment or advance to university.

Visit: www.boltoncollege.ac.uk/adult-learning

Check out our new e-magazine!



- Family learning - Home Survival Guide
 - Online learning and careers advice
 - Employment and volunteering opportunities
 - Online library services
 - Help & support in the current pandemic
- Plus many more topical features!

Visit: www.bit.ly/BoltonFamily

Looking after the Bolton Family

Struggling to access help and support during the current pandemic?

There's lots of information, advice and guidance available, either online or at the end of a phone, so whether you need a helping hand, want some ideas for things to do or just need someone to talk to we're all here to help.

How to get online: if you have access to the internet but need a little help to use your phone, tablet or computer then talk to the 'Ask Bolton libraries team'. Visit the Bolton library and museum website (see details below) or if you don't know where to start give them a call ...

Our COVID 19 community response line is now open offering vital help to people who need support, including food and essential items such as medication.

01204 337221 8.30am-5.30pm Mon-Fri and Sat 9am-1.30pm

1. Bolton Council

Visit the council's main website for the latest advice and guidance, from how to access essential services, become a member of the library, to current waste and recycling changes.

www.bolton.gov.uk

If you don't have access to online services then call: **01204 333333**

Bolton Council

2. Bolton Library and Museum Services

Offering access to free online books, magazines and learning resources for everyone. From help with using your computer, to advice and guidance on accessing services and support as well as ideas for things to do for the whole family.

Need help getting online?

Visit www.boltonlams.co.uk/digital-support

www.boltonlams.co.uk

01204 332853

Bolton Council

Don't miss the new 'At home with' series that offers daily activities and ideas to bring the Library, Museum, Art Gallery, Archives and Aquarium to you at home too!



3. Bolton CVS – Volunteering and Funding

Offering lots of support for group organisers and the local community, including volunteer coordination to support many services and activities during the current crisis. Also providing funding for groups seeking to connect with the vulnerable.

www.boltoncvs.org.uk

01204 546055

info@boltoncvs.org.uk

Bolton CVS



4. NHS in Bolton

If you have any health concerns or need medical advice you should contact your GP practice by phone in the first instance. Many consultations are being carried out via video or telephone and GPs can provide advice and treatment. Visit your GP practice website for more information

Remember: If you have chest pain, stroke symptoms, heavy bleeding, severe tummy pain or a severe headache, or have a child who is very unwell, you must attend Accident & Emergency (A&E) where lifesaving treatments are still available.

www.boltonft.nhs.uk www.boltonccg.nhs.uk



5. 1Point - Counselling and Bereavement support

Offering online individual, couple and bereavement counselling.

01204 917745

office@1pointbolton.org.uk



6. Age UK Bolton – for older people

If you feel you need extra support then Age UK Bolton are making daily wellbeing calls to local older residents (prioritising those who live alone or have no other means of support)

www.ageuk.org.uk/bolton

01204 382411 (To request a call phone 9am-4pm, Mon – Fri)

Age UK Advice Line: 0800 678 1602



7. Bolton Carers Support

Supporting local people over the age of 18 who look after family members or friends, who need support due to illness, disability, addiction, or age.

www.boltoncarers.org.uk

01204 363056 (free, confidential helpline, open all day, every day).

info@boltoncarers.org.uk



8. BAND Family Action - Emotional Health and Wellbeing

Support for people aged 16+ experiencing mental health and wellbeing issues

01204 380643

band@family-action.org.uk



9. Fortalice – Domestic Abuse

For women, families, children and young people affected by Domestic Abuse and Violence

www.fortalice.co.uk ('live chat' currently open 9am-5pm)

24-hour helpline: 01204 365677



10. Chat Health

Are you a young person aged between 11-19 needing a bit more help and support during lockdown? Through Chat Health you can text a specialist nurse for

confidential support and advice on a range of topics including emotional wellbeing, relationships, sexual health, alcohol and drugs and much more.

Text: 07507 331753



11. Bolton Safeguarding Children

Keeping children safe in Bolton

During Covid-19 children may become more vulnerable to abuse or neglect. If you are worried about a child, take action.

During office hours 01204 331500

