

The Civic

An occasional newsletter from Stretford Public Hall
Keeping you connected during lockdown!



Welcome to the first issue of 'The Civic', bringing you good news and useful info from the streets of Stretford!

Trafford Veterans into action

Since 2015, Trafford Veterans have been supporting armed forces and emergency service veterans and their families, through peer support and community activities.



As soon as lockdown was announced, Trafford Veterans were quick to spring into action and support the people who have become dear friends. They have been delivering grocery bags, puzzle books, model-making kits and staying connected through a 'phone tree', which is building new friendships. After reading a story on the Internet about a WW2 veteran returning home from hospital, they didn't hesitate to get in contact to help this hero. Claire, one of the founders of the group, said "The best thing about it all is the comradery and feeling part of family". The Veterans are

also supporting the Trafford Response Hubs by delivering bulk foodbank parcels for distribution across the borough; to date they have delivered 1500 across the six hubs.

If you or someone you know is a veteran based in Trafford and needs support at this time please contact Claire on clw4705@outlook.com / [07947865500](tel:07947865500)



Web www.traffordveteransuk.co.uk

Twitter [@TraffordVetsUK](https://twitter.com/TraffordVetsUK)

Facebook [Trafford Veterans](https://www.facebook.com/TraffordVeterans)

Stretford Public Hall

Stretford Public Hall has been set up as the community response hub for Stretford, which is one of six hubs across Trafford providing a helping hand to those in need. Together with staff and volunteers at Gorse Hill Studios, Stretford Response Hub is supporting people with various things such as grocery shopping, picking up prescriptions and check-in phone calls as well as offering help with unexpected things that may come up during this time. For example, one local resident, Jean, phoned the hub because she wanted a security pendant, in case she fell and needed help. The team put together an information pack, printed it out, and delivered it to Jean. She then picked the alarm she wanted, ordered and installed it herself. Jean said she hopes her story will help older people to be more confident to ask for help and to try new things. The hub team will try their very best to get you access to the support you need, no matter

how big or small, they are happy to help.

Chris, a volunteer said, *“when I deliver prescriptions to people at home, I feel that I’m making a real difference, one woman offered to marry me after this was all over!”* It’s good to hear that people haven’t lost their sense of humour, we look forward to the wedding....

Phone: **0300 330 9073**



Website: **www.stretfordpublichall.org.uk**

Facebook: **[Friends of Stretford Public Hall](#)**

Trafford Community Response is here for you!

Across Trafford, a community of charities, businesses, community groups and the council are working together to support residents during this challenging time. If you live alone, are struggling to make ends meet, are self-isolating without friends or family who can help, or generally in need of advice or support please contact **0300 330 9073** (8.30am to 5.30pm, Monday to Friday).

The advice line is for Stockport, Oldham, Rochdale and Trafford. Select ‘option 4’ for Trafford, then ignore the options for ‘goods and services’ or ‘pensions’ – just hold the line and the team at Citizens Advice Trafford will be able to help you. If you’re looking for help with shopping, accessing prescriptions or other local support, you will be put through to the team at the Stretford Community Response Hub.

As-Salaam Centre delivers

The As-Salaam Centre is an Islamic community and education centre. During lockdown the centre has been supporting Trafford’s most vulnerable communities to access healthy food. Their vital work includes preparing regular fresh meals for homeless shelters, distributing fruit and veg, and providing NHS staff with warm meals. They

are also working with local care homes to supply them with cooking essentials, visiting children’s hospitals with gifts and treats, as well as operating as a foodbank. The work is run by a small group of volunteers who are working tirelessly: *“It’s greatly satisfying when I rest my head at night to know that we have been able to provide families, elderly, children with a meal to eat whilst we as humanity go through this global pandemic”.* Abu Hammad al-Madani



They encourage people to reach out should they need assistance and ask the community to support by identifying those who may need help.

Phone: **07894 706169**

Web: **as-salaam.org**

Facebook: **[As-Salaam Centre](#)**

Twitter: **[@AsSalaamCentre](#)**



Local chefs dish up Furlough Food

Furlough Food is a group of 15 volunteers providing free meals to neighbours in need. They are cooking and delivering food to exhausted keyworkers, those who are self-isolating and people who just need a little extra help. Since April, they have been based at St. Matthew’s Community Centre and have distributed over 1600 meals to staff at the

Covid Ward at Trafford General. Deb, one of the chefs, is passionate about making hearty and nutritious meals from food donations, she hopes we will move towards a *“new culture to reduce food waste and food poverty, whilst being mindful of those in need.”*

The team has been overwhelmed by the kindness and generosity of local people and businesses. Suzanne, one of the drivers, is proud to be part of such a committed team.

Local MP Kate Green expressed her warmest thanks to the team and said, *“We’re very fortunate to have such wonderful neighbours in Stretford who are coming together to offer their help and support to the community during the Covid crisis.”*



If you could use a helping hand, or know a neighbour who might, please contact your street-level support group (or your nearest one) using this link <https://bit.ly/2LJUY91> or contact the Trafford helpline 0300 330 9073 and ask to be put through to the Stretford hub. You can donate to Furlough Food via their Facebook page.



Facebook: [Furlough Food](#)

Twitter: [@FurloughFood](#)

Local GPs still ‘open for business’

Local GP surgeries in Stretford have stressed that they are still ‘open for business’ to their usual patients during the coronavirus outbreak. Across the country, hospitals and GP surgeries have reported a decrease in people using their services. But local surgeries want to reassure people

Getting you grub during lockdown



If you are struggling to afford food or need help with your shopping, there is help available. Call the Trafford Response number on **0300 330 9073** and the team will be able to offer advice. This includes providing emergency food parcels if you are finding it hard to make ends meet.

Joanna Jones from Stretford Public Hall has been helping people to access food locally: *‘A lot of people have been finding it difficult to order online but some local shops and supermarkets can take delivery orders over the phone.*

When someone calls us, we work with them to find the best way of helping them to get their shopping. In some cases, if someone is self-isolating because they are vulnerable or elderly, we can organise a volunteer who can do their shopping for them. If people can’t afford food, there is also support available to access emergency parcels.’

The team at Stretford Public Hall have lots of information about how you can get help with shopping and about local shops and supermarkets. Most supermarkets are offering dedicated shopping slots for the elderly and the vulnerable, while Morrisons have introduced a Doorstep Delivery Service which you can order over the telephone.

If you need support with food or shopping, call 0300 330 9073.



STAY ALERT... TO SCAMMERS!

Unfortunately, while lots of people are offering their help and support during lockdown, some people are taking advantage! Trafford Council's Trading Standards team have received reports of an increase in scams. These have included people receiving recorded messages claiming to be from the NHS or a GP, asking people to be tested for coronavirus, and well as scam phone calls and fake texts.

If someone you don't know offers help, don't feel you have to accept it. If they claim to be from a recognised organisation, don't be afraid to ask for proof and never hand over money to someone you don't know. If you're unsure, you can call the Citizens Advice Consumer Helpline on **0808 223 1133**.

that they can still contact their GP surgery. Aoife Ritchie, who works for North Trafford Primary Care Network and is based at Delamere Medical Centre, explains how services are being affected:

"You can still ring the GP as normal and get an appointment with a doctor. This will be a telephone appointment which is enough for most problems. If a patient needs to see a doctor and it is safe to do so, this can be arranged. Some services are on hold and some appointments may be delayed but if you are struggling to manage a condition, your surgery can still provide you with information and advice.

You can also contact the GP and ask for an appointment with a member of the social prescribing team if you have a query that is non-medical. The team can support with wider issues that might be affecting your health and wellbeing, for example if you are feeling overwhelmed, isolated or have housing issues.

*The important thing is for people to ask for help. We know that there will be a lot of people who are finding lockdown difficult, perhaps they are suddenly the sole carer of a loved one, or they are not getting the help from family and friends that they normally do. To those people, I would say, please call the Trafford helpline on **0300 330 9073** and talk to someone. There are lots of support services available which can help you."*

Have you recently lost a loved one?

The Greater Manchester Bereavement Service can offer support to anyone who needs support or advice relating to bereavement. Call **0161 983 0902** (Mon to Fri, 9am - 5pm; Wed 9am - 8pm) or visit: www.greater-manchester-bereavement-service.org.uk.