

Support from Salford City Council during coronavirus

If you need to self-isolate (stay at home) for any length of time, do you have anyone that can help you with day to day tasks? This can be a member of your family, a neighbour or a friend.

Or do you need help with:

- Food shopping.
- Getting essential medication.
- Getting fuel (if you are on a pre-paid meter for gas or electric).
- Looking after pets.

Or are you a carer that needs help or advice?

If you answer yes to any of the above and you would like to speak to someone, call our Spirit of Salford Helpline on 0800 952 1000, Monday to Friday 8.30am - 6.00pm or complete the form at www.salford.gov.uk/spiritofsalford



**Spirit
of Salford
Network**

The community of Salford



Salford City Council

The People
of Salford



Beware of scammers

Sadly, the coronavirus pandemic is an opportunity for scamming vulnerable residents and businesses so please take extra care during these difficult times.

Our advice:

- Before you buy anything online, it's best to do some research and check reviews to make sure a seller is genuine.
- Don't click on unusual weblinks or any that ask you to confirm financial details.
- Never sign or agree to anything on the spot.
- Check the identity of anyone who comes to your home. Ask for an ID card and look up the company to check it is genuine.
- Be wary of special offers or warnings about your home or your health.
- Read the small print. Always read documents carefully before you sign them and make sure you fully understand your rights.
- Don't give anyone financial information over the phone.
- If you're unsure, always hang up and call back.
- Don't call back unusual phone numbers or ones starting with 00.
- Talk to someone you trust for a second opinion.
- Trust your instincts. If it sounds too good to be true, it probably is.

For more advice, call Citizens Advice consumer service on 0808 223 1133.



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