Hi All,

Please see information which may be useful below. This information is updated and added to each week and is correct as of 4th May 2020:

**\*HALTON SERVICES:**

* **Halton Carers Centre –**They will continue to offer telephone support, being there for people to register for their services and for people to discuss their caring role.  This telephone service will remain available Monday to Friday 10am – 4pm and Saturday 10am – 1pm. (An answerphone service is available outside of the hours above). You can call them on 01928 580 182 or Email: [help@haltoncarers.co.uk](mailto:help@haltoncarers.co.uk). They are able to provide you with a Carers ID letter explaining that your role as a carer requires you to not only be out for yourselves, but also for your cared for person. To obtain one of these letters, please use the following link to fill in the form: <https://forms.office.com/Pages/ResponsePage.aspx?id=Eolg4uLelUuDmDEOB5g30_WdluUGEVhFp9pZ4POIP8xURURSU1gwOVFKVk80VVNYRko5Nk4yTENRQS4u&fbclid=IwAR12UNqRd6m6rseYoaPrL_c-5zl_2oFWsEuc0uZXus3VG_C9HWR6s-CZfhE>

They are offering the following virtual online support groups

\***ADHD Parent Carers Group**

**\*Mental Health Carers group**

**\*R-Time Young Carers support group**

To sign up please email [help@haltoncarers.co.uk](mailto:help@haltoncarers.co.uk) with the group you wish to join or call 01928 580 182.

* **Halton SEND Carers Forum -** All Halton SEND Carers Forum meetings/surgeries are now suspended until further notice. They can still be contacted by email on [lynne.haltoncarersforum@gmail.com](mailto:lynne.haltoncarersforum@gmail.com)
* **Halton Children’s Centres groups** are now cancelled until further notice.
* **Halton Borough Council** - You can keep up to date on changes online at <https://hbcnewsroom.co.uk/coronaadvice/> and Twitter @haltonbc or Facebook. If you do not have internet access please call 0303 333 4300. Please check out the HBC **Local Offer** website for updates, information and resources relating to caring for children with disabilities during the Covid-19 outbreak: <https://localoffer.haltonchildrenstrust.co.uk/schools/help-and-information-coronavirus-covid-19-outbreak/>
* **Halton Play Council** – The resource centre is closed, and the Cavendish Tuesday club and Warrington road Under 8 service is now closed - they are still currently operating other services. All information is being updated on their Facebook page.
* **The Ella Performance group** have now cancelled all for their classes, but the tutors are looking at ways to provide classes online.
* **Halton doctors surgeries** – All patients will need to contact their surgery if they require an appointment via either telephone or by completing an online form on their surgery website. This triage process enables practices to prioritise face to face appointments.
* **Halton schools** – Schools closed on Friday 20th March, however, some schools/classes will remain open for children of key workers (list to be announced) to attend and for children who have a social worker, and/or an Education Health and Care plan. You can keep updated on your child’s school Facebook/Twitter page and website. I will update as more information becomes available.

**\*FINANCIAL:**

* **Benefits** –Please see the government website for latest updates:

<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>

You could also check on [www.turn2us.org.uk](http://www.turn2us.org.uk) to see if you are entitled to any further grants or benefits

\*People making **new claims for Universal Credit** will no longer have to call. Instead, a frontline team will proactively call claimants if they need to check any of the information provided as part of the claim, as well as messaging them on their online journal to confirm details.\*

\*Parents of newborns will still be able to claim **Child Benefit** despite the outbreak of coronavirus. General Register Offices are currently operating with reduced capacity and with government guidance to social distance and stay at home, new parents are advised not to visit them. They can however still [claim Child Benefit](https://www.gov.uk/government/news/dont-miss-out-claim-child-benefit-by-phone-or-post-hmrc-tells-new-parents) without having to register their child’s birth first to ensure that they do not miss out.\*

\*The weekly uprated [benefit rates for 2020 to 2021](https://www.gov.uk/government/publications/benefit-and-pension-rates-2020-to-2021/benefit-and-pension-rates-2020-to-2021) have been published on GOV.UK.

* **Employment** – if you are off sick because of coronavirus, you are entitled to Statutory Sick Pay (SSP) from day one. If you are not sick but have been told to self-isolate and can’t work from home, you should still get your contractual sick pay on top of SSP. If you are self-employed you will be able to claim Employment Support Allowance (ESA) if you have to self-isolate. HMRC have set up a Coronavirus Helpline for those who are self-employed or running a business and are worried about paying their tax – 0800 0159 559 or look online: <https://www.gov.uk/coronavirus> under the Employment and Financial Support section
* **Mortgages** – Three-month payment holidays are available for those who are struggling. Please speak to your mortgage provider for further information.
* **Contact** - have up to date information on their website for families with disabled children, including health advice and financial matters: <https://contact.org.uk/advice-and-support/coronavirus-information-for-families-with-disabled-children/>
* **Rent** – if you are on UC and are falling behind on rent, you or your landlord may be able to apply for an APA which will get your payment sent directly to your landlord. You may also be able to change your payments to get them more frequently, or you can split the payments if you are part of a couple.
* **Council Tax** - you may be able to get a discount or be entitled to Discretionary Housing Payments if your payments aren’t enough to cover your rent.
* **Gas & Electric** – please speak to your supplier as they may be able to help with payments and can credit your meters in certain cases.

### Halton Citizens Advice Bureaux office is now closed until further notice. You can still contact them between 10am – 4pm on 0344 477 2121 (however, this phone service will be in high demand so there may be a wait) or email: [advice@citizensadvicehalton.org.uk](mailto:advice@citizensadvicehalton.org.uk) They may be able to provide families in need with food vouchers.

### \*FOOD:

* **Halton Foodbank** – All 6 foodbanks in Runcorn and Widnes are remaining open - <https://runcorndistrict.foodbank.org.uk/locations/>  There will be no tea or coffee and at present no home deliveries. Vouchers can now only be collected from the office on Friday mornings. They now offer an e-voucher system. To register for this service please email [info@runcorndistrict.foodbank.org.uk](mailto:info@runcorndistrict.foodbank.org.uk) and you will be sent relevant documents to read and an electronic invite.
* **HBC & Halton Community Shop** have launched an ‘**essentials’ food box** service for those struggling to get to the shops. The box costs £10 for those receiving benefits, or £25 otherwise. It contains cereal, jam/spread, crackers, soup, beans/spaghetti, tomatoes/pasta sauce, pasta/rice/noodles, veg, meat, fish, ready meal, tea/coffee, juice, UHT milk, fruit, rice pudding, biscuits, chocolate, toilet rolls and toiletries. Boxes can be ordered Monday to Thursday by calling 0151 907 8363 for delivery Monday to Friday.
* **Halton Borough Council support** - Those who need support with shopping/collecting medications etc. should go online to www.halton.gov.uk, or call 0151 907 8363 (Monday to Friday 8am to 6pm). Outside of these times, **if it is an emergency**, you can call 0345 0500 148.
* **Four Estates** – 01928 568536 (Halton Brook Community Centre and Palace Fields Community Centre) – Please see their Facebook page for updates on regular **free food giveaways**.
* **Aspinall’s Bakery** - (Dave – 07482224243) Food boxes on sale: (£15 fruit/veg/potatoes, £20 milk/eggs/bacon/veg/sausage rolls/pie/water/fizzy pop/bread & crisps) Please call to order for delivery, or see their Facebook page.
* **The Heath Business Park** – (Anthony 07817745449) They have food boxes/milk/bread/eggs to order and collect.
* **Halton Community Shop** (Priory House, North Way, Palacefields, Runcorn WA7 2FS) The shop is currently open (limit of 5 people in the shop at a time) and the café is now operating a takeaway only service. They now allow people to come who are not current members, are self-employed or perhaps are waiting for Universal Credit.
* **Food vouchers** are available to replace hot school dinners if your child receives these. Please contact your child’s school if you haven’t received information regarding this already.
* The following **Facebook group** has been set up by Halton residents to help others out within the community who may be in need of shopping, prescription collections, extra help etc during this tough time:

**Coronavirus Halton Support Group**. (0800 061 4899)

**Halton HomeWatch** Facebook group also contains local updates.

**\*HEALTH AND OTHER SERVICES:**

* **RCPCH** has created a web hub for parents and carers to get up to date information on supporting children and young people with health conditions through COVID-19. It includes information on different conditions, the latest government guidance, activities to support mental health and well-being, as well as fun stay at home activities: https://www.rcpch.ac.uk/resources/covid-19-resources-parents-carers?dm\_i=3YSO,14IHM,5KVYGF,3YMCO,1#downloadBox
* **The Council for Disabled Children** are regularly updating their website with general information on health, finances, support etc. Please check regularly for information which may be of use: <https://councilfordisabledchildren.org.uk/help-resources/resources/covid-19-support-and-guidance>
* **Gateway Community's** are offering a free confidential support service to anyone who would like to talk over any worries and concerns at this time, we will also look in the coming weeks to hold some relaxation session, group support chat rooms. If you feel anxious, worried or stress with the current COVID19 situation, please in the first instance private message on Facebook or email [gatewayc2017@outlook.com](mailto:gatewayc2017@outlook.com)
* **Contact For families with disabled children** have lots of useful information on their websites regarding health and finances: The [*Contact website*](https://e-activist.com/ea-action/enclick?ea.url.id=4692317&clid=1918&ea.campaigner.email=fjQE8PFSOmp5mco3Lc9isaV2AHcBWJqbDT%2Bq4B4Od8Y=&ea.campaigner.id=4NPguPoBr36%2FgO2vkuoghg==&ea_broadcast_target_id=0) provides advice and information about any concern you might have about raising a child with additional needs or a disability. We have: A [*Common Questions Tool*](https://e-activist.com/ea-action/enclick?ea.url.id=4692318&clid=1918&ea.campaigner.email=fjQE8PFSOmp5mco3Lc9isaV2AHcBWJqbDT%2Bq4B4Od8Y=&ea.campaigner.id=4NPguPoBr36%2FgO2vkuoghg==&ea_broadcast_target_id=0) to help you find what you're looking for quickly and easily; a [*benefits calculator*](https://e-activist.com/ea-action/enclick?ea.url.id=4692319&clid=1918&ea.campaigner.email=fjQE8PFSOmp5mco3Lc9isaV2AHcBWJqbDT%2Bq4B4Od8Y=&ea.campaigner.id=4NPguPoBr36%2FgO2vkuoghg==&ea_broadcast_target_id=0) and [*grants finder*](https://e-activist.com/ea-action/enclick?ea.url.id=4692320&clid=1918&ea.campaigner.email=fjQE8PFSOmp5mco3Lc9isaV2AHcBWJqbDT%2Bq4B4Od8Y=&ea.campaigner.id=4NPguPoBr36%2FgO2vkuoghg==&ea_broadcast_target_id=0); a [*Live Chat*](https://e-activist.com/ea-action/enclick?ea.url.id=4692321&clid=1918&ea.campaigner.email=fjQE8PFSOmp5mco3Lc9isaV2AHcBWJqbDT%2Bq4B4Od8Y=&ea.campaigner.id=4NPguPoBr36%2FgO2vkuoghg==&ea_broadcast_target_id=0) service so you can ask us about your rights to services and support; and an [*online shop*](https://e-activist.com/ea-action/enclick?ea.url.id=4692322&clid=1918&ea.campaigner.email=fjQE8PFSOmp5mco3Lc9isaV2AHcBWJqbDT%2Bq4B4Od8Y=&ea.campaigner.id=4NPguPoBr36%2FgO2vkuoghg==&ea_broadcast_target_id=0) full of practical products for your child and family. We have a regularly updated Covid-19 section containing information and updates for families with disabled children during this time: https://contact.org.uk/advice-and-support/covid-19/
* NHS North West have set up a new **Mental Health Crisis Helpline** to provide urgent support 24/7 for people of all ages, including children and young people. The number is 01925 275309 and NHS staff will support you to get the help you need.
* Details of other sources of help available, including how to look after your mental health generally and during the covid-19 pandemic can be found on **Halton’s mental health info point** [www.halton.gov.uk/mhinfopoint](http://www.halton.gov.uk/mhinfopoint)
* The most reliable information on how to protect yourself and your child, and measures to take if you think you have the virus, is available from the NHS and the UK government websites:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

**Useful Numbers:**

\*Duty Health Visitors 0300 3000123.

\*MIND Mental Health 0300 1233393

\*Samaritans 116123

\*Sane line (Out of hours Mental Health Support) 0300 3047000

\*Hopeline (Prevention of Young Suicide) 0800 0684141

\*Drink line 0300 1231110

\*AA 0800 9177750

\*Al anon (support for people affected by someone who is an alcoholic) 0800 008 6811

\*NA (narcotics anonymous) 0300 9991212

\*Frank (narcotics) 0300 1236600

\*Child bereavement (for parents or family) 0800 282986

\*Adult bereavement 0808 8081566

\*Domestic Violence helpline (freephone - open 24/7) 0808 2000 247 – Their website <https://www.nationaldahelpline.org.uk/>  has lots of advice and guidance for victims of domestic abuse including the option of online chat for those that do not want to be heard on the phone.

\*There is also an app called Bright Sky which can be downloaded on your phone, and concealed if necessary, which can give you access to support and services.

\*Respect works with perpetrators and male victims of domestic abuse. Respect have put together specific information and access to services during COVID-19 that can be found [here](https://www.respect.uk.net/pages/15-covid-19)

\*Halton Domestic Abuse Service 0300 11 11 247. To access free support tips and advice please use this link : https://www.openthedoorcheshire.org.uk/

\* Women’s Aid | [womensaid.org.uk](http://womensaid.org.uk/#_blank) | [https://www.womensaid.org.uk/information-support/](https://www.womensaid.org.uk/information-support/#_blank)

\*Refuge (includes information for men) | [refuge.org.uk](http://refuge.org.uk/#_blank) | [0808 200 0247](tel:0808%20200%200247) (24 hours)  
\*The Men’s Advice Line, for male domestic abuse survivors – 0808 801 0327

\* Cheshire Police can be contacted in Non-emergency on 101

\*For housing support call HBC Housing Solutions 0303 333 4300

\*Worried about a child? Halton Children’s Social Care 0151 907 8305

(Out of hours) 0345 050 0148

\*Concerned about an adult? Halton Adult’s Social Care 0151 907 8306

\*National LGBT+ Domestic Abuse Helpline – 0800 999 5428

\*NSPCC – 0808 800 5000

**\*ACTIVITIES AND RESOURCES:**

* **Home work and schooling:**

1. Try and get into a daily routine.
2. Parents Lead by example a lot of you will also need to work
3. So have set times to start your work and for your children to start school work
4. Set a few ground rules try and have one room for the kids to work in and if not young kids you work elsewhere in the house
5. Have regular breaks and some fun activities to break up the study day

* Support for **children with ADHD** during the coronavirus crisis: Managing attention (yours and theirs) will help children thrive (Child Mind Institute). Families everywhere are struggling to care for (and home school) children cut off from their normal routines and activities during the coronavirus crisis. Children with ADHD may need extra structure and support to manage attention and behaviour challenges and keep on track with learning in this challenging situation. This article provides suggestions from ADHD experts for helping children with ADHD weather this storm: <https://childmind.org/article/giving-kids-with-adhd-support-and-structure-during-the-coronavirus-crisis/#163961_20200415095626>
* FREE kits to support **children with sensory needs** at home. Variety has teamed up with DPD, Rompa & Sensory Direct to provide online Sensory Starter Kits to families who need help in managing their child's sensory needs. Parents can download from <https://www.variety.org.uk/free-kits-support-children-sensory-needs-home>
* **BBC Bitesize** has launched its own education package across TV and online, featuring celebrities and some of the best teachers – helping to keep children learning and supporting parents. <https://www.bbc.co.uk/bitesize>
* **Oak National Academy** was launched on Monday 20 April. This brand-new enterprise has been created by 40 teachers from some of the leading schools across England, backed by government grant funding. It will provide 180 video lessons each week, across a broad range of subjects from maths to art to languages, for every year group from Reception through to Year 10. <https://www.thenational.academy/>
* **Online Resources for children**
* Learning Lockdown: Youtube <https://www.youtube.com/channel/UCXKMz3W_FtIzdbuo6NSQtSQ/videos>
* John Charles is an artist who is doing daily art sessions for children. You can watch him live on Facebook at 11am daily - <https://www.facebook.com/Johncharlesart1983/>
* Creating Social Stories for children with Autism <https://www.autismparentingmagazine.com/social-stories-for-autistic-children/>
* Orchard Toys online activities

<https://www.orchardtoys.com/dept/things-to-do_d0127.htm>

* Twinkl has lots of wonderful resources and ideas to stimulate and entertain children of primary school age. And the [Twinkl SEND resources](https://www.twinkl.co.uk/resources/specialeducationalneeds-sen) are well worth checking out for fun stuff to do at home.
* [Singing Hands on YouTube](https://www.youtube.com/user/SingingHandsUK) has videos of songs signed in Makaton. They are doing live sessions on You Tube at 10.30am.
* Bumble bee physio London are doing live physio for children who are wheelchair users at 10am on [their Facebook page](https://www.facebook.com/bumblebeephysio/).
* [David Walliams](https://www.worldofdavidwalliams.com/elevenses/) is releasing a free audio story everyday for 30 days
* Joe Wicks, TheBodyCoach, is running live PE session on You Tube every morning at 9am.
* [Storyline Online](https://www.storylineonline.net/), streams videos featuring celebrated actors reading children's books alongside creative illustrations.
* If your children are into animals and the natural world, [National Geographic Kids on You Tube](https://www.youtube.com/channel/UCXVCgDuD_QCkI7gTKU7-tpg) has lots of fantastic, interactive videos. Chester Zoo is also streaming animal tours online, check out their website or Facebook page.
* [Khan Academy Kids](https://khankids.zendesk.com/hc/en-us/articles/360004559231-Welcome-to-Khan-Academy-Kids) is an educational app for children aged two to seven. Animated characters guide children through educational materials. It's an American app but lots of relevant activities.
* Try the 30 day Lego Challenge <https://thatbricklife.com/lego-challenge-30-days-of-play-calendar/> You could also have a go at creating your own if you are feeling creative!
* The BookTrust has lots of fun online books, games and quizzes <https://www.booktrust.org.uk/books-and-reading/have-some-fun/?q&sortOption=AtoZ&pageNo=1#!?q=&sortOption=AtoZ&pageNo=1>
* Money Saving Expert has provided some free/low cost activities on their website: <https://www.moneysavingexpert.com/team-blog/2020/04/free-or-cheap-ways-to-entertain-kids-indoors/?utm_source=MSE_Newsletter&utm_medium=email&utm_term=14-Apr-20-50602160-4004&utm_campaign=nt-oneliners-one&utm_content=15>
* Minecraft have added free educational content onto their site:

<https://news.microsoft.com/en-gb/2020/03/25/minecraft-launches-free-educational-content-for-children/>

* 100 ideas of activities to try with your child: <https://www.netmums.com/activities/100-activities-for-a-rainy-day>
* Flamingo Chicks are doing free virtual dance and movement classes for all children including those with disabilities and illnesses <https://flamingochicks.org/athome/>
* **RCPCH** has created a webpage featuring activities to support mental health and well-being, as well as fun stay at home activities: <https://www.rcpch.ac.uk/resources/covid-19-resources-parents-carers?dm_i=3YSO,14IHM,5KVYGF,3YMCO,1#downloadBox>
* **Sport Works Halton** is providing online activities and workshops for children with additional needs who usually access short breaks. To attend just click the link at the session start time and a member of the team will be there to welcome you:

Tuesday 5th May 2020

4pm - Show & Tell

https://us02web.zoom.us/j/87931278504

5pm - Kids Origami

(You will need some spare bits of paper and some colouring pencils/pens)

https://us02web.zoom.us/j/82782813832

Thursday 7th May 2020

1pm - British Sign Language Basics

(This week focuses on gestures and numbers)

https://us02web.zoom.us/j/85641007930

4pm - Dealing with anxiety

(you will need some paper and coloring pencils/pens)

https://us02web.zoom.us/j/85094188899

5pm - Creative Story Time

(Making up stories can be fun - how strange can we make it?)

https://us02web.zoom.us/j/87408830980

Saturday 9th May 2020

4.30pm Let’s get moving

https://us02web.zoom.us/j/83491626173

5.30pm Quiz Time

https://us02web.zoom.us/j/86201575310

If you require any assistance, have any questions about setting up Zoom or have any concerns or queries please contact Lauren Sanders.

[lauren@sportworksltd.co.uk](mailto:lauren@sportworksltd.co.uk) – 07800 525092

For the latest information and session updates please follow <https://www.facebook.com/swmcrandcheshire>

* Starting Wednesday 29th April 2020 and for 4 weeks, **Mako Create** will be delivering a weekly on-line animation workshop for children and young people with additional needs who would usually access short breaks services.

All of the details about the session can be found on their website:- <https://www.makocreate.co.uk/class/shortbreaksonlineanimation/>

# **Fun things to try with your child:** Here are some tips and fun things to do with your child if they have a disability or additional needs. These tips are kindly provided by a parent for parents.

* **Texture book -**Make a texture book using different textures – like wall paper, sand paper, bubble wrap, washing scourers, foam wash cloth etc
* **Smell tour -** Take a ‘Smell tour’ past places like the fishmongers, fish and chip shop, the body shop/Lush soap shop, pet shop, etc
* **Foil play mat -** Use a foil emergency blanket as play matt. Great for sensory stimulation.
* **Dance competition -**Put on music and have a dance competition!
* **Dress yourself -**Using either a large piece of card or lining paper, draw around each other to create life-size figures. Then cut up old clothes to dress your portraits up.
* **Ideas book -** Roma Lear has written a range of books full of ideas of activities for people with special needs, look out for her on Amazon.
* **Sensory flour games -**Mix cornflour and water together and it makes a great sensory play tool. Also put flour into a plastic bag and seal it with some food colouring. As it gets squished round it will change colour.
* **Substitute sand** – Moonsand for indoor play, made by Spin Master Ltd ™ is available at most toy stores, including the Early Learning Centre. It’s a soft medium that trickles like normal sand, but moulds like dough. Lots of colours. Great fun!
* **Graffiti wall** - Stick some blank paper on a wall and turn it into a 'graffiti wall'. You can also paint a wall with blackboard paint or put up a big white board for graffiti fun.
* **Home skittles** - Use guttering to make a chute to play skittles.
* **Sensory tent** - Kit out a play tent with everyday items, such as old CDs, tinsel, fairy lights – for a great sensory space.
* **Sensory indoor tray play-** Use a plastic box, filled with different things, like dried beans, sand, shaving foam, even toothpaste, for sensory play.
* **Matching pairs game** - Use a digital camera to photograph and make your own matching pair cards, eg: your dog, your home, family.
* **Concessions -** Always ask about discounts for disabled people and their carers. Some major venues have generous discounts. Always ring the theatre and ask, or call in personally if possible, as concessions are not available online.
* **Aromatherapy -** Put on some relaxing music and have a home-made aromatherapy session. Dilute aromatherapy oils in a special carrier massage oil. Different people like different pressure so experiment a bit according to personal sensory needs.
* **Favourite memories scrapbook** - Use a camcorder or camera phone and make a scrapbook to record special moments when you are out and about, that you can look at together at the end of the day. Use a scrapbook to tell other people about favourite days out.
* **Smelly socks game -** Use old socks or buy some from a charity shop. Scent some cotton wool balls with different smells like tea, coffee, lemon, apple or tomato ketchup etc. When the cotton balls are dry, put them in the socks, tie them up with a ribbon, and play a game of ‘Guess the smell’.

**\*SCAMS:**

Unfortunately there are certain scams circulating relating to Covid-19 which include doorstep callers, companies selling ‘corona test kits’, fake hand sanitiser, fake products which claim to cure or prevent the virus etc.

* Scammers want to steal your money or your personal information. They do this by calling unannounced at your door, phoning, texting or emailing. They will also advertise online and via social media.
* The only test available is through the NHS – you cannot buy a test kit or pay for a test from anybody else.
* There is no vaccine or cure.
* Only buy from companies that you have dealt with before and type in their online address if you want to order – don’t respond to a link in an email or find them by an internet search because scam websites could be imitating a genuine company.
* Charities must be registered with the Charity Commission (<https://beta.charitycommission.gov.uk/>)  – check they are legitimate before you donate.
* Halton Trading Standards have been made aware of residents receiving scam phone calls about the coronavirus. The caller states you should stay in your home and then says they are going to send you two masks, hand gels and gloves. The caller then asks for your address and your bank details, as there is a charge of £29! This is a scam, never give out your bank details or address to someone who has cold called you.
* Trading Standards also wants to advise residents about an online voucher scam designed to take advantage of people’s desperation during the pandemic lockdown. The scammers make an email in the branding of popular supermarket chains and inform the recipient that they have received a money-off voucher to assist with purchases during lockdown.

The email then directs the recipient to click a link so that they may claim the coupon. This is a fraudulent email, which aims to steal the credit card details of the recipient. Residents should be wary of clicking links and/or inputting their card details into unsolicited emails and associated websites. If an offer sounds too good to be true, then it probably is.

If you or somebody you know has been caught out by a scam or fraud please contact one of our specialist officers, Linda or Sue on 0151 511 8785 or 0151 511 8775, who are already working with people in Halton who have lost thousands of pounds to scams. If you need advice on anything else please contact the [Citizens Advice Consumer Helpline](http://www.adviceguide.org.uk/england/consumer_e/consumer_protection_for_the_consumer_e/consumer_citizens_advice_consumer_service_e/if_you_need_more_help.htm) on 0808 223 1133.