**Surrey County Council Helpline details & promotion**

**Website:**

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus>

**Contact details of the Surrey Helpline**

0300 200 1008

**The current hours and days per week it works**

Monday to Friday, 9am to 5pm

**What people are being told about they can ring it for:**

This community phone line is here for two things:

1. To help direct residents who need support, such as picking up shopping, prescription collections or having someone who can be a telephone friend, to services who can help.
2. To provide advice on where to register your offer of help to support your community.

The helpline will not be able to provide any public health advice (please use existing services such as 111) or answer general enquiries relating to council services (these should be directed to our standard contact page).

**Request to care providers:**

Please provide a contract number for the call handlers of the phoneline. If a resident phones up and is known to one of the care providers in Surrey, the call handler could pass on the call to the provider straight away. We are collating these contact details for the contact centre. Please could I ask that you reply to my email with a number by **25th Wednesday, lunchtime 12.00.**