

# Broxtowe Borough Information Sheet

## Local Council Information and Support

[www.broxtowe.gov.uk](http://www.broxtowe.gov.uk) – there is an option of COVID-19, the page is updated at 11am and 4pm with any new information. Council services affected include Waste and Recycling, Housing and Council Tax.

The website is very informative and will provide answers to most questions. Waste collections are currently running as normal. Residents that have ordered new garden waste bins, they are on their way but there was an issue with supply. Bulky waste collections are currently suspended and the recycling centres are currently closed. Should a resident be self-isolating they must follow the government guidelines on waste disposal.

Direct Debits for council tax will continue to be taken. If you have lost your job due to COVID-19 and need help with paying your Council Tax then you can claim Council Tax Support. There is a link on the website that will take you to the form (<https://selfservice.broxtowe.gov.uk/renderform.aspx?noheader=1&t=12&k=BE61A321ACF3481D3335143D8FA7EF29FE4B0D57>)

HMRC – 08000 241 222 Monday to Friday 8am – 4pm

## Supermarkets and Food Deliveries

### **Tesco Extra 1 Station Road, Beeston, NG9 2WJ**

Mon 8am-6pm

Tues to Thurs 6am – 10pm

Fri 8am-8pm

Sat 6am-10pm

Sun Closed

Fuel, scan as you shop and click and collect services available.

NHS workers only with ID – Tuesday and Thursday 9am-10am

Elderly and Vulnerable – Monday, Wednesday and Friday 9am-10am

### **Sainsbury's Stoney Street, Beeston, NG9 2LA**

0115 922 3461

NHS ID holders - Monday to Saturday 7:30am-8am

Elderly customers, carers and disabled customers have priority Monday, Wednesday and Friday 8am-9am

Petrol Station services available

### **Lidl 69 Wollaton Road, Beeston, NG9 2NG**

Mon – Sat 8am-9pm

Sun 10am-4pm

**Iceland 75 High Road, Beeston, NG9 2LE**

Monday to Friday 9am-5pm

The last hour of trade will be for NHS workers only, valid ID required.

**The Co-Op 172 Bramcote Lane, NG8 2QP**

Monday to Sunday 7am-10pm

**Aldi Cross Street, Long Eaton, NG10 1HD**

All day everyday key workers in the NHS, Police and Fire Service will take priority ahead of queues into our stores upon showing a valid ID. This is in addition to early access on a Sunday, where they can enter stores 30 minutes prior to opening.

Also opening 30 minutes early Monday - Saturday for the Elderly (over 70) and vulnerable.

Due to unprecedented demand, they have made some changes to online orders and usual delivery services. They have extended delivery time frame for all deliveries to 3 to 10 working days.

**Foodbanks**

Food banks are designed to provide short-term, emergency support with food during a crisis. Their aim is to relieve the immediate pressure of the crisis by providing food, while also providing additional support to help people resolve the crises that they face.

**Hope Nottingham**

Hope House, Boundary Road, Beeston, NG9 2RF

0303 040 1110

This is a Tressell Trust Food Bank. If you contact them directly they will be able to provide you with assistance.

**The Haven Church**

Wadsworth Road, Stapleford, NG9 8BD

0115 824 0287 – option 2

[foodbank@havencentre.co](mailto:foodbank@havencentre.co)

when emailing tenants must provide the following information:

name, address, contact number, number of people in household and ages of any children, information about benefits received, why they require assistance, do they receive any help from another agency and who their landlord is.

They are currently operating on a Tuesday and Friday morning and they aim to deliver parcels between 11am and 1pm. Parcels will be left on the door step. If a contact number has been provided they will text. Alternatively they will knock on the door and walk away to a safe distance and wait for the parcel to be collected.

When you contact a foodbank direct, inform them you are a PA Housing resident. We have agreements with many foodbanks and it may assist them in deciding whether they can help you.

The Trussell Trust covers approximately 75% of the Foodbanks across the UK. If the local numbers can't provide the help and support you need, try the Trust at <https://www.trusselltrust.org/coronavirus-food-banks/> or on 01722 580180. It may help find foodbanks near to you and give you contact details to see what they are offering local residents.

## **Local Pharmacies**

### **Well Apsley**

412-414 Broxtowe Lane, NG8 5ND

0115 929 1708

Monday to Friday 8:30am-6:30pm

Saturday 9am-1:30pm

They will be closed to the public for the first hour after opening. They will also close for 90 minutes in the middle of the day, from 12.30 to 2pm.

Repeat and electronic prescriptions

### **Tesco Pharmacy**

1 Station Road, Beeston, Nottingham, NG9 2WJ

Located within the Tesco store

### **Grewal Pharmacy**

38-40 Chilwell Road, Beeston, NG9 1EJ

0115 925 3034

Tuesday to Thursday 10am – 4pm

Saturday 10am – 3pm

### **Westpoint Pharmacy**

Westpoint Shopping Centre, Beeston, NG9 6DX

0115 973 6620

Monday to Friday 11am – 6:30pm

Saturday 11am – 2pm

## **Other Essential Shops and Surgeries**

### **OPTICIANS**

#### **D I Blow Opticians**

543 Aspley Lane, NG8 5RW

0115 929 2515

Branch is closed but phone lines are manned and any emergencies will be managed accordingly.

#### **Specsavers Opticians and Audiologists**

4 The Square, Chillwell Road, Beeston, NG9 1EF

0115 951 8980

Monday – Saturday 10am-4pm

They are able to give advice outside of opening times

Open for essential services only

## **DENTIST**

### **Broxtowe Lane Dental Clinic**

398 Broxtowe Lane, NG8 5ND

0115 929 2264

[Reception.broxtowelane@colosseumdental.co.uk](mailto:Reception.broxtowelane@colosseumdental.co.uk)

Monday to Thursday 9am-5pm

Friday 9am-4:30pm

Do not just arrive at the clinic, please call or email. Currently not offering routine care or treatments, just a restricted emergency advice service.

### **Queens Road Dental Care**

253 Queens Road, Beeston, NG9 2BB

On weekdays, please call 0115 9222100 9am-3pm and 07308 884353 from 3pm-8pm.

On weekends and Bank holidays please call 07308 884353 from 9am-5pm.

Can offer telephone advice, and give Prescriptions for pain relief and infections

## **VETS**

### **The Vet Nottingham**

Glasidale Drive West, Billborough, NG8 4GY

0115 896 9984

Video consultations available, link to be clicked on website

You must not enter the building, call when you arrive and your pet will be collected and taken inside for treatment.

Card payments can be taken.

Should you require flea and worming treatments then email the centre and they will arrange to post these to you.

They will only book appointments for:

- Any Emergency or animal in pain
- Euthanasia
- Acute sudden onset lameness
- Animals with chronic diseases who become unwell
- Birthing difficulties
- Breathing difficulties
- Severe bleeding
- Trauma cases
- Acute non-weight bearing lameness
- Severe vomiting or diarrhoea
- Difficulties urinating
- Any case that one of our vets has requested to see

### **Churchcroft Veterinary Centre**

111 High Road, Chilwell, NG9 4AT  
0115 922 4855

Poorly puppies will be seen however new vaccination courses will not be started, existing ones will be completed.

Their website states the following:

- We collect all patients from the car park or front garden. We provide a disinfected lead for all dogs and disinfect cat boxes on collection and return.
- Clients are asked to no longer enter the building.
- We examine and treat your pet in our disinfected consulting room with you on the phone to discuss your and your pet's needs.
- We have reduced the number of clients we see per hour. This allows us to fully disinfect all contact points between clients.
- We are using single use protective equipment for all patients seen so we cannot transfer disease between clients.
- We are assessing patient care requirements and where possible providing these remotely via video link or telephone (telemedicine).
- We are using contactless payments over the phone for all payments. If cash is the only option it is bagged and taken out of circulation for a week.
- We are disinfecting all client equipment (leads, cat boxes) left at the practice during hospital visits before returning to the owner.
- We are questioning all clients for signs of ill health that might point to Coronavirus and making alternative arrangements for their pet care if they are considered an enhanced risk.

### **POST OFFICE**

#### **Broxtowe Lane Post Office**

186 Broxtowe Lane, NG8 5NG  
0115 927 2397  
9am-5:30pm Monday to Saturday

### **Local Banks and Banking**

All bank website have indicated that there are longer than normal waiting times when calling their customer services. Branches are all operating at reduced hours and will not offer any new products or services.

#### **Lloyds Bank**

369 Broxtowe Lane, NG8 5ND  
0345 602 1997

Branches that remain open are operating from 10am to 2pm and will not be open on weekends. Essential services will be provided. Vulnerable customers and businesses in financial difficulty will be offered help and support.

### **Barclays Bank**

2 Chilwell Road, NG9 1EF  
0345 734 5345

Branches that remain open are operating from 9:30am to 2pm and will not be open on weekends. Essential services will be provided.

### **Natwest Bank**

19 High Road, NG9 2JX  
01792 244 609

Branches that remain open are operating from 9am-4:30pm and 9am-12:30pm on Saturdays. Essential services will be provided.

### **HSBC**

The Square, 3 High Road, NG9 2AN  
0345 740 4404

Branches that remain open are operating from 10am to 2pm and will not be open on weekends. Essential services will be provided

### **Halifax**

49/53 High Road, NG9 2JQ  
0345 720 3040

Branches that remain open are operating Tuesday to Thursday from 10am-2pm. Essential services will be provided.

### **Local Support**

Citizens Advice Broxtowe are offering telephone and webchat support:

General advice - 0300 4568369

Consumer advice – 03454 040506

Universal Credit advice - 0800 1448444 or visit [www.citizensadvice.org.uk/helptoclaim](http://www.citizensadvice.org.uk/helptoclaim)

Debt advice - 01773 768363 (Eastwood area) or 01159 173802 (Beeston area)

Webchat - visit – [www.citizensadvice.org.uk/about-us/contact](http://www.citizensadvice.org.uk/about-us/contact)

#### **Broxtowe Women's Project**

Their priority remains supporting women and children who are affected by domestic abuse but this support will move to phone and digital support, as well as doorstep drops of welfare packages.

Email: [enquiries@broxtowewp.org](mailto:enquiries@broxtowewp.org)

Telephone: 07914 634 190 – Text phone support calls only

[www.broxtowewomensproject.org.uk](http://www.broxtowewomensproject.org.uk)

#### **Job Centre Plus and Benefits**

People receiving benefits do not have to attend jobcentre appointments for three months, starting from Thursday 19 March 2020. People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.

People can still make applications for benefits online if they are eligible.

### **Health and Wellbeing**

Here are some contacts that may help with a number of health and wellbeing issues

General health: [www.nhs.uk](http://www.nhs.uk) or call 111

Support for mental health issues: [www.mind.org.uk/information-support/coronavirus](http://www.mind.org.uk/information-support/coronavirus) or [www.mind.org.uk](http://www.mind.org.uk) or call 020 8519 2122

Senior citizen's support: [www.ageuk.org.uk](http://www.ageuk.org.uk) or <https://www.ageuk.org.uk/information-advice/coronavirus/> or call **0800 678 1602**. – open 8am to 7pm, every day of the year.

Daily Meditation – online app providing support through meditation, sleep and movement exercises: [www.headspace.com](http://www.headspace.com) or [www.headspace.com/covid-19](http://www.headspace.com/covid-19)

Alzheimer's Support - advice for people living with dementia: Call 0333 150 3456 or [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Online Counselling – Cognitive Behavioural Therapy: [www.iesohealth.com](http://www.iesohealth.com) or call 0800 074 5560

Domestic abuse advice: [www.womensaid.org.uk](http://www.womensaid.org.uk) or call 0808 2000 247 (women) 0808 801 0327 (men), [www.refuge.org.uk](http://www.refuge.org.uk) and [www.mankind.org.uk](http://www.mankind.org.uk) or call **01823 334244**

Citizens Advice England [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/) or call 03444 111 444

**Gyms, libraries, council healthy walks and fitness classes** are closed however here are some exercises you can do at home:

Over 70s Sitting exercises	<a href="https://www.nhs.uk/live-well/exercise/sitting-exercises/">https://www.nhs.uk/live-well/exercise/sitting-exercises/</a>	Home Keeping Fit - Online only
Gym free exercises	<a href="https://www.nhs.uk/live-well/exercise/gym-free-exercises/">https://www.nhs.uk/live-well/exercise/gym-free-exercises/</a>	Cheap and fun gym-free activities to improve health and fitness.
CBeebies	<a href="https://www.bbc.co.uk/cbeebies/growns-ups/fun-exercises-to-do-at-home-with-kids">https://www.bbc.co.uk/cbeebies/growns-ups/fun-exercises-to-do-at-home-with-kids</a>	Fun exercises to do at home with kids
World Stories with Kids	<a href="https://worldstories.org.uk/">https://worldstories.org.uk/</a>	Stories available in numerous languages: <a href="https://worldstories.org.uk/library">https://worldstories.org.uk/library</a>
CBBC	<a href="https://www.bbc.co.uk/cbbc">https://www.bbc.co.uk/cbbc</a>	Games, quizzes and puzzles



BBC	<a href="http://www.bbc.co.uk/scotland/brainsmart/games/">http://www.bbc.co.uk/scotland/brainsmart/games/</a>	Brain games for adults
Games online	<a href="https://www.chess.com/">https://www.chess.com/</a>	Chess
	<a href="https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly">https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly</a>	Monopoly (for adults & kids)
Mind	<a href="https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/">https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/</a>	Distraction when you're in crisis
NHS	<a href="https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/">https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/</a>	Free Pilates for beginners
British Heart Foundation	<a href="https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses">https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses</a>	Chair based yoga