

# Charnwood Borough Information Sheet

## Local Council Information and Support

For council housing emergencies only call 01509634567

For Lifeline emergencies call 01509643970.

There are many agencies that deal with domestic violence, however, in an emergency call the Police on 999. If you want confidential help and advice at other times call:

- Police (Ask for Victim Liaison Officer): 101
- United Against Violence and Abuse (UAVA) 0808 80 20 028
- Domestic Abuse Helpline: 0300 303 1844
- Social Services: 01509 266 641
- Victim Support: 01509 268545
- Child Line: 0800 1111
- NSPCC Help Line: 0800 800 500
- Samaritans: 0345 909090

Charnwood Council are working with John Storer Charnwood and have launched Charnwood Community Action – a campaign to help support, advise, guide and co-ordinate groups and people who are volunteering to help others in the borough. As part of the campaign, the Council is keen to support the community during this difficult time and has pledged £100,000 to help with any needs identified as part of this co-ordinated approach.

More information can be found at [www.charnwood.gov.uk/cca](http://www.charnwood.gov.uk/cca)

## Supermarkets and Food Deliveries

Iceland currently open between 9.00am - 6.00pm Monday to Saturday. They will deliver if you are self isolating, over state pension age or vulnerable depending on delivery slots. The last hour of trading will be for NHS workers. The closest store is in Loughborough.

Morrisons – Currently open between 8.00am - 8.00pm Monday to Saturday and 10.00am – 4.00pm on Sunday. They have introduced an NHS hour between 7am-8am Monday to Saturday and 9.00am to 9.30am on a Sunday. The closest store is in Loughborough. Phone : 01509843618. Click and collect is currently available from this store.

Asda – Currently open between 8.00am – 8.00pm Monday to Saturday. Priority is given to NHS and care workers, in larger stores every Monday, Wednesday and Friday from 8am to 9am. Online delivery slots are being assessed in line with the UK Government for first access to delivery slots, ensuring they get what they need while they stay safe at home. During this busy time only slots for the next 7 days will be shown to allow priority to the most vulnerable customers.

Asda have introduced a Volunteer Shopping Card which can be purchased online. It can then be emailed to the volunteer or printed and collected by the volunteer. The payment is made by using the barcode in the store meaning that cash or bank details do not have to be given to the volunteer. The closest store is in Loughborough.

Tesco – Currently open between 8.00am – 10.00pm. Priority is given to NHS workers, elderly and vulnerable customers between 9.00-10.00am every Monday, Wednesday and Friday. Tesco advise that they have delivery slots available but this could change. Closest shop is Loughborough.

Co Op – Currently open between 8.00am – 10.00pm. Priority is given to NHS and vulnerable customers between 8.00 – 9.00 am Monday to Saturday and 10.00-11.00 on Sunday. They are experiencing a high demand for delivery so slots are not always available.

Sainsbury's – Currently open between 8.00am – 10.00pm. Online delivery slots are being assessed in line with the UK Government for first access to delivery slots, ensuring they get what they need while they stay safe at home. No available slots for click and collect for the next three weeks. They are looking at introducing the volunteer gift card soon. Open between 8.00-9.00am for elderly and vulnerable customers on Monday, Wednesday and Fridays. They are open between 7.30-8.00am for NHS and social care workers.

## **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.

Trussell Trust are currently only offering a delivery service by referral. They can be contacted on 07495561408 or email [info@loughborougharea.foodbank.org.uk](mailto:info@loughborougharea.foodbank.org.uk).

Should you be able to afford food but cannot get out then please contact John Store House on 01509631750 or [enquiries@johnstorecharwood.org.uk](mailto:enquiries@johnstorecharwood.org.uk)

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**

Charnwood Pharmacy – phone 01509502748. Open between 9.15am – 18.00pm Monday to Friday and 9.00am – 13.30pm Saturday. Closed on Sunday.

## **Other Essential Shops and Surgeries**

### **Optician**

Pilbeam Opticians - available for emergencies but ask that you ring the Practice first on 0116 2375462 or send an email ([info@pilbeamopticians.co.uk](mailto:info@pilbeamopticians.co.uk)) as they may be able to advise you on the best course of action over the phone.

Hallcroft Opticians – call 01509 650666

Visual Answers - call 01509414151

Specsavers – call 01509260064

### **Dentist**

Ingrams Dental Practice – operating a telephone advice service for emergencies only. Call 0153051078

Hermitage Dental Practice – operating and advice and emergency service only. Call 01530510533

Shepshed Dental Practice – the Surgery is accessible via email on [shepsheddentalpractice@gmail.com](mailto:shepsheddentalpractice@gmail.com) or leave a message on 01509600059 and you will receive a call back to decide appropriate action.

### **Vets**

Medivet The Vets Loughborough – offering phone and video consultations, Call 01509212117

Meadow lane Veterinary Centre – Not taking on line bookings. Call 01509212437

Vets4Pets – Open for essential care only. Call 01509238340

## **Local Banks and Banking**

Halifax – Current opening hours between 10.00am – 2.00pm Monday to Friday and closed over the weekends. The preferred method of contact is through online and mobile banking and the automated services. If you have an urgent enquiry then please call 03456003934

Natwest – Current opening hours 10am – 1.00pm Tuesday to Thursday. Video and online banking available. Call 03457888444. Cambridge & Counties Bank – Call us on 0344 225 3939. Our team are answering all customer calls as quickly and efficiently as possible. You can email at [info@ccbanc.co.uk](mailto:info@ccbanc.co.uk). Mail posted may take a little longer to reach them therefore wherever possible please email all correspondence and documentation. Offer online banking.

HSBC – Current opening hours are 10:00 - 2:00pm Monday to Friday. Call 03457404404 between 08:00 to 20:00, except for lost and stolen cards, which is open 24/7. Offer online banking.

Barclays Bank - Current opening hours between 9.30am – 2.30pm Monday to Friday and 9.00am – 12.00pm on Saturday. Offer Barclays App and Online banking. Call 03457345345 for general enquiries.

Lloyds Bank - Current opening hours between 10.00am – 2.00pm Monday to Friday. Offer online and mobile banking. Call on 0345 602 1997 to access your accounts. 24/7 automated service and advisers are available 7am to 11pm if you need to speak to someone.

Nationwide Building Society – Current opening hours 10.00am – 2.00pm Monday to Friday. Offer online banking and Banking App. Call 08005540520.

Punjab National Bank – Currently opening between 9.00am – 5.00pm Monday to Saturday. Offer internet banking. Call 01162661960.

Bank of India Leicester – Currently opening between 9.30am – 3.30pm Monday to Friday. Call 01162668464.

## **Local Support**

Citizen Advice Bureau – Call 0344411144

Leicesterhire County Council – If you are concerned for the safety of a child, please call Children's Duty First Response: 0116 305 0005  
Phone 999 if a crime is being committed or if a child is in immediate danger. Contact Leicestershire police on 101 if you think a crime has been committed but there is no immediate danger.

## **Local Charities/Help**

John Storer Charnwood – If you are a Charnwood resident or need to help a Charnwood resident. Need help with shopping or a prescription delivery visit the website <https://johnstorercharnwood.org.uk/> . Call 01509 631750 (Monday-Friday 8.30am-5.30pm). Please note that if you have received a letter from the NHS which identifies you as someone at risk and you do not have family or a support network to help you get food and medicine please go to [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or call 0800 0288327.

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**PA Housing**



Barnardos Sibley - Protect children and help supporting young people amongst other things. Call 01509816686.

Home Start – Helping families by offering support to parent and child. Help to access local services. Call 1509239786 or visit the website <https://www.home-start.org.uk/contact>

### Grants

Charnwood Grants - If you or someone you know needs help and support please visit the **John Storer Charnwood** website. More information can be found on **the Charnwood Community Action webpage**. There are also a number of **owner-occupier grants** available to help with things such as disability, home repairs and bringing empty homes back into use.

### 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 <https://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/grown-ups/fun-exercises-to-do-at-home-with-kids">https://www.bbc.co.uk/cbeebies/grown-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> <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>	Chess 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