

# Elmbridge Borough Information Sheet

## Local Council Information and Support

The Civic Centre in Esher is closed but the phone lines are functioning as normal - 01372 474474 - and the website has lots of information – [elmbridge.gov.uk](http://elmbridge.gov.uk) and [elmbridge.gov.uk/benefits-and-support/help-if-youre-on-a-low-income](http://elmbridge.gov.uk/benefits-and-support/help-if-youre-on-a-low-income).

**Community Support Helpline** - 0300 200 1008 (Monday to Friday, 8am to 6pm, Saturday and Sunday: 10am to 2pm).

This is 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. Also to provide advice on where to register your offer of help to support your community.

**Adult social services** - 0300 200 1005  
[contactcentre.adults@surreycc.gov.uk](mailto:contactcentre.adults@surreycc.gov.uk)  
Out of hours emergency - 01483 517898  
[edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

**Children's social services** - 0300 470 9100  
Out of hours - 01483 517898  
[ascmarsh@surreycc.gov.uk](mailto:ascmarsh@surreycc.gov.uk)

**Centres for the Community** are now closed. (Weybridge, Walton-on-Thames, Thames Ditton, Hersham, Cobham, Claygate and Molesey.) However they can still deliver meals on wheels and arrange for a weekly 'check in' call. Contact the community support number above for further details and referrals.

General services e.g. waste collection as normal but recycling centres are closed

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

Surrey Crisis Fund -

<https://www.surreycc.gov.uk/people-and-community/surrey-crisis-fund>

## **Supermarkets and Food Deliveries**

### **Morrisons**

Weybridge – Open Monday to Sat 8-8, Sun 10-4

Woking – Open Monday to Sat 8-8, Sun 10-4

NHS workers priority slot is Monday to Saturday 7-8 am, Sunday 9-9.30. There are no details regarding slots for the elderly/vulnerable

Morrisons also offer food boxes: £30 worth of groceries delivered to your home the next day if ordered by 3pm

### **Tesco**

Molesey Hurst Road – Open Monday to Friday 8-10, Saturday 8-9, Sunday 10-4.

Priority slots for the elderly/vulnerable - 9am to 10am every Monday, Wednesday and Friday.

Priority slots for the NHS – 9am to 10am Tuesday, Thursday and Sunday

Hersham – Open Monday to Sunday 6-10, no priority slots specified

Addlestone - Open Monday to Saturday 6am -10pm, Sunday 11-5. Priority slots for the elderly/vulnerable - 9am to 10am every Monday, Wednesday and Friday.

Queens Road Weybridge – Open Monday to Sunday 6-10. No details re priority slots

Brooklands – Open 8-10 Monday to Saturday, 10-4 Sunday.

Priority slots for the elderly/vulnerable - 9am to 10am every Monday, Wednesday and Friday.

Priority slots for the NHS – 9am to 10am Tuesday, Thursday and Sunday

Chertsey – Open Monday to Sunday 7-10. No details re priority slots

### **Sainsbury's**

Walton, Weybridge, Shepperton, Molesey and Cobham are all open. (Cobham High St, Shepperton, Weybridge and Molesey open 7-9, Cobham Bridge Way and Walton open 8-8)

Elderly, disabled and carers priority slots - Monday, Wednesday and Friday 8-9

NHS and social care workers priority slots - Monday to Saturday 7.30-8

### **The Surrey Coffee Company**

Provides deliveries of food produce in line with stock availability. Delivery service is specifically for those who are unable to leave their homes.

Based in Walton, delivering within a 5-mile radius.

No delivery fee, £20 minimum order

Contact: Ben - 07841 343971 (alternatively, you can make contact via The Surrey Coffee Company website)

### **Kate Lee (St Mary's Church, East Molesey)**

Assists with shopping for food supplies in East Molesey area. This assistance is for those who are vulnerable and aren't covered by the Council's services, the Foodbanks or the Government provision.

No charge

Contact: 07867 784786 or [kate.lee@smem.org.uk](mailto:kate.lee@smem.org.uk)

### **Alex Munro/Dave Bixby (St Peter's Church, West Molesey)**

Assists with shopping for food supplies in West Molesey area. This assistance is for those who are vulnerable and aren't covered by the Council's services, the Foodbanks or the Government provision.

No charge

Contact: 020 879 3846 or [info@spwm.org.uk](mailto:info@spwm.org.uk)

## **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.

Closed to visits but operating a service. Will deliver food, free of charge for anyone in low income, pension credit or anyone that may be off work with little or no income due to the Coronavirus pandemic.

- Esher Green - 07908777475 and 07398195151. Deliveries only.  
[www.eastlmbridge.foodbank.org.uk](http://www.eastlmbridge.foodbank.org.uk)
- Cobham - 01932 450282 [www.cobhamarea.foodbank.org.uk](http://www.cobhamarea.foodbank.org.uk)
- Walton - 0203 328 0243 and 07884046665  
[www.waltonhershams.foodbank.org.uk](http://www.waltonhershams.foodbank.org.uk)
- St Johns Church Walton – closed but can contact referral agency or 07745 256748
- St Peters Hershams - closed but can contact your referral agency or 07425 382245
- St Peter's Church Molesey - Deliveries ONLY from 30 March 2020. 07908 777475

Paragon Asra

**PA Housing**



Volunteers shopping service – CVS (Central Surrey Voluntary Action) – 01372 463587

Further info on EBC website - your support/benefits and support/help if you are on a low income pages

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.

Email - [enquiries@trusselltrust.org](mailto:enquiries@trusselltrust.org)

## **Local Pharmacies**

Tesco Brooklands – see above for opening hours

Tesco Addlestone – see above, open until 8pm

### **Boots**

Walton – open 8.30-6 Monday to Saturday, 10.30-6 on Sunday. 01932220973

Weybridge – open 9.30 to 5 Monday to Friday, Saturday 10-4.30, Sunday 11-3. 01932842738

Esher – open 9.30-4.30 Monday to Saturday. 01372464600

Cobham – open 9-6 Monday to Saturday and 10-4 Sunday. 01932588772

Hersham Pharmacy –open 9-6.30 Monday to Friday, 9-5.30 Saturday. 01932 228667

Cherry's Pharmacy Hersham open 9-6.30 Monday to Friday, 9.5-30 Saturday. 01932 220072

Kent Pharmacy Molesey – open Monday to Friday 9-6, Saturday 9-4. 020 8979 5168

Courts Pharmacy Molesey - open Monday to Friday 9-1 and 2-6, Saturday 9-2. 020 8979 5168

Lloyds Pharmacy Addlestone – open 8.30-9 Monday to Friday, 9-5.30 Saturday, 10-1 Sunday. 01932 842592

## **Other Essential Shops and Surgeries**

### **Opticians**

Specsavers, Walton – open Monday to Saturday 10-4 (Vision Express and Boots opticians closed)

Weybridge Eye Clinic, Queen's Road - 01932 851133 – open Monday to Saturday 9-5.30

TH Collison Molesey – essential/urgent only. 020 8979 6751  
Email: molesey@thcollison.co.uk  
Open Monday to Friday 9-5.30, Saturday 9-5

TH Collison Chertsey - 01932 563076  
Email: chertsey@thcollison.co.uk  
Open Monday to Friday 9-5.30, Saturday 9-2

TH Collison Byfleet - 01932 342457  
Email: byfleet@thcollison.co.uk  
Open Monday to Friday 9-5.30, Saturday 9-5

Ellis & Thompson, Cobham  
01932 86 20 08, info@ellisandthompson.com  
Open Monday - Saturday: 9.00am - 5.30pm

### **Vets**

St George's Weybridge  
Monday to Friday 8 to 7, Saturday 9 to 12  
In the event of a veterinary emergency, please phone the practice on 01932 858890

Ashley Vets Walton - 01932 248 941  
Open Monday-Friday 8:30 to 7, Saturday 8:30am-5pm  
Out of hours emergencies 0208 783 2850

Molesey Veterinary Centre  
Emergencies only. 020 8979 384, moleseyvets@hotmail.co.uk

Walton Road Veterinary Centre  
Open Monday - Tuesday 8:30 - 6.30, Wednesday 8:30 – 1, Thursday - Friday 8:30 - 6.30

**Dentists** – The British Dental Association has advised dentists closing, so it would be best to contact your local dentist where reception or a voicemail message will advise further.

Ashley Dental Walton - If you are a registered patient and are experiencing an emergency dental problem, please call us on 01932 220111 and leave a message. Please tell us your name, telephone number and the name of your usual dentist and the on-call dentist will call you back.

White House Dental Clinic – 01932 260044 Email: info@whitehousedental-clinic.co.uk. Advice only, not seeing patients

Cromwell Dental Practice – 01932 269199. Emergencies only for registered patients

Portmore Dental - 01932855100

## **Local Banks and Banking**

All banks say they are busier than usual on the phone and to use online banking where possible. Caution is advised in order to avoid scams and use of cards instead of cash is also advised where possible. There is too much detail online to include here, but links to pages giving specific Coronavirus update information are below.

**Lloyds** – reduced branch hours 10-2 Monday to Friday. Telephone is 0345 602 1997 but phone lines are busy so they recommend calling only in an emergency and using online banking where possible. There is also an online self-service tool with drop down options to choose certain options eg requesting a new PIN. Cobham and West Byfleet branches are temporarily closed.

<https://www.lloydsbank.com/help-guidance/coronavirus.html>

<https://www.lloydsbank.com/contact-us.html>

**Barclays** – 0345 734 5345\* but busier than usual.

Walton branch is open 9-2 Monday to Saturday (10-2 Wednesday). 0345 734 5345 and Weybridge, Cobham and Esher branches are closed.

Plenty of information online and self-serve options

<https://www.barclays.co.uk/coronavirus/>

**NatWest** – branches are open 10-1 Monday to Friday. Walton, Weybridge, Staines and Chertsey are all open.

03457 888 444

Lots of information on website as to help available



<https://personal.natwest.com/personal/support-centre/coronavirus.html>

<https://personal.natwest.com/personal/support-centre/coronavirus.html#bank> for mobile, online and video banking information

There is an emergency number for NHS workers only 0800 0462 418.

**HSBC** – reduced branch hours 10-2 Monday to Friday and limited services. The branch locator was not available, however, to look at specific areas.

03457 404 404 (8-8) and can register for mobile or online banking

<https://www.hsbc.co.uk/help/coronavirus/> for general advice and information.

## **Local Support**

### **Councils for Voluntary Service and Volunteer Centres**

The Councils for Voluntary Service (CVSs) and Volunteer Centres are the council's partners for coordinating volunteers in Surrey. They also know the needs of the county at this time as they are in touch with many local organisations and are able to match volunteers to those in need of help. The CVSs can also 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.

#### Central Surrey Voluntary Action

01372 722911 <https://www.centralsurreyvoluntaryaction.co.uk/volunteer>

#### Elmbridge Volunteer Centre

01372 463587 Email: [contact@csva.co.uk](mailto:contact@csva.co.uk)

### **CAB**

Offices are closed but advice can be received over the phone during the hours below –

Esher – 01372464770. Harry Fletcher House, High St, Esher. Monday, Tuesday, Thursday and Friday 10.30-3.30 and Wednesday 5-7.30 pm

Walton - 03003301179. 72 High St, Walton. Monday to Friday 9.30-12.30  
<http://www.caew.org.uk> or [enquiries@caew.org.uk](mailto:enquiries@caew.org.uk)

### **Job Centres**

Job centres are closed to appointments but there is advice on the DWP website –

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Phone – 08001690190 (voicemail with a few advice pointers only)

## **Other**

Walton Charity – the office is closed but phone lines are open Monday to Friday 9-5.  
Phone – 01932220242, email [admin@waltoncharity.org.uk](mailto:admin@waltoncharity.org.uk)

[www.waltoncharity.org.uk/coronavirus-need-helpwant-to-help](http://www.waltoncharity.org.uk/coronavirus-need-helpwant-to-help)

<https://www.waltoncharity.org.uk/latest-news>

Surrey information point

<https://www.surreyinformationpoint.org.uk/>

Age UK

<https://www.ageuk.org.uk/surrey/about-us/news/articles/2020/coronavirus-information/>

Molesey Coronavirus Support Group Community Support

A Facebook page for community support. Residents can post offers of help to those in need and those who are vulnerable can highlight their needs.

<https://www.facebook.com/groups/200739661261918>

## **Domestic Violence**

Bright Sky app

Hestia have a specific app, Bright Sky, providing support and information for anyone experiencing domestic abuse, or someone concerned about a friend or family member. In addition, the app is available for use by employers and service providers.

It includes:

- A unique UK-wide directory of specialist domestic abuse support services with contact details.
- A secure My Journal tool to record incidents of abuse via text, audio, video or photo form, without any of the content being saved on the device itself.
- Questionnaires to assess the safety of a relationship, plus a section on dispelling myths around domestic and sexual abuse.
- Links to further resources and information on topics around domestic abuse.

You can download Bright Sky for free on the Google Play Store and App Store, where it is available in English, Polish, Punjabi and Urdu.



PA Housing



### Surrey domestic abuse helpline

01483 776822  
9am to 9pm, 7 days a week  
provided by yourSanctuary

### Surrey Police

999 (emergency)  
101 (non-emergency)

East Surrey Domestic Abuse Services - 01737 771350 (Serving Reigate and Banstead, Mole Valley and Tandridge including Salfords, Dorking, Leatherhead and Oxted)

Your Sanctuary: 01483 776822 (Serving Woking, Runnymede and Surrey Heath including Chertsey, Addlestone, Egham and Byfleet)

North Surrey Domestic Abuse Services: 01932 260690 (Serving Epsom and Ewell, Elmbridge and Spelthorne including Cobham, Oxshott, Staines and Ashford)

South West Surrey Domestic Abuse Services: 01483 898884 (Serving Guildford and Waverley including Godalming, Farnham and Merrow)

Under 19 – Childline Call 0800 1111

## **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/brainismart/games/">http://www.bbc.co.uk/scotland/brainismart/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

There are exercise ideas on the Elmbridge Council website –

<https://www.elmbridge.gov.uk/news/coronavirus-covid-19-updates/keep-active-and-healthy/>

**Government What'sApp service:** A new GOV.UK WhatsApp Coronavirus Information Service has now been launched to help people receive the correct information. To use the service, add +44 7860 064422 to your contacts and send a WhatsApp message saying “Hi”.