

Royal Borough of Kingston Information Sheet

Local Council Information and Support

The Council Offices are closed

We know you will want to stay in touch, so we have set up some helpful numbers to help you make contact with various services. These are:

- Coronavirus (Covid 19) enquiries – 020 8547 5000
- General/Urgent/Out of Hours enquiries - 020 8547 5000
- Housing (Homelessness) - 020 8547 5003
- Adult Social Care - 0208 547 5005
- Achieving for Children- 020 8547 5008
- Revenues and Benefits – 020

Council Services affected by Covid-19 restrictions

https://www.kingston.gov.uk/info/200287/health_and_wellbeing/1748/covid-19_coronavirus/2

Job Centre Plus

Monday to Friday 9.00am - 5.00pm.

Guildhall, 2 High Street, Kingston upon Thames, KT1 1EU

- Enquiries - 020 8914 7001
- New benefit claims – JSA - 0800 055 6688
- New benefit claims - Universal Credit - 0800 328 5644
- Existing benefit claims - 0800 169 0310
- Cancel or change Universal Credit appointment - 0800 169 0190

Website: <https://www.kingston.gov.uk/>

<https://www.gov.uk/contact-jobcentre-plus>

Supermarkets and Food Deliveries

Every Monday, Wednesday and Friday most supermarkets are open and offering access and priority hours of 08.00 to 09.00 for the elderly, vulnerable, disabled customers and their carers. They're prioritising online orders for the vulnerable and elderly.

NHS and social care workers will be able to shop in most supermarkets for half an hour before they open, from Monday to Saturday. Anyone with NHS ID will be able to shop from 07.30 to 08.00 on these days. Some are setting aside a proportion of hard-to-find and essential products for NHS workers.

Many supermarkets are also advising to go to the branch if you're able to. They're expanding groceries online and Click & Collect services as quickly as they can. Specific information and updates on how customers are being supported can be found here:

Paragon Asra

PA Housing



Tesco Main Stores	Local	Mon- Wed-Fri 9am - 10am	https://www.tesco.com/help/covid-19/?icid=dchp_c1_thinkb4click_wk5
Sainsbury's Main stores	Local	Mon- Wed-Fri 8am - 9am	https://www.sainsburys.co.uk/
M&S	Local	Different each store call 0333 014 8555 for local store times as changes	https://www.marksandspencer.com/c/help/covid-19#intid=hp_stripe_1_covid
Waitrose	Local	0800 188 884(Freephone) Monday-Friday, 9am-9pm Saturday, 9am-9pm Sunday, 9am-7pm customerserviceteam@waitrose.co.uk	https://www.waitrose.com/ecom/help-information/customer-service/coronavirus
Aldi	Local	0800 042 0800 customer.service@aldi.co.uk	https://www.aldi.co.uk/delivery-updates
Asda	Local	0800 952 0101	https://www.asda.com/feeding-the-nation
Iceland	Local	phone lines are currently closed	https://www.iceland.co.uk/customer-support/help-articles#coronavirus
Lidl	Local	0800 977 7766 / 0370 444 1234 Monday - Saturday: 8am - 8pm Sunday: 9am - 5pm	https://www.lidl.co.uk/about-us/customer-update



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.

Kingston Food Bank Surbiton	New Life Baptist Church Balaclava Rd Mon 6pm-7.30pm	0208 39
Kingston Food Bank Kingston	United Reformed Church Eden St	0208 39
Kingston Food Bank Chessington	The Kings Centre Wed 9am-11am	0208 39
Kingston Food Bank New Malden	New Malden Baptist Church Westbury Rd Thru 10am-12.30pm	0208 39
Kingston Food Bank Woolworth	St Georges Church Woolworth Hamilton Ave Thur 10am- 12 noon	0208 39
Kingston Food Bank Kingston	Everyday Church Union St Fri 11am-2pm	0208 39

<https://kingston.foodbank.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

Pharmacies often open as usual although busy – Boots, Lloyds, Sainsbury's, Superdrug, and independent shops can be found in directories - <https://www.kingstonccg.nhs.uk/local-health-services/pharmacy-list.htm>

National Boots Services	0345 121 9040	To get medicines delivered	Mon- Fri 8.30am-7pm, Sat-Sun 8.45am-5pm
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Needle exchange service - There are a number of pharmacies who offer access to health checks, clean injecting equipment, safe disposal of used needles, blood borne virus testing and referrals to treatment services:

https://www.kingston.gov.uk/directory/29/pharmacies_directory/category/207/categoryInfo/2

Other Essential Shops and Surgeries

Opticians – Specsavers, Boots, Vision Express

Please check your branch for details – many are closed or providing reduced opening hours.

Dentists - Many Dental Practices are CLOSED with appointments being cancelled and rearranged. Only call for Urgent Dental Emergencies.

Vets - If it's out of hours and in an emergency, please contact North Surrey veterinary emergencies on 0208 7832850. Please check with your veterinary surgery for updates. Many surgeries will be reducing their opening hours and some are providing emergency care, performing certain operations, supplying medication, prescriptions and providing food.

Fuel - Most petrol stations appear to be operating normally with advice to pay at the pumps or in store with chip and pin.

Local Banks and Banking

Please only visit in branch or call if it's absolutely necessary. Please check your branch for details – many are providing reduced opening hours. During lockdown, it's safest to use Internet Bank and Banking apps, which are available 24-hours a day. Below are some updates on how they're supporting customers through COVID-19.

RBS	0208 549 6488	Main Kingston branch	Call for all local branch opening times https://personal.rbs.co.uk/personal/support-centre/coronavirus.html
Halifax	0208 919 0660	Main Kingston branch	Call for all local branch opening times https://www.halifax.co.uk/helpcentre/coronavirus/?WT.ac=common/promotion/r2pr/serv/ban/s/rl/COVIDhel
Barclays	0345 734 5345	Main Kingston branch	Call for all local branch opening times https://www.barclays.co.uk/coronavirus/
Santander	0800 912 3123	Main Kingston branch	Call for all local branch opening times https://www.santander.co.uk/
Co-op	0208 549 8718	Main Kingston branch	Call for all local branch opening times https://www.co-operativebank.co.uk/news/2020/coronavirus-support-personal-customers?int_cmp=srcphphero_prdbrand_cmpcoronavirus
Lloyds	0345 3000 000	Main Kingston branch	Call for all local branch opening times https://www.lloydsbank.com/help-guidance/coronavirus.html?WT.ac=common/promotion/r1pr/serv/ban/s/rl/COVIDhel
Nationwide	0345 730 2011	Main Kingston branch	https://www.nationwide.co.uk/support/coronavirus

Local Support

Citizens Advice Kingston Office is closed

Advice Line 07395611524/ 0203166 0953 or email using the online form:

<https://www.citizensadvicekingston.org.uk/contact-us/contact-for-help/>

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Addiction

Addiction and Support - Anyone with/affected by someone with a substance misuse problem:

Tel: 020 8339 9899

Email: info@addictionsupport.co.uk

www.addictionsupport.co.uk

Kingston Rise - Helping individuals who are in recovery from drug or alcohol addiction

Tel: 01633 811950

Email: info@kingstonrise.org

<http://www.kingstonrise.org/>

Kingston Wellbeing Service

Community support for residents with drug and/or alcohol issue

<https://www.kingstonwellbeingservice.org>

Kingston Bereavement Service

Children, young people and adults living, working or studying within the borough or who have a Kingston GP

Tel: 020 8547 1552

Email: info@kingstonbereavementservice.org.uk

www.kingstonbereavementservice.org.uk

Mental health

Safe Haven

“Safe Havens provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. They are open evenings, weekends and bank holidays and are designed to give adults a safe alternative to A&E when in crisis: <https://www.sabp.nhs.uk/our-services/mental-health/safe-havens>.”

From Kingston you can still go to Epsom, Woking and Guildford:

- Woking: The Prop, 30 Goldsworth Road, Woking, Surrey GU21 6JT
- Guildford: Oakleaf Enterprise, 101 Walnut Tree Close, Guildford, GU1 4UQ
- Epsom: The Larches, 44 Waterloo Road, Epsom, KT19 8EX

Telephone: This is a drop-in service, no phone number is available

Opening Times: Open for people experiencing a mental health crisis: 6pm-11pm, 365 days a year

To speak to someone who knows what you're going through, drop-in for peer or wellbeing support: Between 6pm - 8pm daily.

Out of Hours Contact:

Mental Health Crisis Helpline: 0800 915 4644

SMS texting for people with speech or hearing difficulties: 07717 989 024

Next Generation Text Service App or Textphone users (www.ngts.org.uk): 18001

0800 915 4644

Paragon Asra

PA Housing



Mind in Kingston

Offices are close with many services by phone or video. You can call them for information, advice and support on 020 8255 3939 - if they don't answer immediately, please leave a message and they'll get back as soon as they can
<http://www.mindinkingston.org.uk/>
Monday to Friday 9:30am-4:30pm.

The Fircroft Trust

<http://thefircrofttrust.org/services/mental-health-services/>
office@thefircrofttrust.org
96 Ditton Road, Surbiton, Surrey, KT6 6RH - 020 8399 1772
Firs Court, 370 Hook Road, Chessington, Surrey, KT9 1NA - 020 8739 1530

Anxiety UK

03444 775 774 – advice line
10am-10pm Mon-Fri / Weekends 10am-8pm

Samaritans Kingston

116 123 (free call) Talk line 24 hours

Elderly and vulnerable

Kingston Age UK

Centres are closed but they're continuing to provide essential support by carrying out 'safe and well' telephone checks, providing advice and reassurance over the phone, and shopping for essentials such as food and medication.
Staywell, Raleigh House, 14 Nelson Road, New Malden, Surrey, KT3 5EA
Tel: 020 8942 8256
Mon - Fri, 9am - 5.30pm
<https://www.staywellservices.org.uk/>

Alzheimer's Society office is closed

If you have an urgent query you'd like to discuss, please give our Customer Care team a call on 0330 333 0804.2
0333150 3456 Talk line
<https://www.alzheimers.org.uk/coronavirus>

Silver Line

0800 470 80 90 Talk line
info@thesilverline.org.uk
Office hours: 9am-5pm, Mon to Fri
<https://www.thesilverline.org.uk/latest-news-2/coronavirus/>

Domestic Abuse

If you need support outside of hours or need a refuge space, please contact the National Domestic Abuse Helpline on **0808 2000 247**. If you're in immediate danger please call the Police on 999.

The Kingston Domestic Violence Hub

020 8547 6046 (Monday to Friday 10am to 4pm)

yourSanctuary Surrey

24 hour helpline: 01483 776822

Kingston One Stop Shop

This is a multi-agency drop-in service

Opening times: every Monday from 9.30am to 12.30pm

Venue: Kingsgate Church, Clarence Street, Kingston

Appointments: no appointment necessary

[https://www.kingston.gov.uk/info/200314/domestic and sexual violence/929/get help from domestic or sexual violence/2](https://www.kingston.gov.uk/info/200314/domestic_and_sexual_violence/929/get_help_from_domestic_or_sexual_violence/2)

Kingston Safeguarding Children – Parents and Carers

<https://kingstonandrighmondsafeguardingchildrenpartnership.org.uk/>

Call 020 8547 5008 from 8am to 5.15pm, Monday to Thursday, and 8am to 5pm on Friday.

During out of hours, phone 020 8770 5000.

In an emergency - If you think a child is in immediate danger you should call 999.

Kingston Maternity: <https://www.kingstonmaternity.org.uk/useful-information/find-the-right-support/domestic-abuse.aspx>

Cancer

Macmillan Support in Kingston Hospital:

<https://www.kingstonhospital.nhs.uk/departments-services/clinical-services/macmillan-information-support-service.aspx>

Cancer information, support centres and financial support services:

<http://be.macmillan.org.uk/Downloads/RegionalCS/MAC14121SWLondon.pdf>

Someone to talk to community.macmillan.org.uk

0808 808 00 00 any time from Monday to Friday, 9am–8pm. It's free!

Children with cancer and supporting families: <https://www.moment-um.org/home/>

English as a Second Language

British Council website <https://www.britishcouncil.org/> and with kids:

https://learnenglishkids.britishcouncil.org/?_ga=2.244896897.569217469.1570782323-2123841954.1570782323

Health and Wellbeing

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

General health: www.nhs.uk or call 111

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

Senior citizen's support: 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 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

Online Counselling – Cognitive Behavioural Therapy: www.iesohealth.com or call 0800 074 5560

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

Citizens Advice England 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	https://www.nhs.uk/live-well/exercise/sitting-exercises/	Home Keeping Fit - Online only
Gym free exercises	https://www.nhs.uk/live-well/exercise/gym-free-exercises/	Cheap and fun gym-free activities to improve health and fitness.
CBeebies	https://www.bbc.co.uk/cbeebies/grownups/fun-exercises-to-do-at-home-with-kids	Fun exercises to do at home with kids
World Stories with Kids	https://worldstories.org.uk/	Stories available in numerous languages: https://worldstories.org.uk/library
CBBC	https://www.bbc.co.uk/cbbc	Games, quizzes and puzzles
BBC	http://www.bbc.co.uk/scotland/brainSMART/games/	Brain games for adults
Games online	https://www.chess.com/ https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly	Chess Monopoly (for adults & kids)
Mind	https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/	Distraction when you're in crisis
NHS	https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/	Free Pilates for beginners
British Heart Foundation	https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses	Chair based yoga