

# Leicester City Information Sheet

## Local Council Information and Support

Leicester City council

### **Main Customer contact Centre is closed**

Number of emergency contacts – all on website

<https://www.leicester.gov.uk/your-council/coronavirus/>

Adult social Care – 0116 454 1004

Out of hours – 0116 255 1606

Housing benefit – 0116 454 1006 or [housingbenefits@leicester.gov.uk](mailto:housingbenefits@leicester.gov.uk)

If you want to help in Leicester the main contact is Leicester Val – [www.volunteerleicestershire.org.uk](http://www.volunteerleicestershire.org.uk) who have a volunteer form.

## Supermarkets and Food Deliveries

All local supermarkets are open and whilst working to slightly reduced hours are operating as normal

## 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.

Leicester south Food bank @ The kings centre 07912 194783

Open Mon -6pm-7pm

Thursday 13.00-14.00 only.

Also at Holy Trinity church LE1 6WY Wed – 10am – 12midday.

The Hub Café – High St. Syston, LE1 1GP

Open Thursday 14.00-15.30.

WEBSITE [HTTPS://leicestersouth.foodbank.org.uk](https://leicestersouth.foodbank.org.uk)

EMAIL [info@leicestersouth.foodbank.org.uk](mailto:info@leicestersouth.foodbank.org.uk)

## **Loughborough Area Foodbank**

### **MAIN LOCATION**

Loughborough Area Foodbank, New Life Community Church, 2 De Montfort Close,  
Loughborough, Leicestershire LE11 4RL

### **OPENING TIMES**

Mon 13:00 - 17:00

Wed 13:00 - 17:00

Fri 13:00 - 17:00

**07495 561408**

**[HTTPS://LOUGHBOROUGHAREA.FOODBANK.ORG.UK/](https://loughborougharea.foodbank.org.uk/)**

**[INFO@LOUGHBOROUGHAREA.FOODBANK.ORG.UK](mailto:info@loughborougharea.foodbank.org.uk)**

## **Coalville Foodbank**

### **MAIN LOCATION**

New Life Church, Margaret Street, Coalville, Leics, LE67 3LY

### **OPENING TIMES**

Tue 10:00 - 12:30

Fri 10:00 - 12:00

01530 838355

<https://coalville.foodbank.org.uk/>

[info@coalville.foodbank.org.uk](mailto:info@coalville.foodbank.org.uk)

## **Hinckley Area Foodbank**

### **MAIN LOCATION**

c/o Hope Community Church Deveron Way Hinckley Leicestershire LE10 0XD

Open only on Monday 13:00 - 15:00

Main Street, Newbold Verdon, Leics.

Opening times

Mon 10:00 - 16:00

**NB - DELIVERY SERVICE ONLY!**

PLEASE RING

07398 951217

TO ARRANGE

[https://hinckleyarea.foodbank.org.uk](https://hinckleyarea.foodbank.org.uk/)

[info@hinckleyarea.foodbank.org.uk](mailto:info@hinckleyarea.foodbank.org.uk)

## **Salvation Army**

### **OPENING TIMES**

Tue 13:00 - 15:00

### **ADDRESS**

Lancaster Road, Hinckley, LE10 0AW

Use the side entrance facing the Crescent Bus Station. LE10 0AW

Paragon Asra

**PA Housing**



### **Pathways Centre**

#### **OPENING TIMES**

Wed 11:00 - 13:00

#### **ADDRESS**

The Pathways Centre, Hinckley Baptist Church, Baptist Walk, Hinckley, LE10 1PR

### **Barwell**

#### **OPENING TIMES**

Wed 14:00 - 16:00

#### **ADDRESS**

Barwell Methodist Church, Chapel Street, Barwell, Leics LE9 8DE

### **Hope, Hollycroft**

#### **OPENING TIMES**

Fri 13:30 - 15:30

Sat

#### **ADDRESS**

Hope Community Church, Deveron Way, Hinckley, Leics. LE10 0XD

### **Earl Shilton Social Institute (The 'Stute')**

#### **OPENING TIMES**

Thu 18:30 - 20:30

#### **ADDRESS**

12 Station Road, Earl Shilton, Leics. LE9 7GA

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 still open – Boots etc and a long list in the city.

7-11 Pharmacy, 84b, Berniers street, Leicester, LE2 0FS is open to 11pm mon-Saturday and 6pm on Sunday.

## PHARMACIES

Vision Pharmacy

51-53 Narborough Rd, Leicester LE3 0LE

0116 254 1208

Saturday	9:30am–12am
Sunday	11am–12am
Monday	9:30am–12am
Tuesday	9:30am–12am
Wednesday	9:30am–12am
Thursday	9:30am–12am
Friday	9:30am–12am

Highem Pharmacy -

St Peters Health Centre, Sparkenhoe St,  
Leicester LE2 0TA

0116 262 1883

Saturday	9:30am– 12am
Sunday	11am– 12am
Monday	9:30am– 12am
Tuesday	9:30am– 12am
Wednesday	9:30am– 12am
Thursday	9:30am– 12am
Friday	9:30am– 12am

Mattocks  
Pharmacy  
163 Fosse Rd N,  
Leicester LE3 5EZ  
0116 2623368

Saturday	9am– 12pm
Sunday	Closec
Monday	9am– 6pm
Tuesday	9am– 6pm
Wednesday	9am– 6pm
Thursday	9am– 12pm
Friday	9am– 6pm

### **Other Essential Shops and Surgeries**

**DENTISTS** – Following government advice all dentists are closed until further notice

### **OPTICIANS**

Specsavers Opticians (**Emergencies only**)

6-10 Belgrave Gate, Leicester LE1 3GP

0116 251 5969

Saturday	10am–4pm
Sunday	Closed
Monday	10am–4pm
Tuesday	10am–4pm
Wednesday	10am–4pm
Thursday	10am–4pm
Friday	10am–4pm

## **VETS**

These are for emergencies only

### **Best Friends Vet Group, Leicester**

29 Glenfield Rd E, Leicester LE3 5QW

0116 251 7677

Saturday	9am–3pm
Sunday	Closed
Monday	9am–7pm
Tuesday	9am–7pm
Wednesday	9am–7pm
Thursday	9am–7pm
Friday	9am–7pm

### **The Park Veterinary Group Ltd**

162 Dominion Rd, Glenfield, Leicester LE3 8JA

0116 231 1635

#### **Open 24 hours**

Friday	Open 24 hours
Saturday	Open 24 hours
Sunday	Open 24 hours
Monday	Open 24 hours
Tuesday	Open 24 hours
Wednesday	Open 24 hours
Thursday	Open 24 hours

### **THE PARK VET GROUP**

151 Scraftoft Ln, Leicester LE5 2FF

0116 241 8326

Saturday	Closed
Sunday	Closed
Monday	8am–7pm
Tuesday	8am–7pm

Wednesday 8am–7pm

Thursday 8am–7pm

Friday 8am–7pm

<https://www.rflifelinks.co.uk/> -

Provides a wellness recovery service

## **FREEPHONE SERVICES**

Our Freephone support line is staffed Monday to Friday between the hours of 9am and 5pm. Our specialist trained staff can provide you with support and advice on your personal needs. You can contact our team by calling 0800 0234 575.

If you are calling our support line out of hours, you will be provided with a list of other services that are available to you.

## **Local Banks and Banking**

Main banks in Leicester appear to have a reduced service. Please check with your local branch

Online and phone banking normal but obviously busy

## **Local Support**

### **Domestic Violence**

<http://www.lwa.org.uk/>

0808 80200 28

01509 550317

PO Box 16, Loughborough, LE11 3AX

<http://www.freeva.org.uk/>

0116 2550004

FreeVA, PO Box 7675, Leicester, LE1 6XY

<https://www.leicestershire.gov.uk/adult-social-care-and-health/domestic-abuse-help-is-available>

Text only support: 07715 994 962  
Phone advice line: 0808 802 0028

The advice line is open from 8am to 8pm Monday to Saturday

Support for the BAME communities in Leicester – Leicester Race equality Council and Leicester Voluntary action may be able to help.

### **Bus services**

This is a rapidly changing situation so please see operators' websites for the very latest information: [First](#), [Arriva](#), [Centrebus Stagecoach](#), [Kinchbus](#), [DeCourcey](#) (X6) and [park and ride](#).

### **Police warning on scams**

Police have warned that fraudsters are using the coronavirus as a way to hook people into handing over money, personal information or to click on malicious email attachments

[https://www.actionfraud.police.uk/alert/coronavirus-scam-costs-victims-over-800k-in-one-month?dm\\_t=0,0,0,0,0](https://www.actionfraud.police.uk/alert/coronavirus-scam-costs-victims-over-800k-in-one-month?dm_t=0,0,0,0,0)

Age UK Home Care Team – provide assistance to vulnerable residents by carrying out tasks including shopping – 0116 299 2266

### **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

Paragon Asra

**PA Housing**





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