

Northampton Borough Information Sheet

Local Council Information and Support

Northamptonshire's Community Resilience Service Coronavirus Support Line

This support line allows those who cannot leave their homes under current restrictions and those who have nobody to call upon for help to request support in getting access to food, prescriptions and other vital services that they require.

The Community Resilience Service will co-ordinate requests for help in conjunction with Northampton Borough Council, mapping requests and linking them up with local community groups, volunteers and voluntary organisations who have pledged their support. We will be actively supporting this process and working to support those most in need in our local area.

The new support line number is **0300 126 1000 (option 5)**.

Northampton Borough Council Offices are closed until further notice. Information on how to contact the council can be found at:

<https://www.northampton.gov.uk/info/100004/your-council/657/contact-us>

Up to date information and advice on Covid-19 can be found at:

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

Contact us by phone

Our contact centre is open Monday to Friday, from 9am to 5pm.

- 0300 330 7000
- 01604 838 970 (text phone)

Car park enquiries

For any problems with car parks, including payment machines, please call 01604 838446

Out of hours

If you have an emergency outside of normal hours, help is available.

- [Emergency and out-of-hours information](#)

Emergency/out of hours

For emergencies only, the number to call is **01604 837 999**.

Before you call

Before you contact us out of hours, please be sure that:

- Your problem cannot be dealt with during normal office hours
- That you cannot make temporary arrangements in the meantime
- If you can wait until the morning, please use the online form below.

Supermarkets and Food Deliveries

All supermarkets are open and some are keeping to slightly restricted hours. A selection are shown here, but a larger list can be found online

Europe Supermarket

102A Abington St, Northampton NN1 2BP

Monday	9am–10pm
Tuesday	9am–10pm
Wednesday	9am–10pm
Thursday	9am–10pm
Friday	9am–10pm
Saturday	9am–10pm
Sunday	9am–10pm

Sainsbury's Supermarket

15 Princess Walk, Northampton NN1 2EL

Monday	8am–5pm
Tuesday	8am–5pm
Wednesday	8am–5pm
Thursday	8am–5pm
Friday	8am–5pm
Saturday	8am–5pm
Sunday	10:30am–4:30pm

Asda Supermarket

Thornton Rd, Kingsthorpe, Northampton NN2 6LS

Monday	8am–8pm
Tuesday	8am–10pm
Wednesday	8am–10pm
Thursday	8am–10pm
Friday	8am–10pm
Saturday	8am–10pm
Sunday	11am–5pm

Morrisons Supermarket

6 Victoria Promenade, Northampton NN1 1HB

Monday	7am–8pm
Tuesday	7am–8pm
Wednesday	7am–8pm
Thursday	7am–8pm
Friday	7am–8pm
Saturday	7am–8pm
Sunday	10am–4pm

Tesco Extra

Clannell Rd, Northampton NN4 0JF

Monday	8am–10pm
Tuesday	8am–10pm
Wednesday	8am–10pm
Thursday	8am–10pm
Friday	8am–10pm
Saturday	8am–10pm
Sunday	10am–4pm

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.

Northampton – Weston Favell Centre Foodbank. 01604 402150.

Northampton Foodbank – 42 sheep Street, NN1 2LZ.
Open Tuesday and Thursday AM only.

Have a limited service – but allowing temporary self-referral via 020 3239 8165.

Wellingborough – 01933446494.
foodbank@daylightcf.org

Presently open mon- Fri -2-4pm But suggest that is checked before anyone goes.

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

All local pharmacies still open

The Mounts, Campbell street, NN1 3DS – open late til 11pm and offers a repeat prescription ordering service. 01604 250838

Other Essential Shops and Surgeries

Local opticians, dental and vet surgeries are open but appointments and the ability to attend without one may be restricted. You are advised to call the surgery first to find out any local arrangements.

Local Banks and Banking

Main banks in Northampton and Wellingborough appear to be keeping regular hours, however you are advised to use telephone or online banking rather than visit your local branch

Online and phone banking normal but obviously busy

Local Support

Citizens Advice Bureau

7-8 Mercers Row, Northampton NN1 2QL

Telephone: 0344 488 9629

Monday 10am–2pm

Tuesday Closed

Wednesday 10am–2pm

Thursday Closed

Friday 10am–12pm

Saturday Closed

Sunday Closed

Northamptonshire Domestic Abuse Service – Call 0300 012 0154 – **24 Hours**

Northampton Job Centre – telephone contact – 0800 169 0190

You should not attend the job centre unless directed to do so.
Information on Universal Credit and Covid-19 can be found at:
<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

All requests for local charity, volunteer support should go through the Northamptonshire Community Resilience Service Coronavirus Support Line - **0300 126 1000 (option 5)**.

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

Paragon Asra

PA Housing



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/grown-ups/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/informationsupport/heart-matters-magazine/activity/yoga/yoga-poses	Chair based yoga