


# Nottingham City Information Sheet

## Local Council Information and Support

Nottingham City Council website: <https://www.nottinghamcity.gov.uk/>

### Coronavirus: Do you need help?

Type of help	Who is it for?	What support is offered?
<b>Good Neighbour</b> 	For people who are self-isolating but have a good network of trusted friends and neighbours who can help	Friends and neighbours can help you by picking up and delivering your medicine, food and household supplies, but please follow social distancing guidelines
<b>Customer Hub Golden Number</b> 	For people who are self-isolating but do NOT have friends or neighbours who can help with picking up and delivering medicine, food and household supplies	Call our <b>Golden Number 0115 915 5555</b> 9.00am-5.00pm, Monday to Friday or visit <a href="https://www.nottinghamcity.gov.uk/coronavirus">www.nottinghamcity.gov.uk/coronavirus</a> We will connect you to community support groups and neighbourhood volunteer teams
<b>Shielding Measures</b> 	For extremely vulnerable people identified by the NHS as being at high risk of Covid-19	You will be contacted by the NHS about the support available for you. If you are not sure whether your medical condition makes you extremely vulnerable, register here: <a href="https://www.gov.uk/coronavirus-extremely-vulnerable">www.gov.uk/coronavirus-extremely-vulnerable</a>
<b>Adult Social Care Support</b> 	For people who are already receiving Adult Social Care support services, or people who have recently been referred to our services	You will continue to receive the support we already provide to you, or if you have recently been referred to us, our team will assess your care needs with you

 If you are worried about symptoms of Covid-19, in the first instance go to [www.111.nhs.uk](https://www.111.nhs.uk)  
In an emergency always call **999**

**#NottinghamTogether**  Nottingham City Council

For Changes to Nottingham City Council's services due to the coronavirus (COVID-19) outbreak, please visit the following site:  
<https://www.nottinghamcity.gov.uk/coronavirus/#councilfacilities>.

**Nottingham City Council Customer Hub - Open Monday to Friday, 9:00am-5:00pm**  
The Customer Hub can help in getting essential items e.g. picking up prescriptions or groceries and delivering them.

Tel: 0115 915 5555.

Alternatively, to complete an online form, visit the site above and an officer will call back on the phone number provided - this may take several hours:

**Adult Social Care – Open Monday to Friday, 9:00am to 5:00pm**  
To speak to the Nottingham Health and Care Point:

Call: 0300 131 0300

Email: [adult.contactteam@nottinghamcity.gov.uk](mailto:adult.contactteam@nottinghamcity.gov.uk).

Out of Hours: Call the Emergency Duty Team on 0115 876 1000

Paragon Asra

**PA Housing**



## Supermarkets and Food Deliveries

### Online grocery shopping and Supermarket delivery:

See which stores are available to deliver to you at present:

<https://www.supermarketdelivery.co.uk/online-grocery-shopping/>

### Nottingham shops will deliver if you can't get a supermarket delivery

The elderly, vulnerable and those self isolating and not able to visit the shops, can order a doorstep delivery from local bakeries, butchers, greengrocers and farms. However, be prepared to wait, even to get through on the phone, let alone for a delivery as some deliveries are taking at least a week due to unprecedented demand.

<https://www.nottinghampost.com/whats-on/food-drink/nottingham-shops-deliver-you-cant-3985962>

## 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.

**Hope Nottingham** - Current and planned locations of foodbanks around Nottingham. All foodbanks are being developed in close partnership with local churches working together.  
Call: 0303 0401110, 9:00am-4:00pm Monday-Thursday  
Online: <https://www.hope-nottingham.org.uk/foodbank-locations/> See PDF list of locations but check to see they are still operational at present.

**Bestwood and Bulwell Foodbank** - Strictly operates on a referral process only  
Call 0115 9751825 / 07527 048226  
Email: [info@bestwoodbulwell.foodbank.org.uk](mailto:info@bestwoodbulwell.foodbank.org.uk)  
Online: <https://bestwoodbulwell.foodbank.org.uk/>

**Nottingham and Community Voluntary Service,**  
7 Mansfield Road, Nottingham, NG1 3FB  
Call: 0115 934 8400  
Email: [ncvs@nottinghamcvs.co.uk](mailto:ncvs@nottinghamcvs.co.uk)  
Online: <https://www.nottinghamcvs.co.uk/search/node/food%20bank>  
General Opening hours are 8.30am to 5:00pm, Monday to Friday

**Meals at Home** – Paid service and includes a range of hot and frozen meals delivered straight to the home. All dietary requirements can be catered for.  
Call: 0115 8761847  
Email: [mealsathome@nottinghamcity.gov.uk](mailto:mealsathome@nottinghamcity.gov.uk)  
For more information online click on the link below:  
<https://www.nottinghamcity.gov.uk/information-for-residents/health-and-social-care/adult-social-care/living-at-home/meals-at-home/>

**School Meal Vouchers** – Click on the site below for details:

<https://www.nottinghamcity.gov.uk/mealvouchers>

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**

To find a pharmacy nearest to you, use the link below but please check the opening times as there may be a limited service:

<https://www.nhs.uk/service-search/find-a-pharmacy>

## **Other Essential Shops and Surgeries**

### **Dental Care**

<https://www.nhs.uk/using-the-nhs/nhs-services/dentists/>

### **Opticians**

<https://www.nhs.uk/using-the-nhs/nhs-services/opticians/>

### **Mental Health**

<https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/>

### **Sexual Health**

<https://www.nhs.uk/using-the-nhs/nhs-services/sexual-health-services/>

## **Local Banks and Banking**

### **Bank Locators, Opening Hours, Contact Information, Maps and more**

Please be aware branches across the UK are reducing hours or closing temporarily due to the coronavirus pandemic. Customers are urged to check with the bank's own website or contact their local branches directly for reduced hours before making a journey to the branch.

<https://www.bankopeningtimes.co.uk/>

## Local Support

### Citizens Advice Nottingham & District

In response to Coronavirus, advice will be available by telephone only.

Tel: 0300 330 5457

#### Opening Times:

Monday 10:00am – 2:00pm

Tuesday 10:00am – 2:00pm

Wednesday 10:00am – 2:00pm

Thursday 10:00am – 2:00pm

Friday 10:00am – 2:00pm

### Domestic Abuse

If you or someone you know is in immediate danger, call Nottinghamshire Police on 999 or for non-emergencies 101.

Click on the site below

[These organisations can support you and help you find safety from your abuser.](#)

#### Nottingham Community Protection

A unique partnership made up of Nottingham City Council and Nottinghamshire Police functions, drawing on civil tools and powers and a support network of specialists, all working towards a safer and cleaner city. Tel: **0115 915 2020**

<http://www.protectnottingham.co.uk/>

#### Nottinghamshire Independent Domestic Abuse Service website

NIDAS is a registered charity, formerly known as Mansfield and Ashfield Women's Aid.

Its aim is to help people experiencing domestic abuse.

They work hard with other agencies to raise awareness of domestic abuse and help prevent people from becoming victims of crime.

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

#### Nottinghamshire Women's Aid website

Nottinghamshire Women's Aid provides an extensive range of services for women, young people and children.

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

Age UK Nottingham – Support for older residents – 01623 488217

## Health and Wellbeing

### For Local advice on mental health and wellbeing

<https://www.nottinghamcity.gov.uk/leisure-and-culture/libraries/one-stop-online-library/mental-health-and-wellbeing>

## Public Transport

Tram – only operating Sunday service timetable

<https://thetram.net/>

Bus – Trent Barton – special timetable

<https://www.trentbarton.co.uk/>

Bus – Nottingham City Transport – Special Timetable

<https://www.nctx.co.uk/>

## National and Online Support

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 <http://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