

Runnymede Borough Information Sheet

Local Council Information and Support

The reception at the Civic Centre will remain open however the council are asking people only to visit as a last resort e.g. if you have an essential issue about homelessness, an important benefits question, want to apply for Universal Credit by computer or are a tenant needing to report urgent maintenance needs.

The call centre can help vulnerable people who need advice or assistance: 01932 838383. To solve your issue or receive advice there is also email general.enquiries@runnymede.gov.uk and an online form <https://www.runnymede.gov.uk/covid19help>

Useful information and updates can be found on their website:

<https://www.runnymede.gov.uk/>

<https://www.runnymede.gov.uk/article/19188/Coronavirus-Advice>

Staines Jobcentre

Monday to Friday 9.00am - 5.00pm.

62 London Road, Staines, TW18 4HB

- Enquiries - 0800 169 0190
- 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

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:

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.

Foodbanks work using a voucher referral system. In order to get help from foodbanks, you will need a voucher issued by PA Housing or another agency:

<https://runnymede.foodbank.org.uk/get-help/foodbank-vouchers/>

<https://www.facebook.com/foodbank.runnymede/>

Egham	Mon 10:00 - 12:00 Virginia Lodge, Waspe Farm Carpark, 68a Station Road, Egham, TW20 9LF	0208 39
Addlestone	Tue 10:00 - 12:00 Thu 10:00 - 12:00 Addlestone Baptist Church, Crouch Oak Lane, Addlestone,KT15 2AN	0208 39
Chertsey	Wed 10:00 - 12:00 The Beacon, Chertsey High Street, 95 Guildford Street, Chertsey, KT16 9AS	0208 39
Addlestone Kings	Fri 10:00 - 12:00 The Kings Centre, Marsh Lane, Addlestone, KT15 1UL	0208 39
Access to Weybridge	Thu 13:00 - 15:00 St James Church, 27 Church St, Weybridge, KT13 8DF	0208 39

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 and GPs Surgeries

<https://www.nhs.uk/>

GP surgeries – Please check with your surgery. Many appointment requests can be made over the phone and a clinician will assess your request and phone you. Some consultations can be dealt with over the phone via video link, whilst other patients may be asked to go in for a face-to-face consultation.

Pharmacies often open as usual although busy – Boots, Lloyds, Sainsbury's, Superdrug, and independent shops can be found in directories - <https://www.nhs.uk/service-search/find-a-pharmacy>. If you already have a prescription and urgently need the medicine- out of hours medicines: <https://www.nhs.uk/live-well/healthy-body/out-of-hours-medicines/>

Other Essential Shops and Surgeries

Opticians – Specsavers, Boots, Vision Express, independent branches
Please check your branch for details – many are closed until further notice 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 or have closed. 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.

Natwest	0345 788 8444 0345 788 8444	Main Addlestone branch Main Staines branch	https://personal.natwest.com/personal/support-centre/coronavirus.html
HSBC	0345 740 4404	Main Addlestone branch	https://www.hsbc.co.uk/help/coronavirus/
Metro Bank	020 3402 7690	Main Staines branch	https://www.metrobankonline.co.uk/coronavirus/
Halifax	0345 720 3040 0345 720 3040	Main Addlestone branch Main Staines branch	Call for all local branch opening times https://www.halifax.co.uk/helpcentre/coronaviruses/?WT.ac=common/promotion/r2pr/serv/ban/s/ri/COVIDhel
Barclays	0345 734 5345	Main Addlestone branch	Call for all local branch opening times https://www.barclays.co.uk/coronavirus/
Santander	0800 912 3123 0800 912 3123	Main Addlestone branch Main Staines branch	Call for all local branch opening times https://www.santander.co.uk/
Lloyds	0345 602 1997	Main Addlestone branch	Call for all local branch opening times https://www.lloydsbank.com/help-guidance/coronavirus.html?WT.ac=common/promotion/r1pr/serv/ban/s/ri/COVIDhel
Nationwide	0800 554 0679 0800 554 0972	Main Addlestone branch Main Staines branch	https://www.nationwide.co.uk/support/coronavirus

Local Support

Citizens Advice Runnymede and Spelthorne:

Open Monday - Friday (10am - 4pm)- Call 01932 827187 and select option 1 for advice

Ways to make contact: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Addiction

Surrey Drug & Alcohol Care

24/7 Helpline: 0800 802 5000

For the people of Runnymede, Surrey Heath and Spelthorne:

- 6 The Sainsbury Centre, Chertsey, KT16 9AG - 01932 571122
- Staines Library (First Floor), Friends Walk, Staines TW18 4PG - 01784 465536

Cruse Bereavement Care

The Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. Call 0808 808 1677 or email helpline@cruse.org.uk

Mental Health Support

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

Catalyst (The Welcome Project)

www.catalystsupport.org.uk

Surrey Mental Health Crisis Helpline

24/7 Helpline: 0800 915 4644

Samaritans

24/7 Helpline: 116 123

Shout crisis

24/7 Textline: Text SHOUT to 85258

SANEline

0300 304 7000 (Open 4.30pm–10.30pm everyday)

Anxiety UK

03444 775 774 – advice line

10am-10pm Mon-Fri / Weekends 10am-8pm

Elderly and vulnerable

Age UK Surrey

Offering a range of services to elderly people:

<https://www.ageuk.org.uk/surrey/>

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/>

Surrey Coalition of Disabled People

Surrey Virtual Cafe (Monday's 11am- 12pm)

Surrey Virtual Walk & Talk every weekday from 2.30 - 3pm) - via Zoom / Skype

www.surreycoalition.org.uk

Domestic Abuse

<https://www.runnymede.gov.uk/article/11562/Domestic-abuse>

Surrey Against Domestic Abuse/ yourSanctuary Surrey

9am to 9pm, 7 days a week: 01483 776822

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.

Men's Aid Male victims of domestic abuse:

Call on 0333 5670556 or email help@mensaid.co.uk

Stepping Up

Stepping Up is a service for anyone in Surrey who wants to change the way they behave towards their partner. If you live in Surrey, you can refer yourself by calling 07921 937889 or 01622 356477 or emailing SurreyDAinfo@ksscrc.scc.gsi.gov.uk.

Cancer Support

Macmillan Cancer

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

Someone to talk to: community.macmillan.org.uk

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

CREST Cancer Support

Other help is available – they work closely with organisations and individuals who will be happy for you to contact them for help and information:

<http://www.crestcancer.org.uk/otherhelp.html>

Children with Cancer

Children with Cancer UK

info@childrenwithcancer.org.uk

Call on **020 7404 0808**

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/	Chess
	https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly	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