

# Daventry District Information Sheet

## Local Council Information and Support

### Daventry Council service updates

Their offices are only open to people who are:

- Homeless/ Threatened with homelessness
- In need of a food bank referral
- Accessing Children & Young People's services
- Accessing the job centre
- Vulnerable and in need of help with Universal Credit.

They advise to go to the front door and a member of staff will speak to you from a safe distance. If you need to enter the offices for further assistance you'll be asked to wash your hands first using the facilities provided. If you have essential documents to drop off these will be scanned and returned to you while you wait outside.

If you need any services not listed above, please phone them on 01327 871100 (10am to 3.30pm, Monday to Friday) or email [customercare@daventrydc.gov.uk](mailto:customercare@daventrydc.gov.uk) A range of services can also be accessed online: <https://www.daventrydc.gov.uk/online/> Find out more

### Benefits customers

If you have an enquiry about your benefits or applying for benefits, please email [benefits@daventrydc.gov.uk](mailto:benefits@daventrydc.gov.uk) If you have been asked to supply evidence for your claim, you can post this to their offices at Lodge Road or email this electronically to us at [benefits@daventrydc.gov.uk](mailto:benefits@daventrydc.gov.uk). They'll accept photos and scanned images of documents.

#### *Jobcentre Plus*

Lodge Road, Daventry, Northamptonshire NN11 4FP

- Telephone number - 0345 604 3719
- 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 0345 677 9202	<a href="https://www.tesco.com/help/covid-19/?icid=dchp_c1_thinkb4click_wk5">https://www.tesco.com/help/covid-19/?icid=dchp_c1_thinkb4click_wk5</a>
M&S	Local	Different each store call 0333 014 8555 for local store times as changes	<a href="https://www.marksandspencer.com/c/help/covid-19#intid=hp_stripe_1_covid">https://www.marksandspencer.com/c/help/covid-19#intid=hp_stripe_1_covid</a>
Waitrose	Local	01327 705939 0800 188 884(Freephone) Monday-Friday, 9am-9pm Saturday, 9am-9pm Sunday, 9am-7pm customerserviceteam@waitrose.co.uk	<a href="https://www.waitrose.com/ecom/help-information/customer-service/coronavirus">https://www.waitrose.com/ecom/help-information/customer-service/coronavirus</a>
Aldi	Local	0800 042 0800 customer.service@aldi.co.uk	<a href="https://www.aldi.co.uk/delivery-updates">https://www.aldi.co.uk/delivery-updates</a>
The Co-Operative Food	Local	01327 872122 Most stores will be open from 7am to 8pm	<a href="https://www.coop.co.uk/coronaviruses">https://www.coop.co.uk/coronaviruses</a>
McColls	Local	01327 877119 Customer Services - 01277 376 374	<a href="https://www.mccolls.co.uk/covid-19-update">https://www.mccolls.co.uk/covid-19-update</a>

## 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. Hours or services may differ. In order to get help from foodbanks, you will need a voucher issued by PA Housing or another agency: <http://www.daventryfoodbank.org.uk/>  
<https://www.facebook.com/FoodBankDaventry/>

Paragon Asra

**PA Housing**



18A Benbow Close, Daventry NN11 4JP  
Monday 10:30am–12:30pm  
Wednesday 10:30am–12:30pm  
Friday 10:30am–12:30pm

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 – Tesco, Superdrug, Boots 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 and 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 24 hour emergency service provided by Vets Now in Moulton: **01604 635 835**. 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.

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**PA Housing**



## 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.

HSBC	0345 740 4404	Main Daventry branch	<a href="https://www.hsbc.co.uk/help/coronavirus/">https://www.hsbc.co.uk/help/coronavirus/</a>
Halifax	0345 720 3040	Main Daventry branch	Call for all local branch opening times <a href="https://www.halifax.co.uk/helpcentre/coronavirus/?WT.ac=common/promotion/r2pr/serv/ban/s/rl/COVIDhel">https://www.halifax.co.uk/helpcentre/coronavirus/?WT.ac=common/promotion/r2pr/serv/ban/s/rl/COVIDhel</a>
Barclays	0345 734 5345	Main Daventry branch	Call for all local branch opening times <a href="https://www.barclays.co.uk/coronavirus/">https://www.barclays.co.uk/coronavirus/</a>
Nationwide	0800 554 0395	Main Daventry branch	<a href="https://www.nationwide.co.uk/support/coronavirus">https://www.nationwide.co.uk/support/coronavirus</a>
Coventry Building Society Daventry	01327 703760	Main Daventry branch	<a href="https://www.coventrybuildingsociety.co.uk/consumer/help/important-updates.html">https://www.coventrybuildingsociety.co.uk/consumer/help/important-updates.html</a>

## Local Support

### *Citizens Advice Daventry & District*

Face to face advice, appointments and home visits are suspended however you can email or phone:

T: Advice Line access number (03444 88 9629)

E: <https://www.citizensadvisedaventryanddistrict.co.uk/get-advice/email-us/>

### **Addiction**

Advice, information and support for people affected by alcohol, drug misuse or gambling.

### **Substance to Solution**

You can contact them on the phone on **0808 169 8512** from 09:00 - 16:30 from Monday to Friday. If you ring outside of those hours, please leave a message and they'll get back to you as soon as they can. You can also email **northants@cgl.org.uk**. While their hub is open from 10:00 - 16:00 on weekdays, they're trying to limit the number of people coming in. They'll do your appointment over the phone or on Skype instead. They're still running needle exchange at their hubs.

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**PA Housing**



Advice for anyone on a methadone or buprenorphine prescription:  
<https://www.changegrowlive.org/advice-info/coronavirus/methadone-buprenorphine-prescriptions>

Drug and alcohol support and online meetings:  
<https://www.changegrowlive.org/advice-info/coronavirus#helplines>

*Substance 2 Solution (S2S)* - 01604 211 304 - Daventry – option 4 /  
[www.cri.org.uk/northants.php](http://www.cri.org.uk/northants.php)  
*Aquarius* - 0300 456 429 / [www.aquarius.org.uk](http://www.aquarius.org.uk)

*Bridge Substance Misuse Programme* - 01604 621259 / [enquiries@bridge-northants.org.uk](mailto:enquiries@bridge-northants.org.uk) / [www.bridge-northants.org.uk](http://www.bridge-northants.org.uk)

*CAN Young People's Team* - 08450 556 246 / [ypadmin@can.org.uk](mailto:ypadmin@can.org.uk) / [www.can.org.uk](http://www.can.org.uk)

### **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](mailto:helpline@cruse.org.uk)

Tel: 07772 428532

0900 - 1700 hrs Mon-Fri. Voicemail available outside of these hours.

Email: [northamptonshire@cruse.org.uk](mailto:northamptonshire@cruse.org.uk)

### **Mental Health Support**

*Rethink Mental Illness Advice Service*

The line is open from 10am to 4pm, Monday to Friday.

[info@rethink.org](mailto:info@rethink.org)

<https://www.rethink.org/advice-and-information/covid-19-support/>

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](http://www.ngts.org.uk)): 18001 0800 915 4644

### **Danetre Hospital**

Community mental health services

01327 708800

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

*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 Northamptonshire**

They're currently offering a range of **emergency support services** to elderly people:

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

You can also contact them on our main telephone number 01604 611200 or

email: [access@ageuknorthants.org.uk](mailto:access@ageuknorthants.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](mailto:info@thesilverline.org.uk)

Office hours: 9am-5pm, Mon to Fri

<https://www.thesilverline.org.uk/latest-news-2/coronavirus/>

#### **The Cube Disability**

<http://www.thecubedisability.co.uk/care-services>

[hello@thecubedisability.co.uk](mailto:hello@thecubedisability.co.uk)

#### **Domestic Abuse**

##### *Northamptonshire Domestic Abuse Service*

You can access help and support via our helpline. If they're not able to answer your call immediately please leave a message and a support worker will call you back as soon possible. For advice and support please call the 24/7 helpline number: 0300 0120154

email: [advice@ndas-org.co.uk](mailto:advice@ndas-org.co.uk)

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.

#### **Northamptonshire Voice**

Offers emotional and practical support and information to male and female victims of crime. 0300 3031965 / [www.voicenorthants.org](http://www.voicenorthants.org)

## **Northampton Sunflower Centre**

Offers support and advice services to high risk male and female victims of domestic abuse

01604 888211 / <http://voicenorthants.org/victims/about-voice-northants/sunflower-centre/>

## **Men's Aid**

Male victims of domestic abuse:

Call on 0333 5670556 or email [help@mensaid.co.uk](mailto:help@mensaid.co.uk)

## **Forced Marriages**

You can visit [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk), a national charity that supports victims of Honour Based Violence and Forced Marriages. Their helpline is 0800 5999 247 and information is here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/325920/FCO\\_FM2014\\_A6\\_web.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/325920/FCO_FM2014_A6_web.pdf)

## **Female Genital Mutilation**

There are community champions (Voices Against Abuse – [vaanorthants@hotmail.com](mailto:vaanorthants@hotmail.com)) and a specialists services (Northamptonshire Flower – 07835 489 907, [www.northamptonshireflower.org](http://www.northamptonshireflower.org))

*Family Support Link* - 01933 227078 – [fslcontact@yahoo.co.uk](mailto:fslcontact@yahoo.co.uk)

*Respect* – helpline for domestic violence perpetrators

Confidential information and advice to help perpetrators stop their violence and change their abusive behaviours; information for domestic violence perpetrator programmes. Call 0808 802 4040 (Monday – Friday 9am-5pm, free from landlines and most mobiles)

Email: [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk) / Website: [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

## *Children*

NSPCC on 0808 800 5000

FORWARD on 0208 960 4000

Childline on <https://www.childline.org.uk> or 0800 1111

## **Cancer Support**

*Macmillan Cancer*

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

Someone to talk to: [community.macmillan.org.uk](http://community.macmillan.org.uk)

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

## **Children with Cancer**

*Children with Cancer UK*

[info@childrenwithcancer.org.uk](mailto: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](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](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/grownups/fun-exercises-to-do-at-home-with-kids">https://www.bbc.co.uk/cbeebies/grownups/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>	Chess
	<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>	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