

Haringey Borough Information Sheet

Local Council Information and Support

Adult Social Care

For all social care enquiries call 020 8489 1400 or email firstresponseteam@haringey.gov.uk

During weekends and between 5pm-9am on weekdays contact the emergency Duty Team on 020 8489 0000.

Services for Older People

If you live in your own home and you are worried about how you will manage things you normally do yourself (like shopping, charging your gas or power card etc) please contact our Connected Communities team on 020 8489 4431

Haringey Learning Disabilities Team (HLDT) – 020 8489 1384

You can call the team if you are worried about:

- Coronavirus
- Putting money on your electric or gas card
- Paying your rent
- Anything else

Haringey's Multi-Agency Safeguarding Hub (MASH)

For those concerned that a child may be at risk of significant harm or has been harmed or children who have concerns over their own welfare.

Mon to Thurs 8.45am-5pm, Fri 8.45am-4.45pm Tel: 020 8489 4470

Out of office hours, including weekends the Emergency Duty Team
Tel: 020 8489 0000.

Waste collection times

From Monday 20th April waste collection rounds will be starting a little earlier and may finish slightly later than normal in order to deal with the increased pressure on the waste teams.

Compostable food recycling bags

For those of you living in flats or above shops/libraries, once your supply of bags runs out, you present your waste in the following ways:

- For residents who live in flats: there is no real need to line your caddy. But if you would like to use something, please use newspaper and continue to use newspaper and continue to use your food waste collection as normally
- For residents who live in flats above shops: for recycling collections, please put your recycling in your refuse collection

Paragon Asra

PA Housing



Parking

The council have made adjustments to parking enforcement to support essential NHS and police staff, as well as residents that have been adversely affected by the COVID-19 pandemic. From Monday 23 March they have suspended enforcement of on-street residential, shared use and permit parking bays.

The council will continue to enforce yellow lines, foot-way parking, disabled parking bays, business bays, doctors bays and pay by phone bays. They will also continue to remove vehicles that park illegally on yellow lines, on the foot-way or in those parking bays.

Parks - Vehicle parking in Finsbury Park has also been stopped until further notice. The parks are currently open, although all cafés, outdoor gyms, paddling pools, play areas, skate parks, sports courts and toilets are now closed.

Business Support

<https://www.haringey.gov.uk/news-and-events/haringey-coronavirus-covid-19-updates/coronavirus-covid-19-business-update>

Supermarkets and Food Deliveries

Central government has said those that are on the 'Shielder' list will be given priority over delivery slots. To do this, those identified as 'Extremely Vulnerable' need to register on the GOV.UK website (external link) as requiring essential supplies by answering 'no' to the question, "Do you have a way of getting essential supplies delivered at the moment?"

This information will then be shared with supermarkets so that the extremely vulnerable can access priority delivery slots. They will also receive a government food parcel.

If you are able to get a 'click and collect' delivery but are unable to leave your home due to ill health or advice from the NHS, Connected Communities can organise a collection for you. Please email us on connectedcommunities@haringey.gov.uk or call on 020 8489 4431.

Iceland

At all stores the last hour of trade will be reserved exclusively for NHS customers on production of their official NHS ID:

Wood Green, N22 6TN - Mon to Sat 9am-6pm

Haringey, N4 1LA & East Finchley, N2 8AQ - Mon to Sat 9am-7pm

Sainsbury's

Every Mon, Wed and Fri, all supermarkets will dedicate 8am-9am to serving elderly customers, disabled customers and their carers.

Muswell Hill, Fortis Green Rd – Mon to Sat 8am-8pm

Haringey, Williamson Rd – Mon to Wed 8am-8pm, Thurs-Sat 8am-10pm, Sun 11am-5pm

Wood Green High Rd, Stamford Hill Amhurst Park, Tottenham Northumberland Pk – Mon to Sat 8am-8pm, Sun 11am-5pm

Tesco

All stores, except Express stores, will be prioritising the elderly and most vulnerable for one hour between 9am-10am every Mon, Wed and Fri.

Colney Hatch Extra, Coppetts Centre & South Tottenham Superstore, High Rd - Mon to Sat 6am-10pm, Sun 10am-4pm

Waitrose

The first hour opening of each day is dedicated solely to elderly and vulnerable customers, and those who look after them.

Muswell Hill Broadway - Mon to Sun 7am-10pm

Crouch End Broadway – Mon to Sat 7am-8pm, Sun 12pm-6pm

M&S

The first hour opening of every Monday & Thursday is dedicated solely to elderly and vulnerable customers, and the first hour opening of every Tuesday & Friday is dedicated solely for NHS, health and social care workers.

Muswell Hill Broadway - Mon to Sat 8am-9pm, Sun 12pm-5pm

Crouch End Exchange - Mon to Sat 8am-8pm, Sun 11pm-5pm

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.

Food Parcels

Haringey Council is working closely with a number of voluntary and community sector partners to help deliver emergency food provision to those in need in the borough. If you require emergency food because of COVID-19 or are struggling to get enough food please contact 020 8489 4431.

A number of local shops are taking deliveries over the phone. If you call the **Connected Communities** line 020 8489 4431 they will be able to give you the details of these.

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

A selection of local stores

Parade Chemist, 25 Grande Parade, N4 1LG
Mon to Fri 9am-6.30pm, Sat closes 6pm

J. Lord Chemist, 439 Lordship Ln, N22 5DJ
Mon to Fri 9am-6.30pm, Sat closes 5pm, Sun 10.30am-4.30pm

Muswell Hill Pharmacy, 110 Fortis Green Rd, N10 3HN
Mon to Wed & Fri 9am-6.30pm, Thurs 9am – 6pm, Sat closes 5.30pm
Good Health Pharmacy, 112 W Green Rd, N15 5AA
Mon to Fri 9am-6pm

Beautychem Pharmacy, 11 Great Cambridge, N17 7LH
Mon to Fri 9am-5pm, Sat closes 1pm

Other Essential Shops and Surgeries

Specsavers – Opticians & Audiologists

Appointments and advice is available only for essential and urgent eye or hearing care. **Call first to make appointment.**

Muswell Hill - 020 8442 2120
Crouch End – 020 8342 5080
Tottenham – 020 8885 5102
Haringey Sainsbury's – 020 8059 8861
Wood Green – 020 8881 5000

(Call your registered Dentist for advice on urgent dental care)

Emergency Dentist Haringey – 020 8245 7575 or 07436 809 977

Vets (Essential pet care only, contact practice before travelling)

Alexandra Park Road Veterinary Surgery, N10 – 020 8444 0119

Hills Veterinary Practice Ltd, N8 – 020 8340 5453

Zasman Vet Stroud Green, N4 – 020 7281 8418

Goddard Veterinary Group, N17 – 020 8808 4728

Goddard V Group is now offering video consultations and online chat via **Petsapp**, available on Google Play and App Store on your mobiles.

Local Banks and Banking

Due to a high number of calls only contact Call Centres if urgent. Depending on the bank, branch services are limited to ATM, cash deposits and withdrawals, international payments, change of address and certain other services.

For existing customers online banking is available from the app store on your mobile, please refer to websites for more information.

HSBC

Lines open 8am-8pm, 03457 404 404, for lost or stolen cards lines are open 24/7
Muswell Hill Broadway & Finsbury Park - Mon to Fri 10am-2pm

<https://www.hsbc.co.uk/register/>

Barclays

0345 734 5345

Wood Green High St - Mon-Tues, Thurs-Fri 9.30am-3pm, Wed 10am-3pm, Sat 9.30am-12pm

Crouch End Broadway & Tottenham High Rd - Mon-Tues, Thurs-Fri 9.30am-2pm, Wed 10am-2pm, Sat 9.30am-1pm

<https://www.barclays.co.uk/coronavirus/>

Lloyds Bank

Lines are open 24/7 and you can speak to an advisor 7am-11pm on 0345 602 1997.
For lost or stolen cards call 0800 096 9779.
Hornsey High Rd - Mon to Fri 10am-2pm

<https://www.lloydsbank.com/help-guidance/coronavirus>

Santander

0800 912 3123

Muswell Hill & Hornsey High Rd - Mon to Sat 10am-2pm

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

Halifax

0345 720 3040

Muswell Hill Broadway & Wood Green High Rd - Mon to Fri 10am-2pm

Crouch End Broadway Parade – Mon to Fri 10.30am-2pm

<https://www.halifax.co.uk/helpcentre/coronavirus/>

Natwest

0345 788 8444

Muswell Hill, Wood Green & Crouch End Broadways - Mon to Sat 10am-1pm

<https://personal.natwest.com/personal/banking-with-natwest.html>

Local Support

Reach and Connect

If you would be interested in having a telephone befriender, please make contact:

<https://reachandconnect.net/first-contact-referral-form>

kooth.com

Kooth offers young people the opportunity to have a text-based conversation with a qualified counsellor. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10pm at weekends, every day of the year on a drop-in basis. It is accessible through mobile, tablet, desktop, and free at the point of use.

YoungMinds - <https://youngminds.org.uk/>

Online resources and support including Young Minds Crisis Messenger text service providing free, 24/7 crisis support across the UK.

Childline - www.childline.org.uk

Offers free advice, resources, online and phone support, 0800 1111.

Violence Against Women and Girls (VAWG) Team at Haringey Council

Mon to Fri, 10am-5.30pm - 0300 012 0213,

HaringeyIDVA@niaendingviolence.org.uk

For out of hours call the National Abuse Helpline found in the section below.

Hearthstone Domestic Abuse Advice and Support Centre

Mon to Fri 9am-4pm - 020 8888 5362,
hearthstone.domesticviolence@homesforharingey.org

Solace Women's Aid Haringey – 020 8885 3557

Respect

For anyone worried that they may be harming someone else, helpline 0808 802 4040.

Galop – the LGBT+ anti violence charity

For advice email advice@galop.org.uk Mon to Fri 10am-4pm

National LGBT+ Domestic Abuse helpline 0800 999 5428 Mon, Tues & Fri 10am-5pm, Wed & Thurs 10am-8pm

Alcoholics Anonymous

National helpline 0800 917 7650 or email help@aamail.org

Citizens Advice Haringey

For advice Mon to Fri 10am-1pm and 2pm to 4pm
For general enquiries 020 3872 5840

Jobcentre Plus

Wood Green & Tottenham – Tel 0345 604 3719, Textphone 0345 608 8551

Haringey Wellbeing Network - now operates via telephone and email: 07508 511 128 | HaringeyWellbeingNetwork@mih.org.uk

Monday Motivation with Spurs

Spurs have launched a series of video home workouts delivered by the coaches on the Tottenham Hotspur Foundation, <https://youtu.be/CFTuf6g8dB0>

Haringey Adult Learning Services (HALS) Online - All courses are **FREE** until July 2020

Keep your mind active during the lockdown. Make course enquiries or sign up for courses by calling 020 8489 2596 or emailing hals@haringey.gov.uk

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](tel:08000745560)

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](tel:01823334244)

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/information-support/heart-matters-magazine/activity/yoga/yoga-poses	Chair based yoga



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