

# Melton District Information Sheet

## Local Council Information and Support

**Melton Borough Council** - offices have now closed to customers for everything other than essential and urgent contact. Non-essential visitors will be asked to get in touch with us by alternate means.

Many of their services are available through My Account:  
[https://myaccount.melton.gov.uk/Web/IL1\\_Login.aspx](https://myaccount.melton.gov.uk/Web/IL1_Login.aspx) as it's the quickest and easiest way to access the majority of our services. You can also contact them on 01664 502502 or by email at [contactus@melton.gov.uk](mailto:contactus@melton.gov.uk)

If you need additional support please visit the dedicated **Community Support Hub** to bring together information and resources for their communities – Here4Melton:  
<http://www.melton.gov.uk/here4melton>

### *Melton Mowbray Jobcentre*

This is temporarily closed. You can contact Job Centre Plus for:

- 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

**Food Deliveries** - The Grapes Pub is offering to deliver roast dinners to the elderly and those isolating in Melton for £6.99. Phone: 01664 483679 and Facebook:  
<https://www.facebook.com/pages/category/Pub/The-Grapes-369239806616793/>

### Supermarkets

Every Monday, Wednesday and Friday most supermarkets are open and offering access and priority hours of 8.00 to 9.00am for the elderly, vulnerable, disabled customers and their carers. They're prioritising online orders for the vulnerable and elderly and food boxes if you can't get out for essentials.

NHS and social care workers will be able to shop in most supermarkets from Monday to Saturday - some from 6.00 to 7.00am and others 8.00 to 9.00am on these days – and Sundays at 9.30am. Anyone with NHS ID will be able to shop and 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:

Morrisons	Local	01664 410330	<a href="https://www.morrisons.com/help/form/contact-us">https://www.morrisons.com/help/form/contact-us</a>
Tesco Main Stores	Local	0345 677 9463	<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>

Sainsbury's Main stores	Local	01664 869515	<a href="https://www.sainsburys.co.uk/">https://www.sainsburys.co.uk/</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>
Iceland	Local	phone lines are currently closed	<a href="https://www.iceland.co.uk/customer-support/help-articles#coronavirus">https://www.iceland.co.uk/customer-support/help-articles#coronavirus</a>
Lidl	Local	0800 977 7766 Monday - Saturday: 8am - 8pm Sunday: 9am - 5pm	<a href="https://www.lidl.co.uk/about-us/customer-update">https://www.lidl.co.uk/about-us/customer-update</a>
The Co-operative	Local	01664 812203	<a href="https://www.coop.co.uk/coronavirus">https://www.coop.co.uk/coronavirus</a>
SPAR	Local	01664 565022 Opening hours are now subject to change and will vary per store.	<a href="https://www.spar.co.uk/">https://www.spar.co.uk/</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. In order to get help from foodbanks, you will need a voucher issued by PA Housing or another agency:

Melton Vineyard/ Hope Centre	<a href="https://www.meltonvineyard.org.uk/">https://www.meltonvineyard.org.uk/</a> Hope Centre, 42-44 Nottingham Street, Melton Mowbray, LE13 1NW 01664 511021	0208 39
The Trussell Trust Food Bank – Oakham in Rutland	Rutland Foodbank Rear of 40 Melton Road, Oakham, LE15 6AY 07582 783363 <a href="http://rutland.foodbank.org.uk/">http://rutland.foodbank.org.uk/</a> <a href="mailto:info@rutland.foodbank.org.uk">info@rutland.foodbank.org.uk</a>	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 – Lloyds, Boots, 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, Optical Express and independent branches Please check your branch for details – many are temporarily 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** – Please check with your veterinary surgery for updates. Many are remaining open but the number of clients seen face-to-face are being kept to an absolute minimum with telephone consultations being organised and only travelling if essential. Some surgeries are providing emergency care, performing certain operations, supplying medication and prescriptions (prescribing remotely in certain circumstances) 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	0845 303 1852	Main Melton Mowbray branch	<a href="https://personal.natwest.com/personal/support-centre/coronavirus.html">https://personal.natwest.com/personal/support-centre/coronavirus.html</a>
HSBC	0345 740 4404	Main Melton Mowbray branch	<a href="https://www.hsbc.co.uk/help/coronavirus/">https://www.hsbc.co.uk/help/coronavirus/</a>
Barclays	0345 734 5345	Main Melton Mowbray branch	Call for all local branch opening times <a href="https://www.barclays.co.uk/coronavirus/">https://www.barclays.co.uk/coronavirus/</a>
Santander	0800 912 3123	Main Melton Mowbray branch	Call for all local branch opening times <a href="https://www.santander.co.uk/">https://www.santander.co.uk/</a>

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Lloyds	0345 602 1997	Main Melton Mowbray branch	Call for all local branch opening times <a href="https://www.lloydsbank.com/help-guidance/coronavirus.html?WT.ac=common/promotion/r1pr/serv/ban/s/rl/COVIDhel">https://www.lloydsbank.com/help-guidance/coronavirus.html?WT.ac=common/promotion/r1pr/serv/ban/s/rl/COVIDhel</a>
Nationwide	0800 554 1196	Main Melton Mowbray branch	<a href="https://www.nationwide.co.uk/support/coronavirus">https://www.nationwide.co.uk/support/coronavirus</a>
TSB	01664 904999 03459 758 758 - 8am to 8pm	Main Melton Mowbray branch	<a href="https://www.tsb.co.uk/coronavirus/?WT.ac=AS00898_PU_SE_RG_OT_LP">https://www.tsb.co.uk/coronavirus/?WT.ac=AS00898_PU_SE_RG_OT_LP</a>
Melton Mowbray Building Society	01664 414141 Mon-Fri, 9am to 6pm Sat, 9am to 12pm	Melton Mowbray branch	<a href="https://themelton.co.uk/">https://themelton.co.uk/</a> <a href="https://www.themelton.co.uk/contact/">https://www.themelton.co.uk/contact/</a>
Nottingham Building Society	0800 953 0018 Mon - Fri 9.00am - 5.00pm	Main Melton Mowbray branch	email: <a href="mailto:customer.services@thenottingham.com">customer.services@thenottingham.com</a> <a href="https://www.thenottingham.com/coronavirus-support/">https://www.thenottingham.com/coronavirus-support/</a>

**Criminals** are using the pandemic as a chance to pose as employees of building societies and banks or pretend to be from the police, GP, hospital, government and World Health Organisation to target you for fraud scams. If you think that you have been the victim of fraud contact **Action Fraud on 0300 123 2040** to report scams and also your building society or bank about your transaction.

### COVID-19 - TEXT SCAM

Please beware of a new text scam claiming to be from the Government that informs the recipient via a text that they have been issued a £250 fine for leaving the house during the lock-down as the Government have been tracking their movements using their phone. The recipient is told that if they don't pay immediately they'll get a heavier fine. They're encouraged to click on a link to make the payment that may deliver malware as well as take the payment and their account details.

### COVID-19 – FRAUDULENT EMAILS

During the coronavirus outbreak, many companies and organisations have sent emails containing COVID19 updates to their customers to make them aware of their current response and status. As these types of emails have now become increasingly frequent, criminals have started to use this familiarity to their advantage. These fraudulent emails, framed as a corporate COVID-19 response, contain malicious attachments and are targeting individual consumers and companies alike...

Emails may also be disguised as coming from a hospital that inform the recipient they may have come in contact with an individual who tested positive for COVID-19. The email instructs the recipient to download an attached Excel file, complete a form, and bring it to the nearest hospital. Once the attachment is downloaded, the malware has been activated and the attackers may be able to access your data.

## COVID-19 – PROTECT YOURSELF FROM FRAUD

Here are some things that banks and building societies *will never* do:

- Ask you to disclose your PIN number or other passwords for your accounts
- Encourage you to move funds from your own account into a different “safe” account
- Charge up-front fees for repayment holidays
- Make home visits to collect mortgage arrears on your doorstep
- Demand an immediate payment of mortgage arrears over the phone
- Demand payment of mortgage arrears via email providing you with a link through which to make payments.

## Local Support

*Citizens LeicesterShire*: This is currently closed. Ways to make contact:

<https://citizensadviceleicestershire.org/get-advice/melton/>

City Advice 0300 330 1025 and County Advice 0300 330 2111

## Addiction

*Turning Point* – support for young people, adults and their families in substance misuse, mental health issues, learning disability, unemployment, housing needs and offending behaviour. 0330 303 6000 – *Wellbeing Cloud*: <http://wellbeing.turning-point.co.uk/>  
<http://wellbeing.turning-point.co.uk/leicestershire/covid19/>

*The SMART Recovery Toolbox* provides useful videos and worksheets to support you wherever you are in your recovery:

<https://www.smartrecovery.org/smart-recovery-toolbox/>

## Bereavement

*Survivors of Bereavement by Suicide* – if you’ve been bereaved or affected by suicide

Email – [email.support@uksobs.org](mailto:email.support@uksobs.org)

Helpline – open 9am to 9pm Monday to Friday, 0300 111 5065

## *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)

Leicestershire - Phone: 0116 288 4119/ Email: [leicester@cruse.org.uk](mailto:leicester@cruse.org.uk)

## Mental health

### *Mental Health Matters*

[www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

telephone 0300 323 0189

email [leicestershire.andrutlandmhm@nhs.net](mailto:leicestershire.andrutlandmhm@nhs.net)

### **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

### *LAMP - Let's Talk About Mental Health*

operating a telephone service only and you can call mental health advocates on 0116 255 6286 and <https://www.lampadvocacy.co.uk/>

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*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

*NHS Every Mind Matters* provides helpful strategies - 10 minutes home exercise and relaxation exercise: <https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/>

*Mind website* has tips for how to manage anxiety, stress and self-isolation as well as a number of useful resources for boosting wellbeing: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

### **Elderly and vulnerable**

*Age UK Leicestershire and Rutland* - There is a new helpline dedicated to provide practical and emotional support to those over 70, especially those who are self-isolating and live alone: 0166 299 2239

**Claire's taxis** are offering a free taxi service to over 65's between 7am and 8am and also offering to pick up and deliver prescriptions. Phone: 01664 371542 -  
Website: [clairestaxis.com](http://clairestaxis.com) - Facebook: [www.facebook.com/clairestaxis/](https://www.facebook.com/clairestaxis/)

### **Medication collection**

See *Claire's taxis*

*The Leicestershire and Rutland 4x4 Drivers* have responders living locally who are happy to help with the collection of medicines and other essentials.

Phone: 07716 113911 - Website: [www.lr4x4response.org.uk/](http://www.lr4x4response.org.uk/)

Facebook: [www.facebook.com/LR4X4Response.org.uk](https://www.facebook.com/LR4X4Response.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/>

### **Domestic Abuse**

[http://www.melton.gov.uk/info/100003/anti-social\\_behaviour\\_crime\\_and\\_emergencies/1028/domestic\\_violence](http://www.melton.gov.uk/info/100003/anti-social_behaviour_crime_and_emergencies/1028/domestic_violence)

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](mailto:help@mensaid.co.uk)

*United Against Violence and Abuse* a consortium of Women's Aid Leicestershire  
0808 80 200 28 (calls) & **07715 994 962** (text only) - <http://www.uava.org.uk/>

*Free from Violence and Abuse* - A Leicester based charity specialising in supporting people affected by sexual/domestic violence. 0808 802 0028 - <http://www.freeva.org.uk/>

*Living Without Abuse* support and advice for those suffering under abuse – 01509 550317-  
<http://www.lwa.org.uk/>

*National Association for People Abused in Childhood* - support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect 0808 801 0331

#### **NSPCC**

0808 800 5000 advice and support for adults who are worried about potential child abuse  
0800 1111 (under 18s helpline/ helpline for children suffering abuse)

*RESPECT* - 0808 802 4040 - an anonymous helpline for those concerned about their use of violence and/or abuse towards a partner/ex-partner

#### **Cancer Support**

*Rutland and Melton Cancer Support Group*

01572 722311 - [marjorieaylward@tiscali.co.uk](mailto:marjorieaylward@tiscali.co.uk) - [www.cancer-support.org.uk](http://www.cancer-support.org.uk)

*First Contact Plus - Melton*

<http://www.firstcontactplus.org.uk/our-services/families-and-relationships/coping-with-cancer/>

*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.

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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> <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

<https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses>

Chair based yoga



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