

Woking Borough Information Sheet

Local Council Information and Support

Offices are closed but there are contact forms on the website at <https://www.woking.gov.uk/contact-us> with options for the main different areas of enquiry e.g. housing, benefits, waste and recycling

Website address for general information is <https://www.woking.gov.uk> and <https://www.woking.gov.uk/community/coronavirus-information/coronavirus-service-updates> for general service updates.

For emergency enquiries only, please call 01483 755 855.

Community Helpline number for Covid 19 help and referrals - 0300 200 1008.
Manned Monday to Friday: 8am to 6pm and Saturday and Sunday: 10am to 2pm
There is also an SMS service: 0786 0053 465 for deaf and hearing impaired residents only (Monday to Friday: 9am to 5pm)

Adult social care - Woking locality team
Phone: 01483 518 859 / Email: wokinglocalityteam@surreycc.gov.uk

Finance assessments team
Phone: 0208 541 7035 / Email: assessment.incomecollection@surreycc.gov.uk

Income collection team
Phone: 01932 795 243 / Email: financewoking@surreycc.gov.uk

Mental health team
Tel: 0208 547 8100 / 0208 547 8030
Email: mh.centraldutyteam@surreycc.gov.uk

Supermarkets and Food Deliveries

Tesco

Priority slots for the elderly/vulnerable – 9am to 10am every Monday, Wednesday and Friday.

Priority slots for the NHS – 9am to 10am Tuesday, Thursday and Sunday

Woking Guildford Road Express - 0345 610 2796 Open Monday to Sunday 6-10

Old Woking Road Esso Express - 0345 677 9708 Open Monday to Sunday 6-10

Sainsbury

Woking Superstore - 01483 769677. Open 8-8 Monday to Saturday, 11-5 Sunday

Woking local Kingfield Rd - 01483 770261. Open 7-9 Monday to Sunday

Brookwood Superstore - 01483 79960. Open Monday to Saturday 8-9, Sunday 10-4

Morrisons (Goldsworth Rd)

01483 755552 Open Monday to Saturday 7-8, Sunday 10-4

Morrisons also offer food boxes: £30 or £35 worth of groceries delivered to your home the next day if ordered by 3pm. This is separate to online deliveries.
www.morrisons.com/food-boxes or 0345 611 6111 (general) or 0345 322 0000 (online shopping)

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.

Woking Foodbank - all foodbank centres are closed to the public. Your referrer should send a digital voucher to the foodbank who will deliver the parcel to your front door

<https://woking.foodbank.org.uk>

Emergency advice help line, 07309 115862, manned between 10.30am and 12.30pm Monday, Wednesday and Thursday.

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

Boots

Guildford Road – 01483770900. Open Monday to Saturday 9-6.

Woking Send The Villages – 01483222162. Open Monday 8:30-7, Tuesday to Friday 8:30-6.15, Saturday 9:00 - 1.
Lloyds Pharmacy (Kingfield Rd) - 01483 760565. Open Monday to Friday 9-6.30 and Saturday 9-5.

Rowlands Pharmacy - 01483 762241. www.rowlandspharmacy.co.uk. Open Monday to Friday 10-1 and 2-7, Saturday 10-1.

Other Essential Shops and Surgeries

For emergency dental or eye care, please contact your own provider for advice or use the below contact details. The NHS 111 phone number can also be used for advice.

Opticians

Specsaveers (Wolesey Place Shopping Centre)
01483 767 170
Open by appointment only Monday to Saturday 9-6, Sunday 10-5

Vision Express - <https://www.visionexpress.com/customer-services/emergency-appointments>

01483 767 141

Eyesite Opticians – emergency and essential only. Please call first 01483 765273

Dentists

The British Dental Association has advised dentists closing, so it would be best to contact your local dentist where reception or a voicemail message will advise further. Alternatively call NHS 111.

Bupa Dental Care Woking - 01483 761777 or
<https://www.bupa.co.uk/dental/dental-care/practices/woking>

Woking Dental Care - 01483 763360

Limited opening hours for reception only between 9am to 12pm to take emergency calls and queries.

Email - admin@wokingdentalcare.co.uk

Vets

Pet Doctors, Woking - 01483 769881. Call first to find out exact times and appointment restrictions.

Open Monday to Friday 8-7, Saturday 8.30-6, Sunday 8.30-12.30

<https://petdoctors.co.uk/our-practices/woking/>

Vets4Pets Byfleet (Woking branch closed)

01483 815 104

Lynton Veterinary Group - 01483 761 096

<https://www.lyntonhousevets.co.uk/woking>

Email - woking@lyntonvets.co.uk

Local Banks and Banking

All banks say they are busier than usual on the phone and to use online banking where possible. Caution is advised in order to avoid scams, and use of cards instead of cash is also advised where possible. There is too much detail online to include here, but links to pages giving specific Coronavirus update information are below.

Lloyds – reduced branch hours 10-2 Monday to Friday. Telephone is 0345 602 1997 but phone lines are busy so they recommend calling only in an emergency and using online banking where possible. There is also an online self-service tool with drop down options to choose certain options eg requesting a new PIN. Commercial Way and The Broadway branches are open, the West Byfleet branch is temporarily closed.

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

<https://www.lloydsbank.com/contact-us.html>

Barclays – 0345 734 5345* but busier than usual.

Woking branch is open 9-2 Monday, Tuesday, Thursday and Friday and 10-2 on Wednesday. 0345 734 5345.

Plenty of information online and self-serve options

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

NatWest – branches are open 10-1 Monday to Friday. Woking High St branch is open.

03457 888 444

Lots of information on website as to help available

<https://personal.natwest.com/personal/support-centre/coronavirus.html>

<https://personal.natwest.com/personal/support-centre/coronavirus.html#bank> for mobile, online and video banking information

There is an emergency number for NHS workers only 0800 0462 418.

HSBC – reduced branch hours 10-2 Monday to Friday and limited services. The branch locator was not available to look at specific branches, but it appears the Woking branches are closed temporarily.

03457 404 404 (8-8) and can register for mobile or online banking

<https://www.hsbc.co.uk/help/coronavirus/> for general advice and information.

Local Support

CAB

Offices are closed, advice can still be given but via website, email or phone only.

<https://www.wokingcab.org> where there is an online contact/advice form option

Call 0300 330 1198 or email bureau@wokingcab.org

Love Your Neighbour Initiative – general community support e.g. shopping and phone calls

Lighthousewoking.org

Online forms can be found at <https://www.lighthousewoking.org/get-help.html>

Help for the Deaf/Hard of Hearing

<https://bda.org.uk/coronavirus/> for signed information videos for those who are deaf/hard of hearing

Domestic Abuse Help

Hestia have a specific app, Bright Sky, providing support and information for anyone experiencing domestic abuse, or someone concerned about a friend or family member. In addition, the app is available for use by employers and service providers.

It includes:

- A unique UK-wide directory of specialist domestic abuse support services with contact details.
- A secure My Journal tool to record incidents of abuse via text, audio, video or photo form, without any of the content being saved on the device itself.
- Questionnaires to assess the safety of a relationship, plus a section on dispelling myths around domestic and sexual abuse.
- Links to further resources and information on topics around domestic abuse.

You can download Bright Sky for free on the Google Play Store and App Store, where it is available in English, Polish, Punjabi and Urdu.

Surrey domestic abuse helpline

01483 776822

9am to 9pm, 7 days a week
provided by yourSanctuary

Surrey Police

999 (emergency)

101 (non-emergency)

East Surrey Domestic Abuse Services - 01737 771350 (Serving Reigate and Banstead, Mole Valley and Tandridge including Salfords, Dorking, Leatherhead and Oxted)

Your Sanctuary: 01483 776822 (Serving Woking, Runnymede and Surrey Heath including Chertsey, Addlestone, Egham and Byfleet)

North Surrey Domestic Abuse Services: 01932 260690 (Serving Epsom and Ewell, Elmbridge and Spelthorne including Cobham, Oxshott, Staines and Ashford)

South West Surrey Domestic Abuse Services: 01483 898884 (Serving Guildford and Waverley including Godalming, Farnham and Mewsey)

Under 19 – Childline Call 0800 1111

Job Centres

Job centres are closed to appointments but there is advice on the DWP website –

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Phone – 08001690190 (voicemail with a few advice pointers only)

If you require urgent help, please phone 01483 247 200.

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/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/	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