

Waltham Forest Borough Information Sheet

Local Council Information and Support

Request help for over 70's and vulnerable residents - If you are aged 70 or over, or received a letter from the NHS telling you to stay at home for 12 weeks, you can request assistance by completing a form on the councils website. You can call The helpline which is open 7 days a week 7.00 am – 7.00pm. Call: 020 8496 3000.

The council is working with food banks to deliver food parcels. Age UK Waltham Forest are supporting residents who need prescriptions delivered or need help addressing isolation.

Domestic Abuse - If you are in immediate danger call 999.

If you want to talk to a trained domestic abuse specialist call the following free **24/7 domestic abuse helpline**:

- 0808 2000 247
- or visit www.nationaldahelpline.org.uk

Getting support to stop domestic abuse counts as an essential reason to travel so if you are unable to access phone and online support, and you are not self-isolating, you can come to

- Leyton Children and Family Centre
215 Queens Road E17 8PJ
between 10am and 4pm every week day

To **speak to a specialist worker who can offer support**. You do not need to have a child to access this service. They are operating the service in accordance with government guidelines so will be implementing physical distancing.

If you are worried about your own behaviour and think you might be at risk of hurting your partner or family contact the **Respect help line**

- It is confidential and free to call: 0808 802 4040
- or visit www.respect.uk.net

If you are worried about a friend or neighbour suffering domestic abuse you too can speak to a trained professional on the 24/7 **domestic abuse helpline**:

- 0808 2000 247
- If you think it's an emergency please call the Police on 999.

More help and resources:

- Women's Aid: including Live Chat, email, the Survivors Forum and local services
- Men's Advice Line: service for male victims of domestic abuse: helpline: 0808 801 0327
- The Mix: free information and support for under 25s in the UK: helpline: 0808 808 4994
- Galop: LGBTQ+ domestic abuse support – helpline: 0800 999 5428
- LGBTQ+ Switchboard Chat helpline: 0300 330 0630
- Download the surviving economic abuse PDF guide
- Rights of Women advice lines
- Rape Crisis services

Supermarkets and Food Deliveries

Asda – Currently open between 8.00am - 9.00pm Monday to Saturday and 11.00am – 5.00pm on Sunday. Offering delivery service but only showing slots for the next 7 days and it is very busy. Working with the UK government and NHS to prioritise orders for the most vulnerable. Offer a click and collect service. Call 02085097700. Asda have introduced a Volunteer Shopping Card which can be purchased online. It can then be emailed to the volunteer or printed and collected by the volunteer. The payment is made by using the barcode in the store meaning that cash or bank details do not have to be given to the volunteer.

Spar – Currently open between 8.00am – 10.00pm Monday to Saturday and 9.00am – 9.00pm on Sunday. Call 02085218187

Lidl – Currently open between 8.00am – 9.00pm Monday to Saturday and 11.00am – 5.00pm on Sunday. Call 08009777766.

Tesco - Currently open between 6.00am – 10.00pm Monday to Saturday and 10.00am to 4.00pm on Sunday. Elderly and vulnerable priority time Monday, Wednesday and Friday between 9.00am – 10.00am. NHS workers priority time Sunday, Tuesday and Thursday between 9.00am – 10.00am. The government have identified vulnerable people who will get priority access to the delivery and click and collect slots. Call 03456719558.

Sainsburys – Currently open between 8.00am to 10.00pm Monday to Saturday and 11.00am - 5.00pm Sunday. Elderly and vulnerable between 8.00am – 9.00am Monday, Wednesday and Friday. NHS and social care workers and anyone with NHS ID will be able to shop from 7.30am – 8.00am Monday to Saturday. Call 02085216113.

Farmfoods – Currently open between 8.00am – 10.00pm Monday to Friday and 8.00am – 7.00pm Saturday and 10.00am – 4.00pm on Sunday. Call 0121 7007160

Waitrose – Currently open between 8.00am – 9.00pm Monday to Saturday and

11.00am – 5.00pm on Sunday. The government have identified vulnerable people who will get priority access to the delivery and click and collect slots. The elderly and vulnerable customers get a dedicated shopping hour during the first opening hour of each of our supermarkets. Waitrose shops are setting aside a proportion of hard-to-find and essential products exclusively for NHS staff, on production of an NHS card. NHS staff receive priority access to the shops and checkouts to get through as quickly and easily as possible. Waitrose launched a dedicated e-gift card for self-isolating customers who are unable to get to the shops themselves, this is simple, safe and contact-free payment for groceries delivered by friends, neighbours, family members or volunteers. The gift card can be purchased online at johnlewisgiftcard.com, and can then be emailed directly to the volunteer for them to use in our shops. Customers can purchase e-gift cards in £10 denominations up to £500. Family, friends or volunteers over the age of 18 can also pick up a waitrose.com grocery Click & Collect order on behalf of a customer that is self-isolating. The person collecting the order must have the order confirmation number and a form of their own ID with them (either a debit or credit card, passport, driving licence or utility bill). Call 02089890022.

Ocado - If you are an existing customer and on the priority access list you can continue to place orders. If you log in and are returned to the login screen there are no slots available for you at the moment

Iceland Foods – Currently open between 10.00am – 6.00pm Monday to Saturday. The last hour of the day is for NHS staff. Call 01992711332.

Morrisons Chingford – Currently open between 7.00am – 8.00pm Monday to Saturday and 10.00am – 4.00pm on Sunday. From 6am-7am Monday-Saturday All colleagues with an NHS badge will be able to get into the store to stock up on the products they need. Offer home delivery and click and collect however due to the high demand this may not be possible.

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.

Eat or Heat - The Food Bank may be able to help you through a difficult patch by providing free food for a limited period. You will need a referral from one of the following professionals: School Staff, An Officer of any Religious Institution, Citizens Advice, Rehab worker, Probation Officer, Refuges, Credit Union Officer, Trades Union Officer, Local Political Party Officer, Officer of any other Welfare Institution, Social Housing Officer, Health Worker, Midwife or Doctor, LBWF Officer.

Tottenham Foodbank - The Trussell Trust - Currently open 12.00pm – 2.00pm on

Monday and 5.00pm – 7.00pm Thursday at Tottenham Town Hall, N15 4RY. You will need a voucher number to use the foodbank. If you do not have one, please call Citizens Advice Haringey on 0300 330 1187. (9am-5pm, Monday to Friday) An adviser will be able to issue you with a voucher number upon completing an assessment. Alternatively, Freedom's Ark can issue you with a one off voucher – they can be reached on 0208 493 0050 (11am-5pm, Monday to Friday). If you are self-isolating, you can give a friend your voucher number to pick up food on your behalf. If you have no one who can pick up for you, or you know of a vulnerable person who is in need of the food bank, then call the Crutch team on 0784 501 3956 (9am-5pm, Monday to Friday). .

Redbridge Foodbank – Trussell Trust – Currently still supporting people with emergency food but running a reduced service at Jubilee Church Distribution centre. The most important step is to get a foodbank voucher. Agencies we work with include: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities. If you call or email <mailto:info@redbridgefoodbank.org> they can talk through your situation and put you in touch with a relevant local agency. Currently open between 12.00pm – 1.00pm Tuesday, 2.00pm – 4.00pm Wednesday and 10.00am – 1.00pm Saturday.

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

Essentials Pharmacy - Sterling House, 2b Fulbourne Road, London, E17 4EE. Currently open between 10.00am – 4.00pm Monday to Friday. Any enquires please email shop@essentialslondon.com

Day Lewis Pharmacy - 121 Wood Street, London, E17 3LL. Call 02085203638.

Forest Chemist - 615 Forest Road, London, E17 4PP. Call 02085272185

Well Pharmacy - 147-151 Wood Street Walthamstow, London, E17 3LX. Pharmacies will be closed to the public for their first hour after opening and closed in the middle of the day, from 12.30 to 2pm. Call 02085203055.

Triplsave Chemist Ltd - 8 Macdonald Road, London, E17 4AZ. Call 02085313350

Pyramid Pharmacy - 220-222 High Street, London, E17 7JH. Call 02085202684.
413 Hoe Street, London, E17 9AP. Call 02085205081

Akshar Pharmacies - 8a Rushbrook Crescent, London, E17 5BZ. Call 02085275443.

Wydean Ltd - 21 Priory Court, London, E17 5NB. Call 02085272020.

Lea Bridge Pharmacy - 881 Lea Bridge Road, London, E17 9DS. Call 02085202844.

Grove Pharmacy - 73 Grove Road, London, E17 9BU. Call 02085216436

Leyton Green Pharmacy - 768 Leabridge Road Leyton, London, E17 9DN. Call 02085395984

Britannia Pharmacy - 50 Queens Road, London, E17 8PX. Call 02085202012.

Cavendish Pharmacy - 281-283 Forest Road Walthamstow, London, E17 6HD. Call 02085271358

Waterman Pharmacy - 248-250 Forest Road, London, E17 6JG. Call 02085200795

Medicos Pharmacy - 399 Hoe Street, London, E17 9AP. Call 02085215471. **Email:** info@medicospharmacy.co.uk. Currently open between 9.00am – 7.00pm Monday to Friday and 9.00am – 2.00pm Saturday.

Lloyds Pharmacy -

11 Walthamstow Avenue, London, E4 8ST. Call 03456003565. Currently open between 10.30am – 6.00pm Monday, 8.30am – 6.00pm Tuesday to Saturday and 11.30am – 3.30pm on Sunday.

196 Higham Hill Road, Walthamstow, East London, E17 5RQ. Call 02085319057. Currently open between 10.00am – 6.00pm Monday to Friday and 10.00am – 12.00pm Saturday.

COVID-19 deliveries are taking on average 3-5 working days. Stores are closed between 1.00pm – 2.00pm every day.

Bluedew Pharmacy - 90 Forest Road, London, E17 6JQ. Call 02036899040. Currently open between 8.00am – 11.00pm Monday to Friday, 9.00am – 9pm Saturday and 9.00am – 10.00pm Sunday.

Marijak - 822 High Road Leyton, London, E10 6AE. Call 02085394751.

Morrisons Pharmacy - 6-7 Salisbury Hall Gardens Chingford Road, London, E4 8SN. Call 02085313631.

Well Pharmacy –

19 High Street, London, E17 7AD. Call 02085204769. Currently open between 9.00am – 6.30pm Monday to Friday and 9.00am – 1.00pm Saturday.

147-151 Wood Street, Walthamstow, London, E17 3LX. Call 02085203055.

Currently open between 9.00am – 6.00pm Monday to Friday and 9.00am – 1.00pm on Saturday.

Paragon Asra

PA Housing



267 Chingford Mount Road, Chingford, E48LP. Call 02085291351. Currently open between 9.00am – 6.00pm Monday to Friday and 9.00am – 1.00pm Saturday.
10 The Avenue Highams Park, London, E4 9LD. Call 02085271727. Currently open between 9.00am – 6.30pm Monday to Friday and 9.00pm to 1.00pm Saturday

Tesco Pharmacy - 825 High Road Leyton London, London, E10 7AA. Call 02038014724. Currently open between 8.00am – 9.00pm Monday to Saturday and 10.00am – 4.00pm Sunday.

Micheal Franklin Chemists Ltd - 51 St James's Street, London, E17 7PJ. Call 02085213610. Currently open between 8.30am – 6.30pm Monday to Friday and 8.30am – 5.00pm Saturdays. Only delivering to patients over 70 years old, housebound or self-isolating and unable to find someone to collect their medication.

Pillbox Pharmacy - 23 St James's Street, London, E17 7PJ. Call 02085205820.

St James Pharmacy - 69 St James's Street, London, E17 7PN. Call 020858201713.

Borno Pharmacy - Highams Park, 5 Signal Walk, London, E4 9BW. Call 02085271653. Order on line. Currently open between 8.30am – 6.30pm Monday to Friday and 9.30am – 3.00pm Saturday.

Other Essential Shops and Surgeries

Dentists

Abbey Dental Practice - Call 02085212816. Service is currently for urgent cases only. If you have a dental emergency please call Monday to Thursday 9.00am – 5.00pm or Friday 9.00am – 4.00pm. Outside of these hours please call NHS 111 for help and advise.

Emergency Dentist – The White Smile - as per government guidelines /recommendations, only providing treatments for patients with acute conditions/emergencies, for example, and mainly: toothache or pain. Call 02087489365.

Inspiredental – Service is currently for urgent cases only. If you have a dental emergency please call us Monday to Friday 9.00am – 5.00pm on 01268761638. Outside of these hours please call NHS 111 for help and advise.

Pure Smile – If you have an emergency please do call reception for advice.

Hoe Street Dental Practice - 337 Hoe Street, Walthamstow, London, E17 9BD. Call 020 8520 5289

Lea Bridge Dental Practice - 433 Lea Bridge Road, Leyton, London, E10 7EA. Call 02085396152ta

Cedars Dental Practice - 775 High Road Leyton, Leyton, London, E10 5AB. Call 02085581122

Opticians

Wood Street Opticians – Call 02080339089.

Scrivens Opticians and Hearing Care - In line with NHS and public health guidelines remain open for urgent or essential care. Branches will open when it is safe to do so for customers and colleagues alike therefore operate an open “as needed” policy

Hoe Street call 02085203079. St James Street call 02085215181. Chingford call 02085298998. Lea Bridge Road 02085092467.

Specsavers Opticians and Audiologists – Walthamstow call 02085207200. Chingford Call 02085063780

Boots Opticians – Temporarily closed Opticians Stores. For emergency or essential eye care some stores are open. Please call 03451253768 for advice.

Vets

The Vet – Video consultations currently only available to sick and injured pets. Download the PetsApp and select The Vet as your clinic. Call 02033763965.

Walthamstow Veterinary Surgery – Due to the current restrictions there are ongoing changes to the services offered. Call to discuss options available for providing you with medication or any concerns you have about your pets. Call 02085051435.

Midland Veterinary Surgery - Video or telephone consults are being offered. For any emergencies you may need to attend the practice immediately. Currently open between 8.00am – 7.00pm Monday to Friday and 8.00am – 2.00pm Saturday. Call 02085393538.

Goddard Veterinary Group - Offering virtual video consultations and online chat with your practice via Petsapp, available to download from the App Store and Google Play. A visit to the practice could be advised if deemed absolutely necessary by veterinary staff.

South Woodford call 02089891671. Wanstead call 0208989774. Chingford call 02085290979. Ilford call 02085506119. Walthamstow call 03088084728.

Pets Clinic – Cal 02089289999

PDSA Peoples Dispensary for Sick Animals - Only call the Pet Hospitals if it's urgent and your pet needs to be seen by a vet or nurse. Leyton call 02085397564. Woodford Bridge call 02085506644.

Local Banks and Banking

Barclays – Currently open between 10.00am – 3.00pm Monday to Friday and 10.00am – 1.00pm Saturday. Offer The Barclays app and on line banking. Call 03457345345

Natwest – Currently open between 10.00am – 1.00pm Monday to Friday. Offer online banking. Call 03457888444.

Haifax - Currently open between 10.00am – 2.00pm Monday to Friday. Offer online and mobile banking Services. So we can support our most vulnerable customers, please only call us if your enquiry is urgent. Call 03457203040.

Lloyds Bank – Currently open between Offer online and mobile banking services. So we can support our most vulnerable customers, please only call us if your enquiry is urgent. Call 03456021997.

TSD Bank – Currently open between 10.00am – 12.30pm and 1.30pm – 4.00pm Monday to Friday. Offer online and mobile banking services. Call 02085290041.

Santander – Currently open between 10.00am – 4.00pm Monday to Friday. Offer online and mobile banking services. Call 08000851644.

Nationwide Building Society – Currently open between 10.00am – 2.00pm Monday to Friday. Offer online and mobile banking services. Call 08005540240.

Local Support

To include Citizen Advice Bureau, Local Charities, Domestic Abuse schemes and support, Job Centres

Information to include any potential opening times, telephone and online contacts

Citizens Advise Bureau – Call 03003301175. The Adviceline is currently open 9.00am – 5.00 Monday to Friday.

220 Hoe Street Walthamstow, London, E17 3AY.

Crutch Team - Food bank - If you have no one who can collect for you, or you know of a vulnerable person who is in need of the food bank, then call the Crutch team on 0784 501 3956 (9am-5pm, Monday to Friday).

YMCA – Supporting and advising young people through good and difficult times with a wide range of services. Call 02085094600.

Glasspool - provide small, one-off grants to individuals and families in need of financial support for everyday items. Stocks are limited during the lockdown period. In some case canwe provide grants to support training to enable applicants to take up an offer of employment. Referral needed. Call 02031413161.



The Helpline for over 70's - The helpline can provide residents aged 70+ or those advised buy the NHS to self isolate for 12 weeks with things such as essential food supplies, prescription collections, emergency home repairs, advice and safe social contact. Food will be provided by a food parcel, rather than a personal shopping service. If you are concerned about a resident who meets the above criteria or wish to request help yourself, complete the online form on the councils website or call: 020 8496 3000. The helpline is open 7 days a week 7 am to 7pm.

Age UK – Call 02085585512.

Salvation Army – Call 02085270464

HEET – Free energy advise and on a low income. Check eligibility <https://www.theheetproject.org.uk/> . Call 02085201900.

Domestic Abuse –

Waltham Forest Solace Women's Aid - 07340 683382

Ashiana Network (South Asian, Turkish and Iranian women) - 020 8539 0427

Haven the Survivors of Abuse Network (historic and current sexual abuse) - 020 8520 0755

Kiran Project (women and children from BAMER communities) - 020 8558 1986

Stay Safe East (Disabled people service) - 020 8519 7241 text phone 07587 134 122

IMECE (Turkish, Kurdish and Turkish Cypriot women) - 020 7354 1359

Rise Mutual - 07535 651784

Job Centres – You should not attend the jobcentre unless directed to do so for an exceptional purpose. Call 0800055668.

7-13 Westbury Road, Walthamstow, Waltham Forest, E17 6RH.

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/ 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

Paragon Asra

PA Housing





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