

Key national and county wide Information Booklet

This booklet details sources of support around some key themes: Emotional wellbeing, physical wellbeing, Access to food, Housing related/financial information and assured information on the Coronavirus CV19.

**DISCLAIMER: all information is fact checked where possible and accurate at the time of sending.
If you notice any inaccuracies, please contact CommunityInfoUpdates@leics.gov.uk**

We will review and update this next week to reflect the changing support structures that are available.

MENTAL WELLBEING		
NAME	DETAILS	CONTACT
Age UK Leicestershire & Rutland	Help with Technology. 1:1 support with Mobile phones, Tablets, Laptops, Desktops etc. Keeping in touch with friends and family, getting prescriptions/appointments, shopping and more - or just building your confidence in using your equipment at your pace.	Telephone: 0116 223 7371 Email: thinkdigital@ageukleics.org.uk Website: http://www.ageukleics.org.uk/
Alzheimer's Society	Dementia Support Service for Leicester City, County and Hospitals. The dementia support workers offer information and practical guidance to help people living with dementia, their carers and family understand dementia, cope with everyday challenges and prepare for the future. We are also running virtual groups. Please contact us for more information.	Contact: 0116 231 6921 Monday to Friday 8:30am- 5pm. Website: https://www.alzheimers.org.uk/

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British Red Cross	Follow the links to find tools to connect with others, build confidence and learn new coping skills. Resources will be updated regularly so there will always be opportunities to learn something new, too.	https://www.redcross.org.uk/get-help/get-help-with-loneliness/support-and-resources-for-adults##
CALM (Campaign Against Living Miserably) Aimed specifically at men	Anyone can hit crisis point. We run a free and confidential helpline and webchat – 7 hours a day, 7 days a week for anyone who needs to talk about life's problems. We support those bereaved by suicide, through the Support After Suicide Partnership (SASP) .	OPEN 5PM – MIDNIGHT, 365 DAYS A YEAR. Call 0800 58 58 58 Webchat: https://www.thecalmzone.net/help/webchat/
LAMP	Lamp are continuing to take referrals for Mental Health Advocacy from Leicester City Residents, supporting people to access community based Mental Health services through GP treatments or GP referrals to specialist services e.g. Psychiatric Out-patient appointments, CPA meetings etc. PLEASE REFER TO WEBSITE FOR FULL DETAILS OF SERVICES AVAILABLE	The services above can be accessed by ringing our normal telephone number 0116 255 6286 If our lines are busy please do leave a message. We will call you back or through our web based online referral form found on https://www.lampadvocacy.co.uk/
Elefriends	Elefriends is a supportive online community where you can be yourself in a safe space	https://www.elefriends.org.uk

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Leicester LGBT+ Centre	Social support is held in small groups or 1:1 over Zoom meetings with a dedicated support worker	https://leicesterlgbtcentre.org/social-support-groups Tel: 07561611114 Tues/Wed 3-5pm. Thu 1-3pm.
Leicestershire Libraries	Online story time	Use YouTube #Operationstorytime
Leicestershire Libraries	The Social Distancing Festival	www.socialdistancingfestival.com
Leicestershire Libraries	Digital Skill Support Courses available on Learn My Way	https://www.learnmyway.com/subjects
Leicestershire Recovery College	Currently providing some online sessions	0116 2951196 E-mail recoverycollege@leicspart.nhs.uk
Leicestershire Scouts	The great indoors with The Scouts. Children's and family activities that can be done indoors	https://www.scouts.org.uk/the-great-indoors/
Let's Talk Wellbeing (Leicestershire)	Phone counselling service Online referral form: http://3xmatc1p0cnc3crfv93ovogp-wpengine.netdna-ssl.com/wp-content/uploads/2018/10/Lets-Talk-Wellbeing-Leicester-County-Rutland-Leaflet.pdf	Phone: 0300 323 0189 Email: leicestershire.andrutlandmhm@nhs.net Opening Hours: 9am til 9pm, 7 days a week

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My Solution Wellbeing	New national Covid support service a new emergency national online service launched. Online Group, keeping you safe with expert online advice all under one roof. Support with – benefits, home schooling, mental health, finances T&C's apply	To join the private club call 0116 4030092 or email info@mysolutionwellbeing.com and we'll add you to this private service.
National Domestic Abuse Helpline	Support for domestic abuse, sexual violence, female genital mutilation, forced marriage, honour based violence and human trafficking/slavery.	0808 2000 247 (freephone 24hrs) www.refuge.org.uk
NHS mental health Central Access Point (CAP) /Cont NHS mental health Central Access Point (CAP)	For people of all ages across Leicester, Leicestershire and Rutland – including existing and previous service users and people who have never used mental health services before. It also supports carers, stakeholders and health and social care professionals looking for information and advice. Calls are answered by call handlers and triaged by a nurse who will assess the urgency and the caller's need. If an individual requires an assessment, they will be referred to the appropriate service, such as a community mental health team or LPT's crisis	24hour NHS phone support for all urgent mental health needs Tel: 0116 295 3060 *Local call rate. Please refer to phone provider for details of charges GPs, social care providers and other agencies referring in to LPT services should continue to refer patients through the existing referral pathways. Information about national, local and online non-urgent mental health support is available on the LPT website https://www.leicspart.nhs.uk/latest/covid-19-support-for-your-emotional-wellbeing/

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	<p>and home treatment team. The team is also supported by a consultant psychiatrist.</p> <p>The CAP phone service* is not an emergency service. Where people have immediate, serious and life-threatening emergency mental and/or physical health needs, for example if an individual has taken an overdose or is in imminent danger of physical harm, they should attend A & E or call 999 for the appropriate emergency service.</p>	
NHS Every Mind Matters	General online advice and support links for mental wellbeing	https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/
Relate	Offers counselling services for every type of relationship nationwide.	Contact 0116 2543011 or reception@relateleics.org
SHOUT	Anxious? Worried? Stressed? Get 24/7 help from our team of Crisis Volunteers	Text: 85258
The Mix - Essential support for under 25s	We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via online, social or our free, confidential helpline.	https://www.themix.org.uk/ 0808 808 4994

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Cont/ The Mix - Essential support for under 25s	<p>Do you need help now? Our crisis messenger text service provides free, 24/7 crisis support across the UK.</p> <p>1:1 chat 7 days a week from 4pm to 11pm, however chats may not be connected after 10:15pm.</p> <p>Counselling Service</p>	<p>text THEMIX to 85258</p> <p>One to one chat opens web chat form</p> <p>https://www.themix.org.uk/get-support/speak-to-our-team/the-mix-counselling-service</p>
The Silver Line	<p>National, Free and confidential helpline for older people open 24 hours a day, 7 days a week and 365 days a year. Offering information, advice and friendship</p>	<p>0800 4708090</p>
United Against Violence and Abuse (UAVA)	<p>Domestic and sexual abuse service in Leicester, Leicestershire and Rutland</p>	<p>0808 802 0028 www.uava.org.uk</p>
Young Minds parents helpline	<p>Helpline for parents or others concerned about a young person</p>	<p>www.youngminds.org.uk 0808 802 5544</p>

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PHYSICAL WELLBEING		
NAME	DETAILS	CONTACT
Cycling in Leicestershire	Where to cycle in Leicestershire	https://www.leicestershire.gov.uk/leisure-and-community/parks-and-outdoor-activities/where-to-cycle-in-leicestershire
ENRYCH Connect	Computer training and technical support for people living with a disability, learning difficulty and their carers - who are socially isolated and would like to access information and resources online and keep in touch with friends and family. As no visits are taking place, we will offer video calling (Skype, Zoom etc) and over the phone support with the option to remote access where possible. 1-2-1-personalised support for adults living with mental health.	T: 01530 234 545 E: connect@enrych.org.uk W: www.enrychconnect.org.uk
Everyone Active	County wide service Everyone Active home workouts whilst the gym is shut	https://www.everyoneactive.com/promotion/home-workout-faqs/?fbclid=IwAR1AqbQvb6e_xyvM_Ak9Nj_U_hNoQDWMTTsocFMdcuiv4t0Sqq5V_0T5mU
Healthwatch Leicester and Healthwatch Leicestershire	We champion the views of people in Leicester and Leicestershire, with the goal of making services better and improving health and wellbeing. We want to hear public views, and we also provide information and signposting. Also Providing a befriending service	Email: enquiries@healthwatchll.com 0116 251 8313
Leicestershire and Rutland Sport	Online guides for being active at home, working and wellbeing	Tel: 01509 564888 Email: info@lrsport.org Website: https://www.lrsport.org/healthyathome

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<p>The Royal Voluntary Service</p>	<p>Home from Hospital (Supporting Your Recovery)</p> <p>This service is for people living in Leicester, Leicestershire and Rutland who are 55 years and over for up to 6 weeks support on discharge from hospital. We are able to support through volunteers with shopping, telephone befriending calls, transport to appointments for Hospital, Doctors, Dentist and Opticians. We also signpost to other relevant organisations to gain the support the client needs to remain at home living the life they choose. This service is free of charge.</p> <p>Supporting You at Home</p> <p>This service is for people living in Leicester, Leicestershire and Rutland who are 55 years and over for up to 12 weeks support. We are able to support through volunteers with shopping, telephone befriending calls, transport to appointments for Hospital, Doctors, Dentist and Opticians. We also signpost to other relevant organisations to gain the support the client needs to remain at home living the life they choose. Due to reduced funding we make a small charge for any transport or shopping requests at £4.25 for the first 3 miles and 65pence for every mile thereafter.</p>	<p>T: 0116 266 7706 E: leicsrutlandhub@royalvoluntaryservice.org.uk</p>
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	<p>Patient Transport</p> <p>This service is to support people predominately over the age of 55 with transport to hospital to attend any oncology appointments. There is no time limit for this service, as long as the patient is having treatment we will be able to support them through our volunteers. This service is free of charge.</p>	
<p>Future NHS Collaboration Platform</p>	<p>A useful quick guide to help patients to hold video consultations (VCs) with an NHS professional – including GPs and practice nurses – is now available in eight languages - Arabic, Bengali, Bulgarian, Italian, Polish, Punjabi, Romanian and Urdu. Video consulting with your NHS, published in English earlier this year, uses simple pictures and text to explain why and how VCs are used, what kit patients need, how to set up and book and how to make them feel as helpful as face to face appointments. It's also a helpful reminder for practice professionals about the kinds of questions patients might ask about video consultations.</p>	<p>https://future.nhs.uk/about</p>

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FOOD		
NAME	DETAILS	CONTACT
Age UK Leicestershire & Rutland	Help with Technology. 1:1 support with Mobile phones, Tablets, Laptops, Desktops etc. Keeping in touch with friends and family, getting prescriptions/appointments, shopping and more - or just building your confidence in using your equipment at your pace.	Telephone: 0116 223 7371 Email: thinkdigital@ageukleics.org.uk Website: http://www.ageukleics.org.uk/
Grace Dieu Meals Ltd	Hot meals	http://www.gracedieumealsltd.co.uk/
King Henrys Taverns – Your Corner Shop Man at Arms Bitteswell Old Lion - Welham The Cedars - Evington	Non-contact shopping collection (will place in boot) or delivery. Food, drink and essentials - available online. Payment taken by phone. We have a help line number 07470 143443 where people can call to order their food and drink or if they would just like a chat.	Shopping list: https://kht.theeasypc.co.uk/ Phone 10am to 5pm Mon to Sat Closed Sundays Collections 12 midday to 5pm Help line number 9am - 9pm 07470 143443
Morrisons Doorstep Deliveries	Doorstep delivery service is available to vulnerable and elderly members of the community, unable to go shopping in-store. Basic items available to order (specific bands cannot be requested). If order placed before 5pm, Morrisons will aim to deliver the next day. Payment taken via contactless card or chip and pin (no cash accepted) Gluten Free Boxes available	Call 0345 611 6111 and select option 5 to place your order https://my.morrisons.com/doorstep-deliveries/ for list of items available to order
NHS Eat Well	General advice on a good diet and recipes	https://www.nhs.uk/live-well/eat-well/

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Volunteer card/voucher scheme	<p>These can be purchased online by residents who are self-isolating and given to their family, friends or volunteers who are helping them with shopping.</p> <p>ASDA</p> <p>M&S</p> <p>Sainsbury's</p>	<p>https://cards.asda.com/volunteer</p> <p>https://www.marksandspencer.com/all-in-this-together/p/p60282075?prevPage=srp</p> <p>www.sainsburysgiftcard.co.uk</p>
Wiltshire Farm Foods	Food Service	https://www.wiltshirefarmfoods.com/?gclid=CMrM9_OZ1cMCFcvJtAodxQkAqA
Co-op Community Foundation	<p>The coop has contributed to a £15m fund to help local charities and organisations tackle food poverty.</p>	<p>https://www.ukcommunityfoundations.org/our-programmes/coopfunding</p> <p>https://www.llrcommunityfoundation.org.uk/apply-for-funds/coronavirus-emergency-support-fund/</p> <p>https://co-operate.coop.co.uk/</p> <p>Contact - Lia Lilly lia.lilly@coop.co.uk</p>

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FINANCIAL		
NAME	DETAILS	CONTACT
CAB (Citizens Advice Bureau)	Currently no longer offering face to face appointments. Online self-help: www.citizensadvice.org.uk	0300 3302111 / Text Service: 03444 111 445 Email advice: www.citizensadviceleicestershire.org/get-advice/email-advice
ESA helpline	Number for Employment support allowance problems	Tel: 0800 169 0310 9.30am- 3.30pm
Helping Hand	Free advice service on benefits, debts, housing etc. Face to face appointments are not currently available but some advisors are working from home and providing an on-line service, Monday, Wednesdays and Fridays from 10am to 5pm	0116 278 2001 office@helpinghandscentre.co.uk Facebook: @helpinghandsadv Website: www.helpinghandsadvice.co.uk
Help to claim Service	Help with new claims to Universal Credit	0800 144 8444
LeicestershireLive There With You Fund	Launched by the Leicester Mercury and LeicestershireLive on 14th April 2020, the There With You Fund is a charitable fund which issues emergency grants of up to £300 in goods to Leicestershire residents in a position of exceptional hardship caused by the coronavirus pandemic. The fund will be administered by Charity Link. To access these funds on behalf of your clients please use our online application form, as this does not need to be completed face-	For those who have not completed an online application before, please find a link below (please do not be concerned that the form is branded Northamptonshire County Council, as they very kindly produced the form for us to use). Online application form Prior to making your first application you will need to create an account which is quick and easy to do. if you are able to do so, please scan the paper application and email to info@charity-link.org

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	to-face with your clients. All details can be obtained over the phone and it has the advantage of not requiring a client's signature.	
Money Advice Service	Services to help manage debt and Finances, available through telephone or face to face	Tel: 0116 464 7239
The Bridge	Housing support	Tel: 01509 260500
National Debt Helpline	Offers free advice and information on debt	Tel: 0808 808 4000
PIP helpline	Number for Personal independence payments problems	Tel: 0800 121 4433
Step change	Debt advice and management online	Emails and online service only: https://www.stepchange.org/start.aspx
St Martin-in-the-Fields Charity	<p>This fund offers vital support to people experiencing homelessness, or whose accommodation might be at risk, in the following areas:</p> <p>£150 for Basic Essential Needs: £400 for Overcoming Barriers to Support: £1000 for Securing Accommodation:</p>	<p>http://frontlinenetwork.org.uk/vrf-emergency-fund/ Email: vrf@stmartinscharity.org.uk Phone: 020 3795 5746 (voicemail only)</p> <p>We only accept applications from paid frontline workers who provide support to people experiencing homelessness or whose accommodation might be at risk.</p>

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Warm Homes Service	<p>If your home doesn't have central heating installed and you meet our eligibility criteria, you could get fully funded central heating set up in your home and assistance to obtain a fully funded gas connection if your property doesn't already have one.</p> <p>FULL INFORMATION IS PROVIDED ON SEPARATE ATTACHED DOCUMENT</p>	<p>https://www.leicestershire.gov.uk/health-and-wellbeing/seasonal-health/leicestershire-warm-homes-fund/warm-homes-fund/about-the-scheme</p> <p>Register: https://www.leicestershire.gov.uk/health-and-wellbeing/seasonal-health/leicestershire-warm-homes-fund#warmhomes</p>
Youth Endowment Fund	<p>New £6.5m COVID-19 grant round will fund and evaluate work which supports vulnerable young people in at risk of youth violence, and that can be delivered whilst adhering to UK government social distancing and stay-at-home guidelines.</p>	<p>For more information and to apply, please visit www.youthendowmentfund.org.uk</p>
Moneywise	<p>If you are unemployed or unwaged, Moneywise Plus can help you move back to work. Usually our advisers would meet with you, but whilst we are restricted, we'll work with you by phone, email or online to help you to:</p> <ul style="list-style-type: none"> • find the right job or right training • meet job search commitments • manage your money and reduce your bills • make savings and access grants • use online accounts like Universal credit and email • use IT and phone apps to make your life easier 	<p>Our team is here for you CALL US! 0300 003 7004</p> <p>www.moneywiseplus.co.uk info@moneywiseplus.co.uk</p>

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	<ul style="list-style-type: none"> learn new skills for life and work 	
Leicestershire Trading Standards Service – Scams Team	<p>County wide service offering advice and information around scams. We also offer support to scam victims and currently we are running the service via telephone and post. The service normally provides home visits, scams training for professionals and awareness sessions for the public, however, these are currently on hold due to Covid-19.</p>	<p>0116 305 8000 (Please note, this number is for professionals only to make a referral to the service – Please do not share with members of the public)</p> <p>If a member of the public would like to report a scam, they can contact the Citizen’s Advice Consumer Helpline on 0808 223 1133</p> <p>Or report to www.actionfraud.police.uk</p>

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CORONAVIRUS INFORMATION		
NAME	DETAILS	CONTACT
Age UK corona virus helpline Leicester Shire & Rutland	Committed to supporting older people throughout the period of isolation, providing phone befriending, shopping, collecting prescriptions	Coronavirus Helpline 0116 299 2239 Mon- Fri 9-5pm
Child Mind	Guidance on talking to your children about Coronavirus	https://childmind.org/article/talking-to-kids-about-the-coronavirus/
CHS Healthcare/Care Home Selection	FREE services to support clients and their families with care choices. We support with placing clients in residential, nursing or dementia care and those who need a package of care delivering in their own home. INCLUDING people discharged to temporary beds under Covid funding and need to source alternative beds.	Website www.carehomesselection.co.uk Tel: 0121 362 8845 (9-5 Mon-Fri) Email: midlandsadmin@chshealthcare.co.uk
Home Start	Regular updates for families through giving advice, ideas for activities and sharing other key resources. Also a YouTube channel with reading stories, singing songs etc for families with under 5's.	https://www.facebook.com/homestarts/ www.home-startsouthleics.org.uk
Public Health England	Coronavirus latest government updates	https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response
UK Government	Government website for people to register themselves as extremely vulnerable	https://www.gov.uk/coronavirus-extremely-vulnerable

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<p>Voluntary Action LeicesterShire (VAL)</p>	<p>VAL are still supporting VCSE groups during the current coronavirus pandemic via regular updates for groups, resources, funding, policies and online training. Our helpline is 7 days a week.</p> <p>VAL is also coordinating the volunteer response for Leicester City Council, Leicestershire County Council, Clinical Commissioning Groups and De Montfort University</p>	<p>VAL Helpline – 0116 257 5050 or helpline@valonline.org.uk All current funding available for VCSE groups</p> <p>https://valonline.org.uk/funding-for-charities-during-covid-19/ Sign up to Volunteer https://valonline.org.uk/volunteering/</p> <p>Volunteers and volunteering guidance https://valonline.org.uk/volunteers-and-volunteering-during-covid-19/</p> <p>National guidance https://valonline.org.uk/general-covid-19-guidance-for-charities/</p>
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National utilities support		
NAME	DETAILS	CONTACT
Electricity Emergency Line – National Western Power Distribution 105 Scheme	<p>If your emergency involves electricity</p> <p>Residents can also be registered for the Priority Services Register which means if there is a power cut they will contact the resident to ensure they have sufficient services eg: electric powered medical equipment required in the home.</p> <p>When called the resident will be automatically linked with their own supplier even if they don't know who that is or have a contact number for that service.</p>	<p>Call: 0800 404090</p> <p>General enquiries = 0800 096 3080 emergency hotline = 0800 6783 105 www.westernpower.co.uk</p> <p>Tel: 105 Can also be used to report or get information on local power cuts https://www.powercut105.com/</p>
Gas	If you smell gas, think you have a gas leak, worried that fumes containing carbon monoxide are escaping from a gas appliance.	Call 24 hr emergency 0800 111 999
Gas and Electricity	National Grid	0845 835 1111 www.nationalgrid.com
NICEIC	Free national service providing lists of qualified local electricians/ contractors for internal electricity issues	Telephone 0333 015 6625 or via the website where residents can check this using the postcode checker http://www.niceic.com/
Severn Trent Water	Website: Supply Issues: Billing Issues:	http://www.stwater.co.uk Tel: 0800 783 4444 Tel: 0345 500 500

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	<p>For issues with leaks, pressure or sewage:</p> <p>The Big Difference Scheme and the Severn Trent Trust Fund are both still available</p> <p>Severn Trent Trust Fund</p> <p>Link for residents to register to Priority Services Register</p>	<p>Tel: 0800 783 4444</p> <p>Call us on 0345 602 2777 and we'll put you in touch with a Big Difference Scheme advisor. Alternatively you can apply directly through the Big Difference Scheme website(opens in a new window), or you can contact Citizens Advice Coventry(opens in a new window).</p> <p>https://www.sttf.org.uk/online-application/</p> <p>https://www.stwater.co.uk/get-in-touch/join-our-priority-services-register/</p>
Uswitch	<p>FREE AUDIO GUIDES from Uswitch to help with your energy, mobile and broadband costs.</p>	<p>Email: jean.graham@uswitch.com</p> <p>Jean Graham Senior Community Engagement Manager</p> <p>https://www.uswitch.com/gas-electricity/guides/energy-suppliers-coronavirus-outbreak/</p> <p>https://www.uswitch.com/broadband/guides/broadband-providers-help-during-COVID-19/</p>
<p>All district/borough councils are creating a Community Hub for residents in need – see area breakdown</p>		