

# 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 [anna.christie@leics.gov.uk](mailto:anna.christie@leics.gov.uk)**

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

## Key national and county wide information

MENTAL WELLBEING		
NAME	DETAILS	CONTACT
<b>Let's Talk Wellbeing (Leicestershire)</b>	Phone counselling service Online referral form: <a href="http://3xmatc1p0cnc3crfv93ovogp-wpengine.netdna-ssl.com/wp-content/uploads/2018/10/Lets-Talk-Wellbeing-Leicester-County-Rutland-Leaflet.pdf">http://3xmatc1p0cnc3crfv93ovogp-wpengine.netdna-ssl.com/wp-content/uploads/2018/10/Lets-Talk-Wellbeing-Leicester-County-Rutland-Leaflet.pdf</a>	Phone: 0300 323 0189 Email: <a href="mailto:leicestershire.andrutlandmhm@nhs.net">leicestershire.andrutlandmhm@nhs.net</a> Opening Hours: 9am til 9pm, 7 days a week
<b>Leicestershire Recovery College</b>	Currently providing some online sessions	0116 2951196 E-mail <a href="mailto:recoverycollege@leicspart.nhs.uk">recoverycollege@leicspart.nhs.uk</a>
<b>Elefriends</b>	Elefriends is a supportive online community where you can be yourself in a safe space	<a href="https://www.elefriends.org.uk">https://www.elefriends.org.uk</a>
<b>Age UK Leicestershire &amp; Rutland</b>	Phone support for older residents of Leicestershire and Rutland if they require any information, advice or support 9-5pm Mon to Fri	Website: <a href="https://www.ageuk.org.uk/leics/">https://www.ageuk.org.uk/leics/</a> Tel : 0116 299 2239 Email: <a href="mailto:enquiries@ageukleics.org.uk">enquiries@ageukleics.org.uk</a>

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<b>The Silver Line</b>	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	0800 4708090
<b>NHS Every Mind Matters</b>	General online advice and support links for mental wellbeing	<a href="https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/">https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/</a>
<b>Relate</b>	Offers counselling services for every type of relationship nationwide.	Contact 0116 2543011 or reception@relateleics.org
<b>PHYSICAL WELLBEING</b>		
<b>NAME</b>	<b>DETAILS</b>	<b>CONTACT</b>
<b>Everyone Active</b>	County wide service Everyone Active home workouts whilst the gym is shut	<a href="https://www.everyoneactive.com/promotion/home-workout-faqs/?fbclid=IwAR1AqbQvb6e_xyvM_Ak9Nj_U_hNoQDW_MTTsocFMdcuilv4t0Sqq5V_0T5mU">https://www.everyoneactive.com/promotion/home-workout-faqs/?fbclid=IwAR1AqbQvb6e_xyvM_Ak9Nj_U_hNoQDW_MTTsocFMdcuilv4t0Sqq5V_0T5mU</a>
<b>Leicestershire and Rutland Sport</b>	Online guides for being active at home, working and wellbeing	Tel: 01509 564888 Email: <a href="mailto:info@lrsport.org">info@lrsport.org</a> Website: <a href="https://www.lrsport.org/healthyathome">https://www.lrsport.org/healthyathome</a>
<b>Cycling in Leicestershire</b>	Where to cycle in Leicestershire	<a href="https://www.leicestershire.gov.uk/leisure-and-community/parks-and-outdoor-activities/where-to-cycle-in-leicestershire">https://www.leicestershire.gov.uk/leisure-and-community/parks-and-outdoor-activities/where-to-cycle-in-leicestershire</a>
<b>Healthwatch Leicester and Healthwatch Leicestershire</b>	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.	Email: <a href="mailto:enquiries@healthll.com">enquiries@healthll.com</a>
<b>FOOD</b>		

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NAME	DETAILS	CONTACT
<b>NHS Eat Well</b>	General advice on a good diet and recipes	<a href="https://www.nhs.uk/live-well/eat-well/">https://www.nhs.uk/live-well/eat-well/</a>
<b>Grace Dieu Meals Ltd</b>	Hot meals	<a href="http://www.gracedieumealsltd.co.uk/">http://www.gracedieumealsltd.co.uk/</a>
<b>Wiltshire Farm Foods</b>	Food Service	<a href="https://www.wiltshirefarmfoods.com/?gclid=CMrM9_OZ1cMCFcvJtAodxQkAqA">https://www.wiltshirefarmfoods.com/?gclid=CMrM9_OZ1cMCFcvJtAodxQkAqA</a>
For local food shopping and delivery please see local area breakdown below		
<b>FINANCIAL</b>		
NAME	DETAILS	CONTACT
<b>Help to claim Service</b>	Help with new claims to Universal Credit	0800 144 8444
<b>ESA helpline</b>	Number for Employment support allowance problems	0345 608 8545
<b>PIP helpline</b>	Number for Personal independence payments problems	0345 601 6677
<b>National Debt Helpline</b>	Offers free advice and information on debt	0808 808 4000
<b>Step change</b>	Debt advice and management online	Emails and online service only: <a href="https://www.stepchange.org/start.aspx">https://www.stepchange.org/start.aspx</a>
<b>CAB (Citizens Advice Bureau)</b>	Currently no longer offering face to face appointments. Online self-help: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>	0300 3302111 / Text Service: 03444 111 445 Email advice: <a href="http://www.citizensadviceleicestershire.org/get-advice/email-advice">www.citizensadviceleicestershire.org/get-advice/email-advice</a>
<b>The Bridge</b>	Housing support	01509 260500
<b>CORONAVIRUS INFORMATION</b>		
NAME	DETAILS	CONTACT
<b>Public Health England</b>	Coronavirus latest government updates	<a href="https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response">https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response</a>

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<b>Age UK corona virus helpline Leicester Shire &amp; Rutland</b>	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
<b>Child Mind</b>	Guidance on talking to your children about Coronavirus	<a href="https://childmind.org/article/talking-to-kids-about-the-coronavirus/">https://childmind.org/article/talking-to-kids-about-the-coronavirus/</a>
<b>Home Start</b>	Regular updates for families through our facebook page giving advice, ideas for activities, and sharing other key resources being promoted which we feel, after vetting them, are the most useful. There are also key, vetted links for families on our website. We have also set up a Youtube channel and our Assistant Coordinator is filming herself reading stories, singing songs and doing activities - aimed at families with under 5's.	<a href="https://www.facebook.com/homestarts/">https://www.facebook.com/homestarts/</a>  <a href="http://www.home-startsouthleics.org.uk">www.home-startsouthleics.org.uk</a> .
<b>VAL</b>	VAL are creating a bank of volunteers that are supporting people through the Coronavirus	<a href="https://valonline.org.uk/covid-19-coronavirus-support-volunteers/">https://valonline.org.uk/covid-19-coronavirus-support-volunteers/</a>
<b>UK Government</b>	Government website for people to register themselves as extremely vulnerable	<a href="https://www.gov.uk/coronavirus-extremely-vulnerable">https://www.gov.uk/coronavirus-extremely-vulnerable</a>
<b>National utilities support</b>		
<b>NAME</b>	<b>DETAILS</b>	<b>CONTACT</b>

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<b>Emergency</b>	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
<b>Emergency</b>	If your emergency involves electricity	Call 0800 404090
<b>Gas and Electricity</b>	National Grid	0845 835 1111 <a href="http://www.nationalgrid.com">www.nationalgrid.com</a>
<b>Western Power Distribution</b>	Power	General enquiries = 0800 096 3080    emergency hotline = 0800 6783 105 <a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Water/Sewerage</b>	Severn Trent Water	0800 783 4444 <a href="http://www.stwater.co.uk">http://www.stwater.co.uk</a>
<b>All district/borough councils are creating a Community Hub for residents in need – see area breakdown</b>		