

STEVENAGE FC COMMUNITY CARELINE

WIDER INFO DOC

Food Banks

Stevenage Community Food Bank

Phone Number: 01438 242242

Website: www.stevenagecommunityfoodbank.org.uk

Specific items of most urgent need: UHT Milk, Tinned Food, Pasta, Longlife Juice

Letchworth Food Bank

Phone Number: 07825 300437

Email: info@letchworth.foodbank.org.uk

Website: www.letchworth.foodbank.org.uk

Specific items of most urgent need: Pasta Sauce, Longlife Juice, Sponge Puddings, Tinned Fish

Welwyn Hatfield Food Bank

Phone Number: 07504 627359 (open Tuesday 10am-4pm) – leave a message any other time

Email: info@hatfield.foodbank.org.uk

Website: www.hatfield.foodbank.org.uk

Specific items of most urgent need: Tinned Hot Dogs/Meatballs, Longlife Milk/Juice

Hertford & District Food Bank

Phone Number: 07851 708470

Email: info@hertforddistrict.foodbank.org.uk

Website: <https://hertforddistrict.foodbank.org.uk>

Specific items of most urgent need: Longlife Juice, Ready-made Custard, Tinned Rice Pudding, Tinned Potatoes, Instant Mash, Instant Custard

Morrisons & Deliveroo DoorStep Deliveries

More information can be found about the new initiative here - <https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-and-deliveroo-join-up-to-offer-grocery-home-delivery/> - we do not believe that this is available from the Letchworth Store at present but will keep an eye out and update when applicable.

Herts Full Stop

“Herts Full Stop” a service from Hertfordshire County Council that delivers food parcels to residents.

Phone Number: 01992 555500.

Hertfordshire Independent Living Service

Meals on Wheels service available across Hertfordshire. Information about their referrals and accessing their services can be found here - <https://hertsindependentliving.org/order-meals/>

Wise About Food – Helping Families Cook With Staple Foods

Stevenage nutritionist Sarah Scotland of Wise About Food has created a booklet offering advice and guidance to help families make the best of the food they have at home to further reduce stress around food at this time. [Download Here](#)



Accessing A Food Bank

Should people that need access to food then their first point of call should be to contact

Citizens Advice Bureau

0344 411 1444

Volunteering

For people who want to volunteer please direct them to
Team Herts

Tel: 01462 689409

Website:

www.thvolunteering.org.uk/volunteering/covid-19

Mental Health

Mind in Mid Herts

Phone Number: 01438 369216

Email: admin@mindinmidherts.org.uk

Website: www.mindinmidherts.org.uk

Samaritans

Phone Number: 116 123 (24 Hour Line)

Emotional support and a listening ear 24 hours a day, 365 days a year

CALM

Phone Number: 0800 58 58 58 (daily, 5pm to midnight)

CALM is the Campaign Against Living Miserably, for men aged 15 to 35

Family Lives

Providing its free telephone and online support for any family wanting emotional support and practical advice particularly during the current COVID19 outbreak. Families can access this support via:

- **Freephone Helpline Service: 0808 800 2222** for emotional support, information, advice and guidance on any aspect of parenting and family life. Our helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday.
- **Email** for support, advice and information. Please email at askus@familylives.org.uk
- Family Lives **website** gives lots of information and resources on all aspects of coping with family Life particularly during the COVID19 outbreak, for yourself and your family www.familylives.org.uk

Information For Young People

Great download of all types of resources to support mental health during this time:

<https://www.justtalkherts.org/media/documents/information-for-children-and-young-people-during-coronavirus.pdf>

Every Mind Matters

Superb online resource for anyone struggling with mental health, feeling anxious or just looking for some tips, created by the NHS and supported by the Premier League amongst other national organisations:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Wider Support

Herts Help

Community Navigator: Welfare Checks & Shopping – 0300 1234 044

Food Parcels via HILS: Emergency Packs of key items subject to availability – 0300 1234 044

Age Concern

Sam Edwards

Elderly people in particular distress please call 07944 441180

Open 9:30am – 3pm

Young Minds

Parent's Helpline: 0808 802 5544 (Monday to Friday 9:30am to 4pm)

Information on child and adolescent mental health

JustTalk

Website - www.justtalkherts.org

Support for young people around a variety of topics as a central resource

Healthy Young Minds Hertfordshire

Website - <https://healthyyoungmindsinherts.org.uk/schools/how-look-after-your-mental-health-and-emotional-wellbeing-during-covid-19-outbreak>

More aimed at school staff but still useful for some wider resources and local links

IMPORTANT – HOSPITAL INFORMATION

All minor injuries must now go to the New QEII Hospital in Welwyn Garden City rather than Lister Hospital.

This move will also give greater protection to these patients, ensuring they receive the medical attention they require but without the need to visit an acute setting where our more seriously ill patients are being treated.

Children under one with minor injuries will continue to be treated at the Lister rather than the New QEII, but under ones who require treatment by a GP can now be seen at the New QEII.

As of Tuesday 24th March

Stevenage Borough Council – Specialist Support Services

Phone Number: 01438 242037

Herts County Council – Adult Social Care

<https://www.hertfordshire.gov.uk/services/Adult-social-services/Adult-social-services.aspx>

COVID-19 Mutal Aid Groups - Facebook

- Hertfordshire - <https://www.facebook.com/groups/207966160450397/about/>
- Stevenage - <https://www.facebook.com/groups/534899220741800/>
- Hitchin - <https://www.facebook.com/groups/600854900645435/>
- Hertford & Ware - <https://www.facebook.com/Covid-19-Mutual-Aid-Hoddesdon-Hertford-and-Ware-area-109467520679484>
- Welwyn Garden City – <https://www.facebook.com/groups/205219507242732/>
- Hatfield – <https://www.facebook.com/groups/877357296043259/?ref=share>

Other Facebook Groups

- Hitchin Helpers – <https://www.facebook.com/groups/2483725248557952/>
- Hitchin, Letchworth & Baldock Chit Chat – <https://www.facebook.com/groups/hitchin.leitchworth.baldock.chit.chat/>
- Letchworth Helpers – <https://www.facebook.com/groups/532720464047892/?fref=nf>
- Welwyn & Hatfield Community Support – <https://www.facebook.com/groups/514918456053689/>

Physical Activity

There are a number of resources available online to give people ideas of how to stay physical active.

The Foundation has collated these at the following page and people can be directed to it - www.stevenagefcfoundation.com/resources

Alzheimer's Society Local Services Update

Local Alzheimer's Society teams continue to provide information, support and guidance to those who need it. To ensure the wellbeing of their service users, volunteers and staff, they have made some changes to how this support is provided. This may change depending on future government guidance, but at present the following is in place in your area:

Direct support for people affected by dementia:

- All face-to-face and home visits have currently been suspended.
- They will increase the number of keeping in touch telephone calls with service users to help support their wellbeing and guard against isolation.
- They will be extending the operating hours of our national Dementia Connect Support Line. Trained advisors can be contacted via 0333 150 3456 for advice and guidance.

Online Support:

Advice and guidance on a range of issues is available on [their website](#). They would encourage people to join [Dementia Talking Point](#). This is their online community where people affected by dementia can receive valuable support from people in similar situations.

Further Support:

People with questions about what they should be doing and how they should be interacting with people living with dementia at this time can [access this guidance](#).

Any community groups or individuals that wish to support vulnerable adults during this time can contact Alzheimer's Society for information and guidance. This includes how to access our online [Dementia Friends awareness sessions](#).

Alzheimer's Society Contact Details: Website: www.alzheimers.org.uk / **Telephone:** 0333 150 3456

Youth Support

YC Hertfordshire Services for Young People youth projects and all other face-to-face work is currently suspended following government rules on remaining at home in order to tackle the COVID-19 outbreak.

YC Hertfordshire qualified Youth Workers and Personal Advisors are still supporting young people with advice, guidance and support on a range of issues, including health and wellbeing, via phone or email. Young people can contact the team on **0300 123 7538**, or via email at yc@hertfordshire.gov.uk or by contacting the local team office.

Further details are available from the Website <https://www.ychertfordshire.org/support-for-young-people/support-for-young-people-during-the-coronavirus-outbreak>

Domestic Abuse Support in Hertfordshire

Despite on-going measures to stop the spread of coronavirus, tackling domestic abuse remains a priority in Hertfordshire. Help and support for people affected by it is still available.

If you are in immediate danger but are afraid to speak, call us on 999 then press 5 and 5 to alert us. There is no need to speak. Or if the matter is less urgent use our webchat service found at www.herts.police.uk.

You can also speak to someone from the Herts Domestic Abuse Helpline, free and in confidence, for help, advice and support on 08 088 088 088 (open weekdays 9am-9pm and weekends 9am-4pm). A new email is also available at Kim@mailpurple.org.

To read more about how domestic abuse services in Hertfordshire are responding to the current situation read here.

<https://www.herts.police.uk/News-and-appeals/when-staying-at-home-isnt-safe-090420all>

Neighbourhood Watch Update

17.04.20

Age UK Hertfordshire have seen a pattern in a number of calls coming into them from their clients regarding the following two things:

- Someone is posing as a staff member from Age UK Hertfordshire over the phone, stating that our clients have outstanding bills and they are requesting payment/card details over the phone, for you to pay these bills.
- Someone is posing as a staff member from Age UK Hertfordshire over the phone, saying that they can help our clients with shopping but that they need their bank details in order to help them.

Please remember that they would NEVER ask for bank payment details over the phone for shopping. If their clients do receive such requests, they have told them to be wary and to contact our Information and Advice Team if they need us on 0300 345 3446.

If you need to reply regarding this message, tap on this email address: wlo@herts.pnn.police.uk