

Service	Website	Email	Telephone	What's offered?
Befriending				
Henna		info@hennaorg.co.uk	7519953460	Henna is providing their services for older female residents via a community video portal. These include Henna's Monday Club, Carer's Club, Chatty Wednesday and Ageing Better services.
Imperial College/What The Tech		p.pallan@imperial.ac.uk	07566 950 968.	Imperial College has turned What the Tech, a weekly drop-in gadget workshop for older residents, into a phone and video call befriending scheme for those who are isolated.
Independent Age Telephone	https://www.independentage.org/get-support/receive-regular-phone-calls		0800 319 6789	Independent Age offer a Telephone befriending service. Residents can sign up online or over the phone.
Pepper Pot Centre	https://www.pepperpotcentre.org.uk/	reception@pepperpotcentre.org.uk	020 8968 6940	The Pepper Pot Centre in North Kensington provides a telephone befriending service to older people to check if they are well and to help with any problems they may be experiencing. They also provide a meals on wheels service to their membership of older people from their base in North Kensington but have spare capacity to provide this for non-members during the COVID-19 pandemic.
Silver Line	https://www.thesilverline.org.uk/		0800 4 70 80 90	Silver Line offers a free, confidential telephone hotline for friendship, information and advice. The organisation does not appear to have its service affected by COVID-19
Community				
Mutual Aid Westminster	https://www.westminstermutualaid.co.uk/request-help/ https://www.westminstermutualaid.co.uk/get-involved (for volunteers)	https://www.facebook.com/groups/224869025307530/?epa=SEARCH_BOX		volunteered to come forward to support their older, isolated and vulnerable members of the community. Their aims are: 1) to identify those who can volunteer and what they can do to support i.e. shop, chat, etc; 2) to identify those who might be required to self-isolate so that they do not feel alone and to ensure there is a mechanism in place that will link them to the appropriate support. Current local groups are operating in Fitzrovia and Marylebone, Knightsbridge & Belgravia, Lancaster Gate, Little Venice, Pimlico and Westbourne Park. The full list of groups can be found here: https://www.theresident.co.uk/london-culture-events/londons-coronavirus-mutual-aid-groups-a-complete-list/
People First	https://www.peoplefirstinfo.org.uk/coronavirus-covid-19-information/help-and-ideas-while-social-distancing-or-in-self-	mail@peoplefirstinfo.org.uk		The People First website offers support and guidance available in a number of formats for residents who will be experiencing extended periods of social distancing and isolation.
The Help Hub	https://www.thehelpclub.co.uk/	info@thehelpclub.co.uk		This website has been set up to support individuals who find themselves with limited contact during the COVID-19 virus.
Employment				
ACAS	https://www.acas.org.uk/	0300 123 1100		If residents are experiencing a workplace problem, they can call the Acas helpline to talk through their options.
Citizen's Advice	https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/			Online advice on government's furlow scheme and self-employed work.
Events/Day Centres				
Age UK	https://www.ageuk.org.uk/westminster/	enquiries@ageukwestminster.org.uk	020 3004 5610	Age UK Westminster has temporarily suspended home visits and group activities with immediate effect. They will be reviewing this every few days. Their information and advice phone service is open between 10am - 4pm (Monday - Friday).
Headway Day Centre	https://www.headway.org.uk/supporting-you/in-your-area/groups	info@headwaywestlon	07562 3414 60	The Headway Day Centre has closed.
Open Age	https://www.openage.org.uk/	mail@openage.org.uk	020 8962 4141	Open Age has stopped running all its activities, at all venues, with immediate effect.
Penfold Community Hub	https://www.nhhg.org.uk/communities/penfold-community-hub/	Penfoldhub@nhhg.org.uk	020 3815 0033/ 078 7281 1106.	The Penfold Community Hub has closed.
The Reader	https://www.thereader.org.uk/		0151 729 2200	All groups and activities have been paused.
The Abbey Centre	https://community.theabbeycentre.org.uk/	enquiries@theabbeycentre.org.uk	020 7222 0303	The Abbey Centre is closed, with all future bookings cancelled until further notice.
Finance				
COVID-19 Scams	https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/			National Trading Standards Scams Team has published guidance on how to spot and avoid corona virus related scams.
Citizens Advice	https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/			Advice on benefits, childcare and unexpected redundancies.
Entitledto	https://www.entitledto.co.uk/	https://www.entitledto.co.uk/organisations/contact-us/		Advice on benefits and council payments.
Money Saving Expert	https://www.moneysavingexpert.com/			Money saving tips for employees, the self-employed, and those now home with kids.
National Debtline	https://www.nationaldebtline.org/		0808 808 4000	The National Debtline is experiencing a high volume of traffic. Residents should access Digital Advice Tool before making a call.
Step Change	www.stepchange.org		0800 138 1111	Our charity partner StepChange is offering free advice for our residents facing financial hardship during the COVID-19 crisis. Residents can call them on 0800 138 1111 (free from all phones, including all mobiles) or visit their website www.stepchange.org

Turn2us	https://www.turn2us.org.uk/Get-Support	https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form		Advice on benefits.
Food				
Octavia (for foodbanks)		josie.britt@octaviafoundation.org.uk		Foodbank vouchers for Brent, Kensington & Chelsea, Hammersmith & Fulham and Westminster can be collected from The Reed. Residents will need to contact us to organise collection. In the absence of a formal arrangement, we can issue an emergency Sainsbury's voucher on a one-off basis. Most of the food banks are now operating via email, and will pass an emergency parcel to residents with three days' worth of foods. Residents will need to take ID and bags to pack the food in.
Sainsbury's	https://www.sainsburys.co.uk/		020 7695 6000 (switchboard) 0800 505 555 (number for enquiries regarding in-store shopping)	Sainsbury's will be open to over 70's and disabled people only for the first hour of trading. Residents need to check the opening times of their local branch. From 26th March they will be prioritising online delivery slots to this group as well.
Tesco	https://www.tesco.com/			All Tesco stores (except Express stores) will be prioritising the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday.
Sufra	https://www.sufra-nwLondon.org.uk/	zahra@sufra-nwLondon.org.uk	020 3441 1335	Sufra is providing food parcels via a home delivery service. Recipients will need to complete an online form each time a food parcel is required by a household. Guests will receive a seven day pre-packed parcel. Due to unprecedented demand, there is no guarantee that Sufra can provide baby milk, toiletries or nappies but they are working to replenish depleted supplies.
Westminster Chapel Foodbank	https://www.westminsterchapel.org.uk/ministries/foodbank/	foodbank@westminsterchapel.org.uk		Westminster Chapel Foodbank is providing pre-packed foodbank parcels to Westminster residents with a voucher. Meat or Vegetarian Parcel are available. All wraparound support services have been suspended.
Westminster Shopper Service	https://westwayct.org.uk/services/westminster-residents/westminster-shopper-service/	info@westwayct.org.uk	020 8960 9020	The Shopper Service is funded by Westminster City Council and is free to elderly residents of Westminster. Residents will need to sign up as members in order to qualify for this service.
Health and Wellbeing				
Anxiety UK	https://www.anxietyuk.org.uk/coronavirus-support-resources/	support@anxietyuk.org.uk	03444 775774	Anxiety UK is extending its helpline until 10pm on weekdays and 10am-8pm on weekends. They are also offering an online support group, and interest for this can be registered by email.
Asthma UK	https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/		0300 222 5800 (to speak with an expert nurse)	Asthma UK has created a fact sheet with tailored advice for those living with Asthma.
British Heart Foundation	https://www.bhf.org.uk/informationsupport/heart-matters-magazine/news/coronavirus-and-your-health		0300 330 3300 (to speak with a nurse)	British Heart Foundation has created a fact sheet with tailored advice for those living with heart or circulatory diseases.
BlindAid	https://www.blindaaid.org.uk/	enquiries@blindaaid.org.uk	0207 403 6184	BlindAid has suspended their Home Visiting Service and other service provisions. They will continue to maintain regular telephone contact with the residents who had been receiving their Home Visiting Service.
Cruse	https://www.cruse.org.uk/coronavirus/cruse-services		0808 808 1677	The Cruse bereavement helpline is open Monday-Friday 9.30am-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when they are open until 8pm.
Diabetes UK	https://www.diabetes.org.uk/about-us/news/coronavirus		0345 123 2399	Diabetes UK has created a fact sheet with tailored advice for those living with Diabetes.
Doctors of the world	doctorsoftheworld.org.uk			Doctors of the World has created Covid-19 information in different languages.
Healthwatch Central West London	https://healthwatchcwl.co.uk/coronavirus/	info@healthwatchcentralwestlondon.org	020 89687049	Healthwatch Central West London has postponed all their external meetings until further notice. The health body has set up a guidance, support and signposting pack on Next Door and an experience-logging and information-sharing group on Facebook for local residents in Hammersmith & Fulham, Kensington & Chelsea, and Westminster.
OCD UK	https://www.ocduk.org/ocd-and-coronavirus-survival-tips/		03332 127 890	OCD UK has created a fact sheet with tailored advice for those living with OCD.
Narcotics Anonymous	https://online.ukna.org/			Narcotics Anonymous has moved to online meetings
National Eczema Society	https://eczema.org/blog/advice-on-coronavirus-covid-19-for-people-with-eczema/	info@eczema.org	020 7281 3553	National Eczema Society has created a fact sheet with tailored advice for those living with eczema.
Mencap	mencap.org.uk			Mencap has produced Covid-19 information in an easy-to-read format for people with learning disabilities or autism.
Mind	https://www.mind.org.uk/information-support/coronavirus-and-	info@mind.org.uk	0300 123 3393 (infoline)	Mind has published a support document that includes tips, guidance and information on how to look after your mental health.
My Care, My Way	http://mycaremyway.co.uk/	Local GP contact number		My Care, My Way is avoiding providing home visits, where possible.
Rethink Mental Illness	https://www.rethink.org/news-and-	advice@rethink.org	0300 5000 927	Rethink Mental Illness has a section on COVID-19 on their website that details the recent changes made to the Mental Health Act.
Local Authorities				

Barnet	https://www.barnet.gov.uk/coronavirus-covid-19-latest-information-and-advice		020 8359 2000	Residents should not visit Barnet council offices unless specifically asked to do so. If residents have a query about council services then they should either find the service they need on their website or, if strictly necessary, then call 020 8359 2000. Barnet Council's critical services including child support, adult social care and waste collection, have well developed plans to ensure that they continue to operate and serve those most in need.
Brent	https://www.brent.gov.uk/coronavirus		020 8937 6589	Brent Council have set up a Wellbeing Duty phone line, in partnership with Brent's voluntary and community sector and wider health partners, to make sure the most vulnerable people can access the support they need. Residents can call the helpline on 020 8937 6589 between 8am and 8pm, seven days a week. Brent residents who need extra help can contact a range of local community groups that are working with the council to support those in need. For more information, Brent residents can call 020 8937 1234 between 9am and 5pm, Monday to Friday. If residents are a key worker or have a vulnerable child and need emergency childcare, they can contact the Children and Families Information Service on 020 8937 3010 or email cfis@brent.gov.uk
Camden	https://coronavirus-help.camden.gov.uk/		020 7974 4444	Camden Council have set up an online form to help residents find volunteer groups and other services in the local area that can help them with groceries and cooked meals, staying social, book drops and entertainment, dog walking and prescription pickups.
Hammersmith & Fulham	https://www.hbf.gov.uk/health-and-care/coronavirus-covid-19-latest-information-and-advice		020 8748 3020	Hammersmith & Fulham Council has launched a new Community Aid Network made up of community charities that is designed to help support vulnerable local residents.
Harrow	https://www.harrow.gov.uk/coronavirus			A database of volunteers has been set up by Voluntary Action Harrow to help vulnerable and older members of the community.
Hounslow	https://www.hounslow.gov.uk/coronavirus		020 8901 2600	Residents can access the Community Information Guide – an online directory of voluntary and community groups and organisations providing the whole range of services or activities for people living in Hounslow. They can also use Careplace – an information and advice directory packed with useful information and guidance about local care and community services. This includes adult social care, housing, money management, employment, education, leisure and health and wellbeing.
Kensington and Chelsea	https://www.rbkc.gov.uk/health-and-social-care/coronavirus-covid-19/coronavirus-covid-19	covid-19enquiry@rbkc.gov.uk	https://www.rbkc.gov.uk	RBKC have been liaising with Kensington and Chelsea Social Council as the voluntary sector lead who are able to give best advice on the most appropriate interventions if needed. They have set up a dedicated email address for resident enquiries – covid-19enquiry@rbkc.gov.uk
Wandsworth	https://www.wandsworth.gov.uk/coronavirus	covid19support@richmondandwandsworth.gov.uk	020 8871 6000	Wandsworth council has set up a Community Hub to coordinate the support being offered by the Council and Wandsworth's voluntary organisations. A new helpline has been launched as a first response for residents, particularly those that are elderly and/or vulnerable without support networks, who need support to access medical/care services and food supplies. Residents should call 020 8871 6555 or email covid19support@richmondandwandsworth.gov.uk . This helpline can also be used for other enquiries related to COVID-19, for anyone in need of support.
Westminster	https://www.westminster.gov.uk/coronavirus-how-you-can-help			Westminster Council has written to its housing residents, using a flyer style format providing residents with useful information including contact details for the council's housing services. The Council is also increasing checks on its vulnerable residents via phone and email. They are working closely with local volunteers and local resident groups who are providing outreach to more vulnerable residents, including delivering shopping for those residents unable to leave their house.
Ways to keep engaged				
Westminster Home Library Service	https://www.westminster.gov.uk/home-library-service	homelibraryservice@westminster.gov.uk	020 7641 5405	The Home Library service is for people living in Westminster who are over 70, have a disability or long-term illness or are caring for someone. They offer regular book drop offs to homes including large print and audiobooks, CDs, DVDs and magazines and local information on health and council services.
The March Network	https://www.marchnetwork.org/creative-isolation	marchnetwork@ucl.ac.uk	0203 108 3407	The March Network focuses on social, cultural and community assets – which includes the arts, culture, heritage sites, libraries, green spaces, community centres, social clubs, community associations and volunteer groups – and the role they play in enhancing public mental health and wellbeing. With more people socially and physically distancing themselves, the March Network is sharing home-based, creative ways to support mental health and wellbeing during the COVID-19 outbreak.
NHS - home exercises	https://www.nhs.uk/live-well/exercise/sitting-exercises/			A range of home exercises is available including low impact chair exercises.
Housing				
Housing Justice	https://housingjustice.org.uk/what-we-do/night-shelters/wns-network-membership/coronavirus-advice-for-night-shelters	info@housingjustice.org.uk	020 3544 8094	Housing Justice has created specialised advice for homeless shelters.
Groundswell	https://groundswell.org.uk/		020 7725 2851	Groundswell has created a package of resources for those experiencing homelessness.