

Information Pack

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.

We have listed generic information first and then there is a section for each Borough/District.

We acknowledge that the support picture is changing at a very fast pace but wanted to be able to provide some information before the weekend.

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

CONTENTS

Pg 2-4	National & County wide information
Pg 5-6	Blaby Oadby Wigston
Pg 7-8	Charnwood
Pg 9-10	Hinkley & Bosworth
Pg 11-13	Market Harborough & Lutterworth
Pg 14-16	Melton Borough
Pg 17-19	North West Leicestershire
Pg 20-27	Warm Homes Housing Advice

Information Pack

Key national and county wide information

MENTAL WELLBEING		
NAME	DETAILS	CONTACT
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
Leicestershire Recovery College	Currently providing some online sessions	0116 2951196 E-mail recoverycollege@leicspart.nhs.uk
Elefriends	Elefriends is a supportive online community where you can be yourself in a safe space	https://www.elefriends.org.uk
Age UK Leicestershire & Rutland	Phone support for older residents of Leicestershire and Rutland if they require any information, advice or support 9-5pm Mon to Fri	Website: https://www.ageuk.org.uk/leics/ Tel : 0116 299 2239 Email: enquiries@ageukleics.org.uk
The Silver Line	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
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/
PHYSICAL WELLBEING		
NAME	DETAILS	CONTACT
Everyone Active	County wide service Everyone Active home workouts whilst the gym is shut	https://www.everyoneactive.com/promotion/home-workout-

Information Pack

		faqs/?fbclid=IwAR1AqbQvb6e_xyvM_Ak9Nj_U_hN_oQDWMTTsocFMdcuilv4t0Sqq5V_0T5mU
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
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
FOOD		
NHS Eat Well	General advice on a good diet and recipes	https://www.nhs.uk/live-well/eat-well/
Grace Dieu Meals Ltd	Hot meals	http://www.gracedieumealsltd.co.uk/
Wiltshire Farm Foods	Food Service	https://www.wiltshirefarmfoods.com/?gclid=CMrM9OZ1cMCFcvJtAodxQkAqA
For local food shopping and delivery please see local area breakdown below		
FINANCIAL		
Help to claim Service	Help with new claims to Universal Credit	0800 144 8444
ESA helpline	Number for Employment support allowance problems	0345 608 8545
PIP helpline	Number for Personal independence payments problems	0345 601 6677
National Debt Helpline	Offers free advice and information on debt	0808 808 4000
Step change	Debt advice and management online	Emails and online service only: https://www.stepchange.org/start.aspx
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
The Bridge	Housing support	01509 260500

Information Pack

CORONAVIRUS INFORMATION		
Public Health England	Coronavirus latest government updates	https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response
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/
VAL	VAL are creating a bank of volunteers that are supporting people through the Coronavirus	https://valonline.org.uk/covid-19-coronavirus-support-volunteers/
UK Government	Government website for people to register themselves as extremely vulnerable	https://www.gov.uk/coronavirus-extremely-vulnerable
All district/borough councils are creating a Community Hub for residents in need – see area breakdown		

Information Pack

Blaby District, Oadby, Wigston

FOOD			
Area	NAME	DETAILS	CONTACT
All Blaby District	Blaby District Council Community Hub	'I need help' link for residents to be connected to community volunteers for shopping & delivery	https://www.blaby.gov.uk/leisure-health-and-community/community/coronavirus-community-hub/
Braunstone & Thorpe Astley	Covid-19 Mutual Aid UK Braunstone	Food shopping and delivery	0116 2890045
Blaby, Whetstone, Glen Parva	Covid-19 Mutual Aid UK Blaby	pick up of shopping, prescriptions, dog walking	BLABY - 07779595950 WHETSTONE – 07825132551 GLEN PARVA- 07896273925
Blaby Village	Connect Blaby Together	Pick up shopping list, food shopping & delivery	07378 318436
Blaby district	Lutterworth & villages Foodbank - Trussell Trust	MUST collect a voucher then food: 12-2pm Tue 2-4pm Fri	01455558797 Methodist Church Wigston Street Countesthorpe LE8 5RQ
Oadby & Wigston	Oadby & Wigston Council Community Hub	Coronavirus covid-19 community hub for residents	https://www.oadby-wigston.gov.uk/pages/community_hub_coronavirus_covid_19
Wigston/ South Wigston	Lions Foodbank	Open 10-12pm Food every fortnight from 6/4/20	07818 603699 48 Blaby Road, Wigston LE18 4SD
Wigston/South Wigston	Kings Centre Foodbank – Trussell Trust	MUST collect a voucher then food: Mon 6-7pm Thu 1-2pm	07912 194783 The Kings Centre 56 Bull Head Street

Information Pack

			Wigston LE18 1PA
Narborough	Narborough Post Office	Free delivery of essential food for vulnerable residents	01162862329
Enderby	Cross St Co-Op	Online click & collect OR Call for delivery time Tue-Sat 12-6pm	0116 2866703 quickshop.coop.co.uk
Enderby	Feed Enderby foodbank	Provided by Enderby Mission Church Current collection from the Dog and Gun pub in Enderby	emfoodbank@gmail.com
Enderby	Cross St Co-Op	Online click & collect OR Call for delivery time Tue-Sat 12-6pm	0116 2866703 quickshop.coop.co.uk
Enderby	Russel Smith Butchers Cosby	Home delivery	0116 2863365
Financial			
Area	Name	Group Details	Contact Details
County	Money Advice Service for County Residents	Services to help manage debt and Finances, available through telephone or face to face	0116 464 7239
Based in Wigston	Helping Hands	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 5.00pm	0116 278 2001 office@helpinghandscentre.co.uk Facebook: @helpinghandsadv Website: www.helpinghandsadvice.co.uk

Information Pack

Charnwood

Mental wellbeing			
Area	Name	Group details	Contact details
Charnwood, Hinckley and Bosworth	Mental Health matters	Offering 12 weeks mental health support currently over the phone, self referrals accepted Website: https://www.mhm.org.uk/leicestershire-and-rutland-mental-health-wellbeing-and-recovery-service	0300 323 0189 leicestershire.andrutlandmhm@nhs.net 9am til 9pm, 7 days a week
County	Loughborough library	Online story time	Use YouTube #Operationstorytime
County	Loughborough library	The Social Distancing Festival The great indoors with The Scouts. Children's and family activities that can be done indoors:	www.socialdistancingfestival.com https://www.scouts.org.uk/the-great-indoors/
County	Loughborough library	Digital Skill Support Courses available on Learn My Way	https://www.learnmyway.com/subjects
FOOD			
	NAME	DETAILS	CONTACT
Syston	Scott and Cath fruit and Veg	Delivering to the vulnerable in Syston, Queniborough, East Goscote, Call Syston, payment BY phone or by BACS	07543976860
Syston	Syston Food Bank	Hub Café upper church street, Thursday afternoons 2-3:30pm currently electronic vouchers being issued.	07912194783
Rothley	Rothley Baptist church	Food bank Mondays 11-1pm 2 Woodgate Rothley LE7 7LJ No food voucher necessary, will discuss needs upon arrival	01162374544

Information Pack

Birstall	Food project	Contact if residents need food	Gill 07848144169
Syston, Thurmaston	Mowbray foods	Delivering essential goods to vulnerable and elderly	Message on Facebook 'Mowbray Foods LTD' phone 0116 2604701
Coronavirus support			
Area	NAME	DETAILS	CONTACT
Charnwood	John Storer House	Are encouraging volunteers to register online by visiting Students Against Corona or by emailing John Storer Charnwood – Information about projects providing/distributing food in Charnwood to the most vulnerable? Email:	enquiries@jscharnwood.org.uk 01509 631750 VCSupport@charnwood.gov.uk
Charnwood	Charnwood borough council	Updates on services	https://www.charnwood.gov.uk/pages/coronavirus
Loughborough	Local Mosques	Local Mosques are working together to offer support for the vulnerable and elderly during the corona crisis	07309 209 733 Contact@imforum.co.uk
Shepshed	Shepshed volunteer centre	For Vulnerable people needing additional support	01509 650662
FINANCIAL			
Area	NAME	DETAILS	CONTACT
Charnwood	CBC housing	Council housing emergencies only	01509 634567
Charnwood	Emergency out of hours telephone service	For the following services – Housing repairs and gas, Tenancy, Lifeline, Homelessness, Or if you need to make a payment	Call 0333 200 8811 (charged at local rate)

Information Pack

Hinkley & Bosworth

Mental Wellbeing			
Area	NAME	DETAILS	CONTACT
Charnwood Hinckley and Bosworth	Mental Health matters	Offering 12 weeks mental health support currently over the phone, self referrals accepted Website: https://www.mhm.org.uk/leicestershire-and-rutland-mental-health-wellbeing-and-recovery-service	Phone: 0300 323 0189 Email: leicestershire.andrutlandmhm@nhs.net 9am til 9pm, 7 days a week
Food			
Hinkley and Bosworth	The Nags Head Stapleton	Takeaway & delivery service	01455 371673
Hinkley	Stottie Shoppe Hinckley	Full English and other Stotties on the Menu delivery 3 mile radius. Thursday Friday & Saturday service	01455 23390
Burbage	The Sycamores Inn Burbage	Only for customers that live in Burbage. Will be offering a takeaway delivery service Thursdays 5-8pm Fridays 5-9pm Saturday 5-9pm Sunday 12 till 5pm (pre orders only)	01455 239268
Kirby Muxloe	Ben's Kitchen Kirby Muxloe Golf Club	Fresh food delivery & takeaway hot food can be ordered on FB Ben's Kitchen	07873685308
Desford	Blue Bell Pub	Between 12:00-16:00. For those who are most vulnerable or self-isolating. Blue Bell can put a package of food together, tailored to residents needs, and deliver for £15.00	01455 822901
Hinckley	Trussell Trust Food bank	St John's Hinckley Monday, Pathways Centre Wednesday 11-1pm,	07912194783

Information Pack

		Earl Shilton 6.30-8pm, Hope Church Friday. Delivery service for those that cannot get to pick up, voucher required	
Barwell and Earl Shilton	Chris's Fish and Chips	Delivery service to over 60yo & vulnerable self isolating residents. NO delivery charge and NO minimum order, order what you like and we will deliver your hot meals to your door. This service is only available in the LE9 8 postcode	Call 01455 450375 to ask for a senior delivery order online at www.chriss.co.uk use code VDS2020
Barwell	Barwell Fish Shop	We are NOW doing FREE delivery to our loyal customers from 5-8 pm	01455 456 869
FINANCIAL			
Area	NAME	DETAILS	CONTACT
Hinkley and Bosworth		New legislation is to be implemented to protect renters from eviction during this difficult time. If your landlord tries to evict you, contact Private Sector Housing or the Duty Housing Options Officer	01455 238141

Information Pack

Market Harborough & Lutterworth

Mental Wellbeing			
Area	NAME	DETAILS	CONTACT
Harborough District	Harborough District Council Community Hub	Coordinating a Community Hub For general stuff, Emergencies, housing or food	01858 828282 01858 821232
Lutterworth and Harborough	My Mind Matters	Mental health support - still running via telephone and phone calls	mindmatters@vasl.org.uk Tel: 01858 411383 Website: https://vasl.org.uk/our-projects/my mind matters
Market Harborough	VASL	Can provide current information on where to find support. They run a befriending scheme where a local volunteer will make phone contact with a person who lives alone	Tel 01858 433232 or Email: admin@vasl.org.uk
Lutterworth	Age Concern	Advice and support	info@ageconcernlutterworth.org.uk
Lutterworth	Community Transport	admin.luttvc@onestopshop.org.uk ct.luttvc@onestopshop.org.uk	John Warren (Chairman) Nigel Essen (Co-Manager) Roger Warmington (Co-Manager)
Food			
	NAME	DETAILS	CONTACT
Market Harborough	Jubilee food bank	South Leicestershire Medical Group is a referrer for the Jubilee Foodbank in Market Harborough	Jenny 07858 141112

Information Pack

Lutterworth	Trussell Trust Food bank	Food supplies	Lucy Freeman Manager manager@lutterworthvillages.foodbank.org.uk
FINANCIAL			
Area	NAME	DETAILS	CONTACT
Market Harborough	Market Harborough and Bowdens Charity	Charity relief in need grants - only serving Harborough, Great Bowden and Little Bowden residents only	Nic Tate-Bohannon Local Area Coordinator 07534263093
Harborough District	Harborough District Council	Benefits Support	https://www.harborough.gov.uk/info/2/0020/benefits/115/extra_help_if_you_are_in_financial_difficulty
Lutterworth	Lutterworth Town Estate	Relief Grants - forms are available from the Town Estates office, 12 Market Street, Lutterworth, which is open on Tues & Thu 9-12	01455 559430 http://www.lutterworthtownstatescharity.org.uk/
Coronavirus support			
Area	Name	Group details	Contact details
Market Harborough	Labour Party Coronavirus Community Assistance	Offers pick up / drop off prescriptions, Collect and drop off food, contact isolated individuals	campaigns@harboroughlabour.org.uk Text: 07813644034
Fleckney	Fleckney Village Aid – COVID 19	Local volunteer group offering help with: Shopping, Dog Walking, Look after other pets eg. Experienced horse care, Prescription collections/deliveries, Any other chores outside of the home	FB page: Fleckney Village Aid https://fleckney.online/coronavirus 07934 723302
Great Glen	Rev Kim Ford	Local volunteer group offering help with: Shopping, Dog Walking, Look after other pets eg. Experienced horse care, Prescription collections/deliveries, Any other chores outside of the home	https://www.greatglen-pc.gov.uk/ Rev Kim Ford Tel 0116 2592238

Information Pack

Kibworth	Kibworth Isolation Relief Team	COVID-19 support	FB Page: Kibworth Isolation Relief Team
Lutterworth	CoronaVirus Action Group	Help and support during Corona Virus Crisis	Tony Hirons (Lutterwoth Mayor) anthonyhirons@btinternet.com
Lutterworth	Lutterworh Church	Help and support during Corona Virus Crisis	http://www.lutterworthchurch.org/crisis
Lutterworth	Revd Charlie Styles	Help and support during Corona Virus Crisis	crisis@lutterworthchurch.org for help 07849 729451 to volunteer 07494 196 567

Information Pack

MELTON BOROUGH

MENTAL WELLBEING			
Area	NAME	DETAILS	CONTACT
Melton Vale	Age UK, Gloucester House	Advice and support, transport, medication drop off and team of volunteers.	01664410253
Melton Vale	MBC Community HUB	Coordinating help and support	01664 502 502
Melton Vale	Me and My Learning	Community Hub	01664 502 342
County	Breathing Space	Breathing Space offers those within the Borough help anyone struggling with isolation, anxiety, depression. Phone support	breathingspace@meltonvineyard.org.uk
Melton Vale	The Royal British Legion	Available for telephone support	0808 802 8080
Melton Vale	Age UK Leics and Rutland	New helpline dedicated to provide practical and emotional support to those over 70, especially those who are self-isolating and live alone.	0166 299 2239
Melton Town	Melton Matters	Melton Matters are able to support throughout Melton Borough. They provide support for loneliness & collection and delivery service	meltonmatters@gmail.com
Long Clawson	Combating Coronavirus with Kindness	Support for village members and includes volunteers. Medication, shopping etc	07484196207
Bottesford	Bottesford helps	Support, advice, volunteers	Bottesford helps (on face book)
Bottesford	Bottesford Matters	Share information and advice on what available in the area	Facebook page

Information Pack

FOOD			
Area	NAME	DETAILS	CONTACT
Melton	Storehouse Foodbank	Meet ups at the Fox cancelled. Food parcels being arranged via Here4melton hub	01664 669146
Melton	Hope Centre	Food parcels	01664 511 021
Melton	ICare meals	Meals home delivered	01858 469902
Melton and Asfordby	Melton Care Services	Shopping	01664 569943
Melton and Asfordby	The Grapes	Melton Mowbray based pub is offering to deliver roast dinners to the elderly and those isolating in Melton for £6.99	Phone: 01664 483679 Facebook: The Grapes Melton Facebook Page
Melton	Melton Educational Trust	Melton Educational Trust are continuing the free school meal service.	hjrobinson@mowbrayeducation.org
Bottesford	St Marys Church	General support and support with foodbanks (via Grantham food bank)	01949843348
Bottesford	Spa shop	Food home delivery	01949842421
FINANCIAL			
Area	NAME	DETAILS	CONTACT
Melton	Citizens Advice	Advice and assistance	0300 3302111
County	Clockwise Credit Union	Melton Community pop up is suspended	0116 242 3900
Coronavirus support			
Area	name	Group details	Contact details
Melton	Age UK, Gloucester House	Advice and support, transport, medication drop off and team of volunteers.	01664410253
Melton	Melton Transport service	Transport	01664482903
Melton	MBC Community HUB	Coordinating help and support	01664 502 502

Information Pack

Melton Vale	EMH Care & Support	Westbourne House and Myst Lodge are offering services, where possible, if anyone finds themselves in need of accommodation.	01530 278195
Melton Vale	Claire's Taxis	Taxi service to over 65's 7-8am. Also offering to pick up and deliver prescriptions.	01664 371542 Website: clairestaxis.com Facebook: www.facebook.com/clairestaxis/
Melton Vale	MBC	Melton Borough Council Community hub to consolidate help and support during this COVID-19 crisis	http://www.melton.gov.uk/here4melton online referral form available
Long Clawson	Combating Coronavirus with Kindness	Support for village members and includes volunteers. Medication, shopping etc	07484196207
Long Clawson	Keep Long Clawson Rural	Support, advice, volunteers.	Keep Long Clawson Rural Facebook page
Bottesford	Bottesford Good Neighbours Scheme	Transport, medicine drop off, shopping and support.	07849311740
Bottesford	Bottesford helps	Support, advice, volunteers	FaceBook: Bottesford helps

Information Pack

North West Leicestershire

WELLBEING- MENTAL HEALTH			
Area	Name	Group details	Contact details
Charnwood, Hinckley and Bosworth, Melton, NWest Leics	Mental Health matters	Offering 12 weeks mental health support currently over the phone, self referrals accepted Website: https://www.mhm.org.uk/leicestershire-and-rutland-mental-health-wellbeing-and-recovery-service	Phone: 0300 323 0189 Email: leicestershire.andrutlandmhm@nhs.net Opening Hours: 9am til 9pm, 7 days a week.
Ashby	The Haven	Counselling service based in Ashby, with religious elements	01530 560921 Or by email: thehavencounselling@btconnect.com
FOOD			
Area	Name	Group details	Contact details
Ashby	Ashby Foodbank	Trussel trust foodbank covering Ashby and outlying villages, open Monday mornings (9am to 10am) Wednesday mornings (9am to 10am). Friday afternoon (2pm to 3pm)	info@ashby,foodbank.org.uk or our mobile 07542 118878
Coalville	Coalville Foodbank The Trussell Trust,	Opens: Tuesdays 10 am-1pm, Fridays 10am-12 noon	New Life Church, Margaret Street, Coalville, LE67 3LY T: (01530) 838355, E: info@coalville.foodbank.org.uk
lstock	lstock Foodbank	Open: Mondays 2.30 – 3.30 pm (except bank holidays). Single or Family bags; Crisis bags No referral necessary; take proof of benefits	lstock Baptist Church, Chapel Street, lstock, LE67 6HF T: 01530 260205

Information Pack

Coalville Greenhill area	Greenhill Community Church	7 Charnborough Road, Coalville, LE67 4SF, Drop in; food parcels and snack lunches at low cost Open: Fridays 12.30 – 2 pm	T: 01530 836685.
Finanacial/Housing			
Name	Group details	Contact details	
NWLDC Homeless service	Supporting the homeless or anyone under imminent threat of homelessness is a critical service that is fully operational	housing.choices@nwleicestershire.gov.uk or on on our freephone number (0800 952 0079). You can still come to our council offices if contacting us by phone and email are not possible.	

Information Pack

CORONA VIRUS SUPPORT			
Area	Name	Group details	Contact details
NW Leics	North West Leicestershire district council	Up to date Corona virus information and impact on services	https://www.nwleics.gov.uk/pages/coronavirus_information_for_nwl_communities
Ashby	Ashby Roundtable and Ashby 41 club	Providing support for pick ups, prescriptions and shoppings during Corona virus outbreak	Ian- 07976 825365 Hugh- 07772 242135 Peter- 07887 777923
Ashby	Help the Elderly Ashby de la zouch	Providing shopping runs and have donated items to give out for people struggling to get to shops/ pharmacies etc. specifically for older people and those on low income	Phillip Soar: 07804 405858 or email: njones051@gmail.com Or Chris Hart: 07562 708833 Facebook: https://www.facebook.com/AshbyElderly/?epa=SEARCH_BOX
Blackfordby	Blackfordby coordinator	For Blackfordby residents only, help with an array of things including shopping, walking pets, phone calls	Karen Heath, 10am-12pm, 01283 222575
Ashby	Ashby Rugby Football Club	If you need help with a shopping delivery, a prescription collecting, posting mail or just a lift somewhere then please get in touch. Even if you just fancy a chat and some company, You can call or message through facebook and Phil will coordinate our effort.	Phil 07723621601 Facebook: https://www.facebook.com/AshbyRugby/?_tn_=%2Cd%2CP-R&eid=ARB7h3DVHxVeqEbDOXarRPseO9c0z9FMIJtSbRZhhOwVmHAusMn1hM4STBSsfhZO0RgX7iilqNKHxvLW
Donisthorpe	Donisthorpe Coronavirus Help Group	Offering help with shopping and telephone support, local resident's group	DCHG20@gmail.com also contact through the Halfway House or Village shop

Information Pack

Warm Homes advice



The Government and energy regulator Ofgem are working closely to develop guidelines for energy suppliers to support customers and for residents to maintain affordable warmth during prolonged periods at home where energy usage may significantly increase. Full details can be viewed [here](#). Key points:

Priority Services Registration:

If you or someone you know is vulnerable, of pensionable age, has children under 5, a disability or long-term medical condition it's important to let your energy supplier know. Each energy supplier and network operator keeps a [Priority Services Register](#) of people who may need additional assistance such as password security to help you identify supplier representatives. It's free to be added to the list.

Leicestershire residents should join via Western Power Distribution and agree to information sharing so that their energy supplier is notified automatically:

<https://www.westernpower.co.uk/customers-and-community/priority-services/priority-services-register>

How can I top-up my prepayment meter if I am self-isolating?

You should tell your supplier straightaway if you can't top up your meter. This includes if you are ill with coronavirus or following guidance to stay at home and self-isolate, and if you don't have anyone to help you.

The government has launched an [emergency package with energy suppliers](#) to ensure you don't face any additional hardships in heating or lighting your home during the coronavirus outbreak. Customers with prepayment meters who are self-isolating or unable to leave their home can now speak to their supplier on the options. This may include:

- someone being sent to top up your prepayment card or token
- having funds added to your meter credit
- having a preloaded gas or electricity card sent to you in the post.

Information Pack

No credit meters will be disconnected during the outbreak.

Suppliers must tell you:

- what customer service support is available, particularly if you are vulnerable
- how you are supported if you can't top up or could go off supply.
- If your meter is outside, it may be helpful for you to leave your meter box unlocked if it's safe to do so, and if you need someone else to top it up. You may also want to arrange for a trusted person to take your top-up card to the shop if needed.

If your local top up shop closes, contact your supplier who can help. Paypoint.com and Payzone.co.uk list alternative vendors online, and the [Post Office](#) also provide top ups for some suppliers.

If you are a smart meter customer, you should be able to top-up remotely, such as by phone, mobile application or online.

Citizens Advice has published more detailed online advice for [prepayment customers](#). You can also their helpline on 0808 223 1133. Calls are free. If you feel overwhelmed, or are unable to deal with your supplier on your own because of personal circumstances, the helpline may also be able to refer you to the Citizens Advice Extra Help Unit. Learn more at: <https://ehu.org.uk>.

I'm not sure who my supplier is. Who should I contact?

Check a recent energy bill or check your suppliers website for contact details.

If you can't do this, consider using one of the following tools:

Gas: **Meter Point Administration Service** on 0870 608 1524 (7p/minute)

Or visit: <https://www.findmysupplier.energy/webapp/index.html>

Electricity: **Western Power Distribution** 0800 096 3080

Energy supply problems (e.g. power-cut, meter issues)

Contact your supplier straightaway if you have an energy problem, such as a gas leak or faulty meter. Tell them if you are unwell or self-isolating.

Smart meter installation are continuing:

Smart meters fitted free of charge by your energy supplier bring a number of benefits such as accurate bills, a clear picture of your energy usage in pounds and pence and where using prepayment introduce the ability to top-up your meter remotely.

Information Pack

- Ahead of a smart meter installation visit, your supplier should contact you and establish i) whether there are any people in the household who are more vulnerable to COVID-19 infection (e.g. those aged over 70 or with underlying health conditions) ii) whether your household is self-isolating in line with government guidance.
- If yes, unless an emergency meter exchange is required to keep you on supply, we advise that the installation visit should not go ahead. Emergency metering work should still proceed.
- All installers should follow Public Health England guidance, such as avoiding close contact with you and washing their hands regularly.

If you become unwell or are self-isolating, contact your supplier to tell them. You can postpone or rearrange your installation appointment if you want to.

Gas and Electricity Network operators in this region are operating as usual:

Electricity - Western Power Distribution: Enquiries: 0800 096 3080.
Power supply issues: 0800 6783 105.

Gas - Cadent: Enquiries: 0345 835 1111.

National Gas Emergency Helpline: 0800 111 999.

Local support in a crisis:



Double click the icon to view the general advice booklet on maintaining a warm home

Emergency credit:

If your meter runs out of credit you will normally have an emergency credit that can be used (normally £5). This will be paid back straight away next time you top up.

Those experiencing financial hardship may be able to access discretionary support via their local authority Housing Options team who can facilitate access to emergency credit for prepayment meters, food, essential items and support those experiencing or at risk of homelessness:

[North West Leicestershire](#): Telephone: 0800 952 0079.

[Charnwood](#): Telephone: 01509 634 567.

[Melton](#): Telephone: 01664 502 502.

Information Pack

[Harborough](#): Telephone 01858 82 82 82.

[Oadby & Wigston](#): Telephone: 0116 288 8961.

[Blaby](#): Telephone 0116 275 0555.

[Hinckley & Bosworth](#): Telephone 01455 251 137 / 01455 238 141.

[Citizens Advice](#) also have a guide to support if you can't afford to top up your prepayment meter.

Leicester Charity Link:

Heating:

Portable electric convector heaters are available throughout the county locally to support vulnerable low income private sector households experiencing a heating crisis.

Leicestershire County Council staff are able to view the intranet guidance [here](#).

Residents needing to access a heater should contact their local authority on their customer services number:

North West Leicestershire: Telephone: 01530 45 45 45.

Charnwood: Telephone: 01509 263 151.

Melton: Telephone: 01664 502 502.

Harborough: Telephone 01858 82 82 82.

Oadby & Wigston: Telephone: 0116 288 8961.

Blaby: Telephone 0116 275 0555.

Hinckley & Bosworth: Telephone 01455 238 141.

For more information regarding support locally please visit our Warm Homes service webpages: <http://www.firstcontactplus.org.uk/our-services/your-home/warm-homes/>

Due to Coronavirus restrictions we are not currently able to visit households.

General advice:

Stay on top of heating costs:

Households where residents are spending significantly more time at home during periods of isolation or home working may wish to consider increasing regular payments to reflect the likely increased energy consumption. This will help to ensure that a direct debit for example is

Information Pack

covering the amount of energy used at home. Your energy supplier usually only reviews your direct debit every 6 months. Taking action now may prevent unexpectedly large bills and jumps in your direct debit later in the year.

If you are a prepayment meter customer consider:

- Top up your meter by more than you usually would each time you top up
- Make a list of family, friends or neighbours who live nearby and might be able to top-up your key or card
- Visit your energy suppliers website for more information in the first instance as many suppliers may have a reduced telephone service at present and be relying on online 'live-chat' services to reduce wait times.

Switching energy tariff or supplier:

If you're concerned about heating costs consider checking if you can get a cheaper deal elsewhere. [These](#) Ofgem approved services are free and impartial and can make the process quick and simple.

Warm Home Discount:

If you are on a low income and claim certain benefits you may be eligible for the £140 Warm Home Discount off your energy bill. The scheme runs each year up to the end of March and opens again in the Autumn. The scheme operates on a first come, first served basis and can close early once all funds are allocated. Some suppliers will let you register your interest to be notified when the scheme re-opens later in the year. Check if you are eligible:

<https://www.gov.uk/the-warm-home-discount-scheme>

Keep Warm:

It is recommended to heat your main living space to 21° C or 70° F and other rooms to a minimum of 18° Celsius or 64° F during the day.

- Eat and drink warm foods
- Wrap up warm and wear plenty of layers
- Keep active
- Hug a hot water bottle
- Use an electric blanket or heated seat cover to keep warm. This is much cheaper than using room heaters and is particularly effective for those who are less mobile or taking medication that means they feel the cold more easily. They can ensure a person is warm in themselves without having to use additional room heaters or set the thermostat excessively high and waste energy heating the whole home.

Information Pack

Further energy advice guides for households and businesses:

<https://www.ofgem.gov.uk/consumers/energy-guides>

For those whose home finances are under pressure including a result of Coronavirus, the following services offer advice and information on a host of money management and consumer advice:

[Money Advice Service](#)

[MoneySavingExpert](#)

Utility Bills:

Many families may be struggling with or will struggle with utility bills – almost all of the main providers have funds for account holders which can support with bills and by providing household electrical items.

- [EON Energy Fund](#) - helps pay current or final EON energy bill arrears. It can also help EON's most vulnerable customers by providing replacement household items such as cookers, fridges, fridge-freezers and washing machines – and also help to replace and repair gas boilers as well as e-learning vouchers
- [EDF Energy Trust](#) - awards grants to individuals and families to clear electricity and gas debts owed to EDF Energy and to purchase essential energy efficient household items
- [npower Energy Fund](#)
- [Scottish Power Hardship Fund](#)
- [Ovo Energy Fund](#)
- [SSE \(Southern Electric\) Priority Assistance Fund](#)
- [British Gas Energy Trust](#)

British Gas Energy Trust offers grants and schemes that are open to anyone - you don't have to be a customer:

Housing support services:

Information Pack

The Bridge:

Specialist housing related advice, support, and assistance services and accommodation options to homeless and vulnerably housed people across Leicester, Leicestershire and Rutland.

<https://www.thebridge-eastmidlands.org.uk/>

Tel: 01509 260 500

WhatsApp: 07521386794

Shelter:

Shelter helps millions of people every year struggling with bad housing or homelessness through advice, support and legal services.

<https://england.shelter.org.uk/>

Tel: 0808 800 44 44

Online chat

Housing Ombudsman:

If you are a social housing tenant and cannot resolve an issue through your housing providers complaints procedure first, you can raise a complaint via the Ombudsman:

<https://www.housing-ombudsman.org.uk/>

Tel: 0300 111 3000 (9:15am – 5:15pm)

Private Sector Housing:

If you rent your property via private landlord or their management agent and are having difficulty resolving an issue, contact your local authority and ask to speak to the Private Sector Housing team who can advise, liaise and where necessary take enforcement action.

Information and advice:

Not sure where to start or what services can help with your query?

First Contact Plus:

Helps adults in Leicestershire find information about a range of services all in one place.

<http://www.firstcontactplus.org.uk/>

Tel: 0116 305 4286.

Information Pack

Zinthiya Trust

The Zinthiya Trust is a registered charity that works to alleviate abuse and poverty

Tel: 0116 254 5168

Email: zinthiya.trust@gmail.com

Community Advice and Law Service:

'Our services are free and targeted towards individuals most at risk of social exclusion. We work closely with other providers to reach communities who are most in need. We ensure that our work meets the quality assured standards as set by the Legal Aid Agency and CALS holds a contract with The Money and Pensions Service for the East Midlands Money Advice Partnership.'

<https://www.cals.uk.net/>

Tel: 0116 242 1120

Email: enquiries@cals.uk.net