

**Age UK County Durham have created this information sheet to help you find food provision and other support services in County Durham**

**Age UK County Durham and our volunteers are working very hard to support older people living in County Durham during Covid-19**

### **We can offer help with**

- Befriending phone calls
- Help with shopping collection and delivery
- Help with prescription collection and delivery
- Access to hot meals
- Signposting to other providers

### **You can help us by volunteering**

We need volunteers to help with shopping/prescription collection/delivery and telephone befrienders  
Call us on **0191 386 3856** or send us an email with your details to **info@ageukcountydurham.org.uk**

### **If you'd like to support us in our work, please DONATE to us**

**Online:** Bank Transfer to Age UK County Durham.

Sort Code 30-92-79 / Account Number 00042918

(or via our website at [www.ageuk.org.uk/countydurham](http://www.ageuk.org.uk/countydurham))

**Cheque:** made payable to Age UK County Durham and send to Age UK County Durham, 1st Floor Houghton House, Belmont Business Park, DH1 1TW

**By phone:** call us on **0191 386 3856**  
and we will call you back to arrange your donation

Company	Contact	ADDRESS	Tel No for orders	TYPE OF MEAL	Cost	Payment method	DELIVERY AREAS	Can deliver? Y/N
Ashbarton Catering	Stephen Vasey	7 Church Street Crook DL15 9BG	Call 8.00 – 10.00am to order  01388 765553	Freshly cooked traditional meals (roast dinners, mince and dumplings etc)	Fresh meals £3.95	Cash only	Willington, Crook, Bishop Auckland, West Auckland	
Crusty Bun		Carrville High Street Durham DH1	0191 375 0407	Fresh pies, quiches, sandwiches Bread & milk  Community Boxes (£22): Cherry tomatoes, cucumber, cabbage, potatoes, carrots, red onion, onion, mushrooms, grapes, satsumas, apples, bananas, sugar, tea bags, pasta (type will vary), 2ltr milk, eggs, sliced loaf	Varies depending on items ordered  Community Boxes are £22.00 per box	Can take payment over the phone and drop your goodies at your door	Belmont, Carrville, Sherburn Road, Sherburn, Sherburn Hill, Gilesgate, West Rainton	Y - free delivery on Community Boxes which are delivered at 4.30pm
Infinite Scran	Toni Wilkinson infinitescran@outlook.com	1 Empire Buildings, Sherburn Road Durham DH1 2JL	0191 384 0510	May be able to supply baking items such as flour - meals no longer available		Card payment over the phone	Belmont, Bowburn, Durham, Coxhoe, Gilesgate, Sacriston, West Rainton, Bearpark Ushaw Moor.	Y - home deliveries only  May also be able to deliver essentials – fruit, veg, milk, bread etc
Little Eden	Sasha Lewthwaite	Eden Hill Road Peterlee SR8 5DD	Orders taken from 9.30am to 3.00pm  07502 336 262	Hot dinners – traditional food  Will supply hot meal for lunch with a sandwich and cake for tea.	Hot beef / pork / chicken dinners: small £4.50 large £5.50. Mince and dumplings served with either homemade chips or mash & veg small £4.50 large £5.50. Hot beef, pork or chicken bun £4.00 (Add homemade chips for £1.00 extra)	Can pay cash or also bank transfer	Peterlee and surrounding villages (Blackhall Rocks, Wingate, Crimdon, Wheatley Hill, Horden)  Delivery prices: Peterlee £1, surrounding villages from £1.50	
Lou's Café	<a href="mailto:lounrosnabi@hotmail.co.uk">lounrosnabi@hotmail.co.uk</a>	Chester le Street (by Morrisons)	Order before 10.30am  0191 388 9137	Hot meal (2 course) includes Pensioners weekly special menu (mince and dumplings etc)	£6.00	Card payment over phone or cash.	Chester le Street, Lumley, Stanley, Pelton, Waldrige, Annfield Plain	Y - free (can deliver 7 days per week)
Nana's Ladies	Sonia Curry Nanas.1@outlook.com	Sacriston High Street	0191 371 1173	Traditional freshly cooked meals. Some choice.	Hot meals and dessert £4.00	Cash only	Sacriston, Pity Me, Langley Park, Witton Gilbert, Edmondsly, Plawsworth, Kimbelsworth , Pity me , Nettlesworth, Langley Park, top of Chester le Street	Y - 7 days a week  Delivery up to £1.50 depending on distance. Can also supply bread if ordered the day before.
On a Roll Mobile	Barbara Thompson		07930 147 560	All freshly made should last in fridge for a few days/ or can freeze	(3 dinners (meat&veg)/3 puddings for £21.00	Arrange with provider	Barnard Castle	Y - on Tuesdays

Company	Contact	ADDRESS	Tel No for orders	TYPE OF MEAL	Cost	Payment method	DELIVERY AREAS	Can deliver? Y/N
Peartree Café	Ruth Hewitson ruthhewitson123@gmail.com	10a Dabble Duck Industrial Estate Shildon	Open at 8am, first delivery going out around 9am. Last delivery around 2.30pm, but do have capacity to extend opening hours if enough people to cater for.  01388 775 557	Meals on Wheels service – open 7 days a week.	Pensioner Special - £4 lunch plus £1 for added dessert.  Menu ranges from breakfast, sandwiches/toasties, fresh vegetables, lunches, desserts to Sunday lunches.	Arrange with provider	Deliver to Shildon, Newton Aycliffe, Bishop Auckland, Coundon area.	Y to areas listed in delivery area section only
Saxon Inn	Paul Hope (Manager) Thesaxoninn@gmail.com	1 Saxon Green Escombe Bishop Auckland DL14 7SY	Call between 9.00am-9.00pm  01388 662256	Choose from full pub menu – include traditional and fish dishes and pies	Average price £7.95 - £9.50	Pay over phone with card or can pay cash	3m radius of Escombe. (Tindale, Bishop Auckland)	N – but have take away service if known in advance
Seventeen Café		17 Church Street Coxhoe DH6 4AA	Contact 9.00 – 10.00am  0191 447 3021	Daily meal offer All freshly cooked traditional dishes. Meals can be frozen and multiple meals can be ordered	£6.00 special deal which includes main meal and a dessert	Pay over phone with card or have the correct money in an envelope or bag.	Coxhoe, Kelloe, Quarrington Hill, West corforth, Cassop,	Free delivery within local area
The County Tea Shop		Staindrop	01833 660434	Full take-out and delivery service The Tea Shop will accommodate your dietary requirements where possible, just ask.	A normal main course is £7.00 which is a large portion	Arrange with provider	Staindrop and surrounding areas	Y – 7 days a week
Village Inn (pub)	Michael Hamilton	Kirk Merrington Spennymoor	Orders taken from 10.00am  01388 817395	Traditional cooking (mince and dumplings)	Cost of meal plus delivery charge if order is under £15.00	Pay on card or have the correct money in an envelope.	Kirk Merrington, Spennymoor, Ferryhill, Coundon.	Y - delivery is free for orders over £15 (which would be 2 meals) or £2.00 if order under £15.
Wheatley Hill Meals on Wheels	Hilary Jamieson hilary.jamieson@greenhillscentre.co.uk	Greenhills Community Centre Stephens Terrace Wheatley Hill DH6 3JS	01429 820 214	Fresh hot deliveries also chilled deliveries for fridge storage Fridays	£4.00 main £1.25 dessert	Can arrange payment by online banking or cash.	Free delivery to Wheatley Hill 50p delivery to other areas  Wheatley, Shotton, Thornley, Wingate, Horden, Trimdons, Haswell Plough, Peterlee	Y (Mon to Fri for deliveries)

Company	Contact	ADDRESS	Tel No for orders	TYPE OF MEAL	Cost	Payment method	DELIVERY AREAS	Can deliver? Y/N
Deanos	<a href="mailto:Samanthajakeman1991@gmail.com">Samanthajakeman1991@gmail.com</a>		07525 414 145				Chester le Street	
Cooplands	<a href="https://shop.cooplands-bakery.co.uk">https://shop.cooplands-bakery.co.uk</a>			Food care package can include: small sliced white loaf, mature & mild cheddar, pack sliced ham/turkey, scotch rolls, eggs, bacon, sausage, flapjacks, cheese straws, hot cross buns, ginger parkin, loaf cake, sausage rolls, steak pies, flora, tinned tomatoes/beans*, carrots, potatoes, oranges, apples, semi skimmed milk, <del>subject to change due to availability</del>	To be agreed when ordering	Order and pay via Cooplands website	DH1, DH2, DH3, DH4, DH5, DH6, DH7, DH8, DH9, DH97, DH98, DH99, DL13, DL14, DL15, DL16, DL17, NE11, NE16, NE37, NE38, NE82, NE83, NE85, NE89, NE92, NE9, SR3, SR4, SR7, SR8, SR9	deliver to home address (doorstep drop off) within 2 days of ordering
Teesdale Care Package Campaign		TCR Hub, Shaw Bank, Barnard Castle.	Self refer to info@tcrhum.co.uk or call 07415167940 and leave a message	Can offer free grocery packages to those who are isolating or who feel isolated as a result of Covid 19			Deliver across the Teesdale area and are based in Barnard Castle	
Fishmonger	Billy Bower	Easington Village	For further details please call 07711979809 from Monday to Friday between 9.00am and 4.00pm	Fresh fish, eggs and potatoes can still be purchased by local residents	To be agreed when ordering	To be agreed when ordering	n/a	N - Please observe Covid-19 social distancing guidelines when calling to purchase/collect your items.
Macfarlane Family Butchers	Shaun Slack	37 Horsemarket Barnard castle DL12 8LX	01833 637239	Meat, Weekender packs, bread, milk, eggs, flour, pies, and cheese	Varies	Card payments or online - cash as last resort	Barnard Castle and surrounding	Y
TCR The Hub		Shaw Bank, Barnard Castle DL12 8TD	info@tcrhub.co.uk or 07415167940	Free weekly care packages including food, cleaning items and toiletries for anyone vulnerable in Teesdale area	Free	N/A	Teesdale	Y
Barnard Castle Golf Club Catering			01833 637237	Homemade soups or meals. Fresh or frozen to heat at home. Also offer Sunday lunches	Varies - all under £5			Y or pick up
Forresters Restaurant		52-53 Market Place, Middleton-In-Teesdale DL12 0QH	01833 641435	Various - menu available	Varies	Card payment, over phone or cash on delivery	Middleton-In-Teesdale, Mickleton, Eggleston, Romaldekirk	Y

Company	Contact	ADDRESS	Tel No for orders	TYPE OF MEAL	Cost	Payment method	DELIVERY AREAS	Can deliver? Y/N
John Street Deli	James	7 John Street North DH7 8RS Meadowfield	0191 378 0786	Sausage and buttery mash served with veg. Mince & dumplings served with mash and veg Lasagne, chips and salad Pie of the day with chips and veg Sunday lunches also available Hunters chicken served with chips and salad Chinese style chicken curry or chilli served with rice and/or chips Chicken breast burger/steak burger topped with bacon and cheddar cheese	£6	Card payment over phone or cash on delivery	Meadowfield and local villages	Y or collection
The Dining Cart	Jane or Laura	12 Darlington Rd, Ferryhill DL17 8JP	01740 657333	Traditional hot dinner and dessert	£5 for 2 courses	Bank transfer, cheque or cash on delivery	Ferryhill	Y
The Crown at Mickleton		Mickleton, Barnard Castle DL12 0JZ	01833 640381 or info@thecrownatmickleton.co.uk	Weekly menu available via website <a href="https://thecrownatmickleton.co.uk/">https://thecrownatmickleton.co.uk/</a>	Varies	Online or over the phone	Mickleton, and surrounding, including Bishop Auckland and Darlington	Y
The Carriage Restaurant	Karen	36 Hope Street Crook DL15 9HU	01388 762859	Menu available - Wednesday, Thursday, Fridays and Sundays	£5.50	Cash	Crook	Y
Café No. 8		3 Durham Road Chilton DL17 0EX	07722 103147	Daily specials - All day breakfasts, pizza breakfast boxes, paninis, kids meals etc..  NEW - Potato skins with home made garlic mayo	Varies		Chilton, Ferryhill	Y
Thames Fruit and Veg Deliveries		Unit 10 Thames Center Newton Aycliffe DL5 4SB	07475 751300	Fruit and veg boxes	£10 or £20 depending on need	Cash, contactless card on delivery or secure payment link, paypal	Newton Aycliffe and surrounding towns/villages	Y
Café Pronto	Huey	Town Centre Newton Aycliffe DL5 4DZ	01325 312121	Full menu available	Main course & dessert £5 for the elderly	Over the phone when ordering or in shop contactless up to £45	Newton Aycliffe	Y
Leadgate DIY		51 Front Street Consett DH8 7SE	01207 504400	Delivering fruit, veg, salad, eggs, milk, biscuits, sugar, tea bags etc. Household items, cleaning products and any other essential items in stock.	Cost of items depending	Bank transfer if possible, if not card over the phone or cash on delivery	Free delivery in Leadgate - £1 delivery in surrounding areas	Y
The Crusty Bun		106 High Street Carrville DH1 1BQ	0191 375 0407	Treat boxes, Plate pies and quiches, crumbles, Cakes and slices, Buns, Bottles of pop, 2lt milk, 9 pack of toilet rolls	Cost of items depending	over the phone for deliveries and collection if you prefer or via contactless card payment or cash in the shop	Durham	
The Red Alligator		Auckland Road Bishop Auckland DL14 6SP	01388 605644	Differing daily menus	£5 - £6		South Church and surrounding	Y 4-8pm

Company	Contact	ADDRESS	Tel No for orders	TYPE OF MEAL	Cost	Payment method	DELIVERY AREAS	Can deliver? Y/N
Tango Durham							Durham and within 5 mile radius	Free but minimum order £25
S & A Linsley Butchers		25 Church Street, Shildon, DL4 1DS	01388 774681	Can provide deliveries twice a week for essential products	To be agreed when ordering direct	To be agreed when ordering direct	Shildon	Y to local areas only
William Peat Butchers			William Peat in Barnard Castle 01833 638 123  Castlebank in Crook 01388 762 298  Castlebank in Stanley 01388 528 579	Can provide meals, fresh pies, some fruit/veg, bread and milk	To be agreed when ordering direct	To be agreed when ordering direct	Barnard Castle, Crook and Stanley	Y
Robinsons Greengrocers		62 North Road Durham City DH1 4SQ	0191 374 1524	Deliver of fruit and veg	To be agreed when ordering direct - minimum £15 order	To be agreed when ordering direct	To be agreed when ordering direct	Y
Macfarlane Family Butchers	Shaun Slack	37 Horsemarket Barnard castle DL12 8LX	01833 637239	Meat, Weekender packs, bread, milk, eggs, flour, pies, and cheese	Varies	Card payments or online - cash as last resort	Barnard Castle and surrounding	Y
TCR The Hub		Shaw Bank, Barnard Castle DL12 8TD	<a href="mailto:info@tcrcat.co.uk">info@tcrcat.co.uk</a> or 07415167940	Free weekly care packages including food, cleaning items and toiletries for anyone vulnerable in Teesdale area	Free	N/A	Teesdale	Y
Barnard Castle Golf Club Catering			01833 637237	Homemade soups or meals. Fresh or frozen to heat at home. Also offer Sunday lunches	Varies - all under £5			Y or pick up
Forresters Restaurant		52-53 Market Place, Middleton-In-Teesdale DL12 0QH	01833 641435	Various - menu available	Varies	Card payment, over phone or cash on delivery	Middleton-In-Teesdale, Mickleton, Eggleston, Romaldkirk	Y
John Street Deli	James	7 John Street North DH7 8RS Meadowfield	0191 378 0786	Sausage and buttery mash served with veg. Mince & dumplings served with mash and veg Lasagne, chips and salad Pie of the day with chips and veg Sunday lunches also available Hunters chicken served with chips and salad Chinese style chicken curry or chilli served with rice and/or chips Chicken breast burger/steak burger topped with bacon and cheddar cheese	£6	Card payment over phone or cash on delivery	Meadowfield and local villages	Y or collection
The Dining Cart	Jane or Laura	12 Darlington Rd, Ferryhill DL17 8JP	01740 657333	Traditional hot dinner and dessert	£5 for 2 courses	Bank transfer, cheque or cash on delivery	Ferryhill	Y
The Crown at Mickleton		Mickleton, Barnard Castle DL12 0JZ	01833 640381 or <a href="mailto:info@thecrownatmickleton.co.uk">info@thecrownatmickleton.co.uk</a>	Weekly menu available via website <a href="https://thecrownatmickleton.co.uk/">https://thecrownatmickleton.co.uk/</a>	Varies	Online or over the phone	Mickleton, and surrounding, including Bishop Auckland and Darlington	Y

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The Carriage Restaurant	Karen	36 Hope Street Crook DL15 9HU	01388 762859	Menu available - Wednesday, Thursday, Fridays and Sundays	£5.50	Cash	Crook	Y
Café No. 8		3 Durham Road Chilton DL17 0EX	07722 103147	Daily specials - All day breakfasts, pizza breakfast boxes, paninis, kids meals etc..  NEW - Potato skins with home made garlic mayo	Varies		Chilton, Ferryhill	Y
Thames Fruit and Veg Deliveries		Unit 10 Thames Center Newton Aycliffe DL5 4SB	07475 751300	Fruit and veg boxes	£10 or £20 depending on need	Cash, contactless card on delivery or secure payment link, paypal	Newton Aycliffe and surrounding towns/villages	Y
Café Pronto	Huey	Town Centre Newton Aycliffe DL5 4DZ	01325 312121	Full menu available	Main course & dessert £5 for the elderly	Over the phone when ordering or in shop contactless up to £45	Newton Aycliffe	Y
Leadgate DIY		51 Front Street Consett DH8 7SE	01207 504400	Delivering fruit, veg, salad, eggs, milk, biscuits, sugar, tea bags etc. Household items, cleaning products and any other essential items in stock.	Cost of items depending	Bank transfer if possible, if not card over the phone or cash on delivery	Free delivery in Leadgate - £1 delivery in surrounding areas	Y
The Crusty Bun		106 High Street Carrville DH1 1BQ	0191 375 0407	Treat boxes, Plate pies and quiches, crumbles, Cakes and slices, Buns, Bottles of pop, 2lt milk, 9 pack of toilet rolls	Cost of items depending	over the phone for deliveries and collection if you prefer or via contactless card payment or cash in the shop	Durham	
The Red Alligator		Auckland Road Bishop Auckland DL14 6SP	01388 605644	Differing daily menus	£5 - £6		South Church and surrounding	Y 4-8pm
Tango Durham		96 Elvet Bridge Durham DH1 3AG	0191 384 0096	Burger Restaurant - Sunday lunches	Cost of items depending	Card payments over the phone	Durham and within 5 mile radius	Free but minimum order £25
Continental Delicatessen		Unit 11, Co-Op Buildings, Durham Rd, Birtley, Chester- le-Street DH3 2PS	07891 394370	Delicatessen and Deli selling Polish items - fresh fruit, vegetables and essential household items	Cost of items depending	Card payments over the phone, cash in store	Birtley	Y
Taylor's Butchers - Durham		26 Front Street Framwellgate Moor Durham DH1 5EJ	0191 386 2474	Butchers - delivering fresh meat nationwide. Stores are now open but abiding by social distancing rules	Cost of items depending	Card payments or online - cash as last resort	Nationwide	Y
Taylor's Butchers - Belmont		Unit 5 Cheverley Park Shopping Centre Belmont DH1 2AA	0191 370 9837	Butchers - delivering fresh meat nationwide. Stores are now open but abiding by social distancing rules	Cost of items depending	Card payments or online - cash as last resort	Nationwide	Y
Taylor's Butchers - Blackhall Colliery		Back Middle Street, Blackhall Colliery, TS27 4HD	0191 587 3209	Butchers - delivering fresh meat nationwide. Stores are now open but abiding by social distancing rules	Cost of items depending	Card payments or online - cash as last resort	Nationwide	Y

Company	Contact	ADDRESS	Tel No for orders	TYPE OF MEAL	Cost	Payment method	DELIVERY AREAS	Can deliver? Y/N
Taylor's Butchers - Newton Hall		18 Alnwick Road, Newton Hall, Durham, DH1 5LA	0191 389 7150	Butchers - delivering fresh meat nationwide. Stores are now open but abiding by social distancing rules	Cost of items depending	Card payments or online - cash as last resort	Nationwide	Y
Taylor's Butchers - Ferryhill		19 Market Street, Ferryhill, DL17 7JN	01740 653695	Butchers - delivering fresh meat nationwide. Stores are now open but abiding by social distancing rules	Cost of items depending	Card payments or online - cash as last resort	Nationwide	Y
Kurliesses Food Bar		111 Collingwood Street, Coundon, Bishop Auckland, DL14 8LL	01388 459449	Fish and chips, Pizzas and kebabs, Toasties and paninis, sweetie milkshakes - Sunday dinners	Cost of items depending	Cash only	Bishop Auckland and surrounding areas	Y
Wheatley Hill Community Association		Wheatley Hill Community Association, Wheatley Hill, Co. Durham, DH6 3JS	01429 820214	Meals on wheels	Main meal £4, Dessert £1.25 Delivery outside of Wheatley Hill - 50p		Wheatley Hill and surrounding areas	Y
Homer Hill Farm Shop		Pittington Road Rainton Gate, Houghton le Spring, DH5 9RG	0191 584 1941	Farm shop café food - Sunday dinners	Cost of items depending	Over the phone	Click and collect at shop - food put straight into car boot	N
Feastland		8 Bury Road, Newton Aycliffe, DL5 5DL	01325 321123	Meals on wheels	£6 main - dessert £2.50		Newton Aycliffe and surrounding areas	Y
Sweetharts Delivery Service	Mark Hart mark.hart@sweetharts.co.uk	101 Durham Road, Consett, DH8 8RR	01207 501100	Bakery items - fresh bread, meat, essential items	Costs vary depending on items - Minimum £5 spend	Bank transfer	DH8 area £2	Y
Seventeen Café	Norma Lowther	17 church St, Coxhoe, Durham DH6 4DD	0191 447 3021	Daily specials - Afternoon teas - Sunday lunches	Cost of items depending		Coxhoe and nearby areas	Y
Holcrofts		1, Winchester Drive, South West Industrial Estate, Peterlee, SR8 2RJ	0191 518 4234	Fruit and veg boxes + some bakery and dried goods	Cost of items depending		Peterlee and surrounding areas	Y
The Deli		54 Church Street Shildon DL4 1DY	01388 229606	Café items	Cost of items depending	Card payments only instore, bank transfer or cash in envelope for deliveries	Shildon	Y
Healthy Chef		Co-Op Buildings, Durham Rd, Birtley, Chester-le-Street DH3 2PS	07891 394370	Healthy meals	Cost of items depending	Cost of items depending	Birtley	Y - via JustEat



# How can I help myself or others?

Read the information provided in this information sheet and pass the details on to those you know need help

## Do you know if ...

There are any local farm shops and hot meal providers who are helping during Covid-19?

Do you know if your local butcher, greengrocer or milkman are doing home deliveries?

Your local garden centre(s) are doing home deliveries of plants etc?

**All this information is good to share, you can also call us to let us know about it too**

**t 0191 386 3856**

**e [info@ageukcountydurham.org.uk](mailto:info@ageukcountydurham.org.uk)**

Haswell Homer Hill Farm Shop (Pittington Road, Rainton Gate, West Rainton DH5 9RG) can provide a take-away 'ready meal' food service during Covid-19. Other produce is also available to purchase.

Delivery option is local and is only available to the most vulnerable. Orders, payment and collections can be arranged by contacting the farm shop. Please allow sufficient time for orders to be organised.

You can contact them on 0191 584 1941 / [enquiries@homerhillfarmshop.co.uk](mailto:enquiries@homerhillfarmshop.co.uk) for more details or visit their website [www.homerhillfarmshop.com/](http://www.homerhillfarmshop.com/)

Thorpe Farm Shop (Greta Bridge, Barnard Castle, DL12 9TY) can provide local food deliveries from their shop during Covid-19. If you tell them you have heard about them via us at Age UK County Durham for Age UK Darlington they will try to help you.

You can contact them on 01833 627242 for more details or visit their website <https://www.thorpefarm.co.uk/>

Mainsgill Farm Shop (East Layton, Richmond North, DL11 7PN) ) can provide local home deliveries from their shop during Covid-19. They can deliver to within 10 miles of Mainsgill area only. Delivery is FREE for orders over £30, £3 if under .

You can contact them on 01325 718 860 for more details or visit their website [www.mainsgillfarm.co.uk/](http://www.mainsgillfarm.co.uk/)



Dear Member,

The Coronavirus outbreak presents everyone with challenges, and we wanted you to know that all of us here at NEFirst Credit Union hope you and your family are safe and well during these unprecedented times.

We're closely monitoring the developing situation and wanted to let you know we are open for business (within social distancing guidelines) with our face to face contact with members by appointment only. As always, the safety of our members and colleagues remain our number one priority and we are here to help.

We continue to work hard to maintain services for you and to develop new ways to help you manage the financial impact. We understand many of you may be experiencing some financial challenges at this time due to the coronavirus and the impact that it is having on everyday lives, so we would like to let you know of two new loan products we have at the moment that you may find helpful to yourself and your family.

#### Family Loans – INSTANT LOAN (up to £500.00)

Our 'Family Loans' allow all families/individuals in receipt of child benefit to have a loan of up to £500 from the Credit Union. This will be conditional upon child benefit being paid directly into your account with the Credit Union. We will not perform a credit check; however, bank statements will be requested for an affordability check.

Example - £500.00 x 12 months @ £50.23 – Total payable = £602.66

#### Payroll Deduction – £500.00 INSTANT Loans

To qualify for an instant loan you must already be paying into your NEFirst Credit Union account by payroll deduction through your employer.

We will not perform a credit check or request recent bank statements in this instance.

Example - £500.00 x 12 months @ £50.23 – Total payable = £602.66

To apply for either a Payroll or Family loan please visit our website at [www.nefirstcu.co.uk](http://www.nefirstcu.co.uk) and quote Family or Payroll Loan on your application in order to qualify, otherwise your application will be processed in line with our normal loan processing procedures. If you would like to discuss any of our products or services please don't hesitate to contact us by email [birtley@nefirstcu.co.uk](mailto:birtley@nefirstcu.co.uk) or telephone 0330 055 3666



## Family Loans

Our 'Family Loan' product allows all families/individuals in receipt of **child benefit** to have a **loan** of up to £500 from the **Credit Union** without having a **credit** check – this will be conditional upon an affordability check and **child benefit** being paid directly from the DWP to the **Credit Union**.

Our loans are by far the most competitive in the market, see how a £400 loan compares with other lenders:

Lender	Pay Weekly	Weeks	Total Payable	APR (rep)	Life Insurance?	Save-as-you-borrow?
NEFirst Credit Union	£11.49	40	£459.27	42.6%	Yes	yes
<u>Provident</u>	£14	52	£728	272.2%	no	no
<u>Morses Club</u>	£20	34	£680	466.37%	no	no

## How do I apply

### STEP 1

Download and complete the “Family Savings and Loan” form or complete the regular online loan application form and choosing **Family Loan** from the list of “What is the loan For?” and place **12345** in the credit union membership number.

### STEP 2

If you are not already a member, please provide proof of your identity and proof of your address along with a copy of a recent bank statement and email them to [birtley@nefirstcu.co.uk](mailto:birtley@nefirstcu.co.uk)

### STEP 3

Contact <https://www.gov.uk/child-benefit/make-a-change-to-your-claim> and redirect your payments to the bank details, which you will find in the on the “Family Savings and Loan” form FAQ’s.

### STEP 4

Make sure you let us know your 8-digit Child benefit reference number. This will be on the notification letter you received from the DWP or on your bank statement.

### STEP 5

Once we’ve received your first Child benefit payment your loan will be processed and paid by BACS to your nominated bank account which can take 3-5 working days to clear.



## **FAQ's - Family Loan**

### **What is a Family Loan and how does it operate?**

Our 'Family Loans' allow all families/individuals in receipt of child benefit to have a loan of up to £500 from the Credit Union. This will be conditional upon child benefit being paid directly into your account with the Credit Union.

### **How to I change the details to have child benefit paid to the credit union?**

Your child benefit **payment** may be **paid** by Electronic Funds Transfer (EFT) directly **into** credit union account. You can do this online at <https://www.gov.uk/report-changes-child-benefit> The Bank Account Details for the NEFirst Credit Union are;

**Sort Code 60.83.01 Account no. 20331856**

### **Who can apply for a Family Loan?**

Anyone who lives or works in County Durham, Gateshead, Sunderland, Northumberland and North and South Tyneside and receives Child Benefit can join NEFirst Credit Union and apply for a Family Loan.

### **What happens to my Child Benefit when it arrives at the Credit Union?**

The whole of your child benefit will be paid to your account with NEFirst Credit Union. Part of it will be used to make your loan repayment and a small amount (£1pw/£4 every 4 weeks) will be held in a savings account for you which cannot be withdrawn until your loan is paid in full. You decide what happens to the 'surplus' amount. It can be left in your savings account, withdrawn or split between savings and withdrawal. If you chose to have some of your Child Benefit paid back to you.

### **My Family Loan has been approved how long will the funds take to be deposited into my account?**

If your loan application is approved, you will need to sign a loan agreement – As long as the agreement is signed before 14:00 Monday – Friday your funds will be in your account by the end of that working day. If the document is signed after 14:00 it will be the next working day (please note we do not operate during weekends).

### **Can I apply for more than £500 or have more than one Family Loan?**

Your Family Loan balance can never be more than £500 and you can only have one loan at a time.

### **Can I “Top Up” a Family Loan?**

You can Top Up your Family Loan when you have repaid 1/3 of your original loan. If you had a £500 this means you will be able to top up when your balance is below £335. You can track the balance of your Family Loan registering to view online.

**Can I get a standard loan with the Credit Union?**

Once you have fully repaid your Family loan, you will be eligible to apply for a standard NEfirst Credit Union loan. The amount you can borrow will depend primarily on your income and expenditure. This loan application will also be subject to a credit check.

**How do I apply for a Family Loan Top Up?**

You can make a Top Up application by completing the family loan form located on the web site. We will process the top up and email you a new Loan Agreement which you can sign electronically.

**How can I access my savings?**

Your savings with the credit union are covered by the Financial Services Compensation Scheme (FSCS), so your money is just as safe as it is in a bank or a building society. If you want to withdraw some of your savings, you can arrange this yourself by share withdrawal.

**If I have requested a withdrawal when can I expect the funds to be available?**

Request your withdrawal before 14.00 and we will always try our best to get your request completed on the same day or next working day.

**Can I pay my loan back early? Are there any fees for this?**

Members can clear the balance of a loan at any time and we do not charge any early settlement fees for this.

## Post Office Pay Out Now Scheme to help older people

The Post Office is making its Payout Now Scheme available to all UK banks to help older people and those self-isolating. They are making their 'Payout Now' and 'Fast PACE' (a pre-authorised cheque encashment service) products available to all the UK's banks, building societies and credit unions to offer to any of their customers who are most in need of access to cash simply and speedily during the pandemic.

The scheme means that self-isolating or vulnerable people affected by the coronavirus pandemic can now contact their Banks and Building Societies (if they choose to offer these services) and arrange to withdraw cash quickly from their normal accounts through any local Post Office branch, with the help of a friend, family member, carer or local support worker.

Many local Age UKs are seeing an increasing number of enquiries from local people concerned about accessing their money during the crisis to pay for shopping and supplies. To find out more, visit the Post Office website and go to their latest news section

<https://www.onepostoffice.co.uk/secure/latest-news/>

## City Safe Durham

City Safe Durham (<https://citysafedurham.co.uk/>) can help you with shopping support if you can't leave your house and no-one to help you. You can contact them on 0191 359 2365 or 0330 120 0981 or email them at [coronavirus@citysafedurham.co.uk](mailto:coronavirus@citysafedurham.co.uk) or [info@citysafedurham.co.uk](mailto:info@citysafedurham.co.uk)

You will need to have the ability to pay for your shopping.

## Wellbeing for Life

Wellbeing for life are currently providing telephone only support for adults in County Durham. The service can provide emotional support for those (aged over 16 and living in County Durham) who feel isolated and lonely or anxious throughout the COVID-19 crisis.

Welfare calls or facilitation to other services to ensure people who are isolating, vulnerable or shielded are able to receive supplies and medications.

They are a referral organisation for County Durham Foodbanks, NHS Volunteers and the County Durham Together Hub.

They can be contacted on 0800 876 6887

## Alzheimer's Society - Dementia Adviser Service

The Dementia Adviser Service continues to offer advice, information and support during Covid-19 for those affected by dementia or memory issues and their families or carers. Support is being provided through telephone, email and post and regular welfare and companion calls are being made.

Contact the County Durham Team on **0191 389 0400, 9.00am-5.00pm, Monday to Friday.**

All voicemail messages will be responded to or email [durhamandchester@alzheimers.org.uk](mailto:durhamandchester@alzheimers.org.uk)

Out of hours contact **Dementia Connect Support Line** on **0333 150 3456** (Monday to Wednesday until 8.00pm, Thursday and Friday until 5.00pm and Saturday and Sunday 10.00am-4.00pm)

Additionally, their online community, **Dementia Talking Point**, can be accessed day or night to gain valuable support, at:

<https://forum.alzheimers.org.uk/>



## **NHS VOLUNTEER RESPONDERS**

There has been a **temporary pause in the recruitment of NHS Volunteer Responders**

Recruitment to this scheme was temporarily paused on 29 March 2020 to process the initial 750,000 applications. Further information will follow. The platform is now taking referrals from Health and local government professionals.

These are

- **GPs / social prescribing link workers / practice nurses concerned about an at risk or vulnerable individual they have advised to self-isolate**
  - **Hospital discharge teams**
  - **Community pharmacists**
  - **NHS 111 and ambulance trusts**
  - **Community health trusts that need volunteer support for patients leaving hospital**
- Local authorities**

## **Stop Smoking Service in County Durham**

As of 1<sup>st</sup> April 2020, ABL Health will be delivering the Stop Smoking Service across County Durham.

Their person-centred service focuses on delivering flexible specialist stop smoking support to those who live or work in County Durham and their service is still open/accessible during Covid-19.

They have a team of advisors who are able to offer individuals with support to stop smoking. They can be contacted on 0800 772 0565 or 0191 369 2016

## **Livin Housing**

Tenants needing to contact Livin Housing can contact them by calling 0800 587 4538 or visit their website for more information [www.livin.co.uk](http://www.livin.co.uk)



# Mutual Aid in County Durham

The following pages includes information of different services you might find useful during Covid-19

**DurhamWorks**  
To improve your future



**European Union**  
European Social Fund  
'Supported by the Youth Employment Initiative'



Hello from the Citizens Advice DurhamWorks Team!

We hope you, your families and friends are staying safe & well. Although we are unable to offer face to face courses at this time due to the Covid-19 restrictions, we are still available to help, whether you're updating your CV, applying for work or just needing someone to talk to!

In our weekly newsletter we will share helpful links and hints on how to stay positive during the coming weeks and give you an opportunity to get involved maybe by letting us know what you're up to? We will include interactive activities, quizzes and anything else that you feel would be useful.



Do the Buzz Personality Quiz and find out what kind of animal you are, what your strengths are and what jobs suit your personality  
<https://icould.com/buzz-quiz/>



## Triviaplaza

Test your general knowledge  
Play solo or with your family

<https://www.triviaplaza.com/>

## Worried about Covid-19?



Fed-up being at home?  
What can you do to look after your mental health and wellbeing?

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19->



Did you know the NHS have a range of apps to help you handle stress and anxiety?

<https://www.nhs.uk/oneyou/apps/>

## Improve your Literacy and Numeracy Skills at home

<https://www.bbc.co.uk/teach/skillswise>



**Need help?  
Bored?**

## Useful Contacts

### Durham Foodbank

[www.durham.foodbank.org.uk/locations](http://www.durham.foodbank.org.uk/locations)

### Latest Scams

[www.FriendsAgainstScams.org.uk/elearning/durham](http://www.FriendsAgainstScams.org.uk/elearning/durham)

### Online courses

[dcworks@darlington.ac.uk](mailto:dcworks@darlington.ac.uk)

### Vacancies

NHS vacancies: Healthcare Assistants

**JOBS.NHS.UK**

Domestics, housekeepers & drivers

Teesside - <https://bit.ly/2UnPOF9>

Durham and Darlington

<https://bit.ly/2xtdkr4>

Forensic Services -

<https://bit.ly/2R5f1Cf>

North Yorkshire and York

<https://bit.ly/2vY5ohi>



<https://www.durham-pcc.gov.uk/Victims/Community-Peer-Mentor-Project.aspx>

Whilst you have time on your hands, why not update your skills. The Durhams Works team at Citizens Advice County Durham provides free one to one support and guidance to help you to move forward, keep motivated and positive.

So why not drop us an email and we will contact you to arrange your one to one personal support!

[Eve.Galloway@citizensadvicecd.org.uk](mailto:Eve.Galloway@citizensadvicecd.org.uk)

Or call Eve on 07876 346 047



# Mutual aid and community support – North Durham

Category	Offer	Date and time	Contact
<b>Catchgate and Annfield Plain Isolation support</b> 23, Front Street, Annfield Plain, Stanley DH9 7SY	<b>Isolation support</b> If you need support with tasks such as shopping, collecting prescriptions, receiving a friendly call or someone to check you are ok there are volunteers to support you.	Coronavirus period	Text HELP to 07564 044 509 or email <a href="mailto:capis2020@yahoo.com">capis2020@yahoo.com</a>
<b>PACT house Stanley</b> 39 Front St, Stanley DH9 0JE	<b>Isolation support</b> If you need support with tasks such as shopping, collecting prescriptions, receiving a friendly call or someone to check you are ok. There are volunteers to support you.	Coronavirus period	Telephone: 07720 650 533
<b>Pact House,</b> 39 Front Street, Stanley County Durham, DH9 0JE.	<b>Home delivery meal and Foodbank support</b> Home Meal delivery for Elderly, Vulnerable and people self-isolating, Open access Foodbank running Monday-Friday 10am-4pm, Saturday 11.30am-1.30pm at Stanley Civic hall,	Coronavirus period	Telephone: 07720 650 533 Email: <a href="mailto:pacthousestanley@outlook.com">pacthousestanley@outlook.com</a> or message on Facebook <a href="https://www.facebook.com/PACTHouseStanley/">https://www.facebook.com/PACTHouseStanley/</a>
<b>The Fulforth Centre,</b> Front Street, Sacriston, Durham DH7 6JT.	<b>Covid19 Meal support</b> Sacriston Parish Council and The Fulforth Centre will help supply meals to the most vulnerable. All meals will be prepared and cooked within The Fulforth Centre by cooks with relevant Food Hygiene certification. Meals will be supplied two days per week - Wednesday and Friday, commencing Wednesday 8 April. Meals will be available between 1pm and 2pm and can be collected from the kitchen door situated at the car park side of the building.	Every Wednesday and Friday between 1-2pm. Coronavirus period	Telephone 0191 3710601 and leave a message email <a href="mailto:thefulforthcentre@gmail.com">thefulforthcentre@gmail.com</a> Or contact them through their Facebook page <a href="https://www.facebook.com/fulforthcentre/">https://www.facebook.com/fulforthcentre/</a>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

# Mutual aid and community support – North Durham

Category	Offer	Date and time	Contact
<b>Sacriston Community Workshops</b> Old Co-op Buildings Plawsworth Road Sacriston Durham DH76PB	<b>Isolation support</b> Help for those who are unable to leave their home. Taking names, addresses and needs. Also seeking: <ul style="list-style-type: none"> <li>• donations of non-perishable foods, hygiene products and cleaning products.</li> <li>• drivers to deliver care packages, run errands and collect donations</li> <li>• volunteer cooks</li> <li>• leaflet drop to keep everyone informed</li> <li>• help to ready the hub at the old Police Station.</li> </ul>	Coronavirus period	Telephone: 07709 895 493 Email: <a href="mailto:enquiries@sacristonenterpriseworkshops.co.uk">enquiries@sacristonenterpriseworkshops.co.uk</a>
<b>Healthy Meal Collection</b> Nettlesworth Community Centre Front Street Chester-Le-Street DH2 3PN	<b>Healthy meal support</b> Healthy meal collection. Meals will be chilled or frozen.	1pm - 2pm every Tuesday and Thursday. Starts Thursday 2nd April.	Telephone: 0775 7238 257 Email: <a href="mailto:enquiries@nettlesworthcommunitycentre.co.uk">enquiries@nettlesworthcommunitycentre.co.uk</a>
<b>St Johns Church and Hall Shotley, Snods Edge, Consett, Co Durham DH8 9TJ</b>	<b>Mutual Aid Covid-19 support group</b>	Coronavirus Period	Contact Facebook page at <a href="https://www.facebook.com/StJohnsSnodsEdge/">https://www.facebook.com/StJohnsSnodsEdge/</a> or email <a href="http://www.shotleystjohn.org.uk">www.shotleystjohn.org.uk</a>
<b>Glenroyd House, Medomsley Road, Consett DH8 5HL</b>	<b>Foodbank and Telephone support</b> We are offering delivery of food parcels and personal hygiene supplies such as sanitary products, shower gels, deodorants etc to those directly affected by the COVID -19 situation. We are also collecting and delivering medications as well as offering a “keep in touch” telephone support to those who are lonely and would like to have a friendly chat to someone who can keep in touch with them.	Coronavirus period	Tel: 01207 297349 Mob: 07410 590042 Mob: 07772 679339 Email: <a href="mailto:info@glenroydhouse.org.uk">info@glenroydhouse.org.uk</a> <a href="mailto:sharon@glenroydhouse.org.uk">sharon@glenroydhouse.org.uk</a> <a href="mailto:mark@glenroydhouse.org.uk">mark@glenroydhouse.org.uk</a>

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# Mutual aid and community support – North Durham

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<b>Catchgate and Annfield Plain Isolation support</b> 23, Front Street, Annfield Plain, Stanley DH9 7SY	<b>Isolation support</b> If you need support with tasks such as shopping, collecting prescriptions, receiving a friendly call or someone to check you are ok there are volunteers to support you.	Coronavirus period	Text HELP to 07564 044 509 or email <a href="mailto:capis2020@yahoo.com">capis2020@yahoo.com</a>
<b>PACT house Stanley</b> 39 Front St, Stanley DH9 0JE	<b>Isolation support</b> If you need support with tasks such as shopping, collecting prescriptions, receiving a friendly call or someone to check you are ok. There are volunteers to support you.	Coronavirus period	Telephone: 07720 650 533
<b>Pact House,</b> 39 Front Street, Stanley County Durham, DH9 0JE.	<b>Home delivery meal and Foodbank support</b> Home Meal delivery for Elderly, Vulnerable and people self-isolating, Open access Foodbank running Monday-Friday 10am-4pm, Saturday 11.30am-1.30pm at Stanley Civic hall,	Coronavirus period	Telephone: 07720 650 533 Email: <a href="mailto:pacthousestanley@outlook.com">pacthousestanley@outlook.com</a> or message on Facebook <a href="https://www.facebook.com/PACTHouseStanley/">https://www.facebook.com/PACTHouseStanley/</a>
<b>The Fulforth Centre,</b> Front Street, Sacriston, Durham DH7 6JT.	<b>Covid19 Meal support</b> Sacriston Parish Council and The Fulforth Centre will help supply meals to the most vulnerable. All meals will be prepared and cooked within The Fulforth Centre by cooks with relevant Food Hygiene certification. Meals will be supplied two days per week - Wednesday and Friday, commencing Wednesday 8 April. Meals will be available between 1pm and 2pm and can be collected from the kitchen door situated at the car park side of the building.	Every Wednesday and Friday between 1-2pm. Coronavirus period	Telephone 0191 3710601 and leave a message email <a href="mailto:thefulforthcentre@gmail.com">thefulforthcentre@gmail.com</a> Or contact them through their Facebook page <a href="https://www.facebook.com/fulforthcentre/">https://www.facebook.com/fulforthcentre/</a>

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# Mutual aid and community support – North Durham

Category	Offer	Date and time	Contact
<b>Sacriston Community Workshops</b> Old Co-op Buildings Plawsworth Road Sacriston Durham DH76PB	<b>Isolation support</b> Help for those who are unable to leave their home. Taking names, addresses and needs. Also seeking: <ul style="list-style-type: none"> <li>• donations of non-perishable foods, hygiene products and cleaning products.</li> <li>• drivers to deliver care packages, run errands and collect donations</li> <li>• volunteer cooks</li> <li>• leaflet drop to keep everyone informed</li> <li>• help to ready the hub at the old Police Station.</li> </ul>	Coronavirus period	Telephone: 07709 895 493 Email: <a href="mailto:enquiries@sacristonenterpriseworkshops.co.uk">enquiries@sacristonenterpriseworkshops.co.uk</a>
<b>Healthy Meal Collection</b> Nettlesworth Community Centre Front Street Chester-Le-Street DH2 3PN	<b>Healthy meal support</b> Healthy meal collection. Meals will be chilled or frozen.	1pm - 2pm every Tuesday and Thursday. Starts Thursday 2nd April.	Telephone: 0775 7238 257 Email: <a href="mailto:enquiries@nettlesworthcommunitycentre.co.uk">enquiries@nettlesworthcommunitycentre.co.uk</a>
<b>St Johns Church and Hall Shotley, Snods Edge, Consett, Co Durham DH8 9TJ</b>	<b>Mutual Aid Covid-19 support group</b>	Coronavirus Period	Contact Facebook page at <a href="https://www.facebook.com/StJohnsSnodsEdge/">https://www.facebook.com/StJohnsSnodsEdge/</a> or email <a href="http://www.shotleystjohn.org.uk">www.shotleystjohn.org.uk</a>
<b>Glenroyd House, Medomsley Road, Consett DH8 5HL</b>	<b>Foodbank and Telephone support</b> We are offering delivery of food parcels and personal hygiene supplies such as sanitary products, shower gels, deodorants etc to those directly affected by the COVID -19 situation. We are also collecting and delivering medications as well as offering a “keep in touch” telephone support to those who are lonely and would like to have a friendly chat to someone who can keep in touch with them.	Coronavirus period	Tel: 01207 297349 Mob: 07410 590042 Mob: 07772 679339 Email: <a href="mailto:info@glenroydhouse.org.uk">info@glenroydhouse.org.uk</a> <a href="mailto:sharon@glenroydhouse.org.uk">sharon@glenroydhouse.org.uk</a> <a href="mailto:mark@glenroydhouse.org.uk">mark@glenroydhouse.org.uk</a>

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# Mutual aid and community support – North Durham

Category	Offer	Date and time	Contact
<b>The Umbrella community Centre,</b> Derwent Centre, Victoria road, Consett, County Durham. DH8 5SD	<b>Emergency food support</b> Community FRIDGE -Limited food available. Community meal delivery	Coronavirus period	In emergency ring 07539643904
<b>Waterhouses Coronavirus Volunteer Isolation Help</b> Waterhouses village hall, Waterhouses.	<b>Volunteer support</b> Volunteer support for anyone who is self-isolating within the local community. Can support with shopping, collecting prescriptions and posting items among other support.	Coronavirus period	0191 373 9113 or contact on Facebook <a href="https://www.facebook.com/groups/624513904996556">https://www.facebook.com/groups/624513904996556</a>
<b>Burnhope village support group</b>	We are the Burnhope Village Support Group - friendly people who all live in Burnhope and want to help people in our village. If you are self-isolating due to COVID-19, we can help with: Picking up / dropping off shopping A friendly phone call Posting mail Urgent supplies Prescriptions Dog walking / pet services We can provide also provide help with food / toiletries / books & magazines / jigsaws etc.	Coronavirus period	Contact Cindy & Dave on 07749 756364 or 01297 775069. Julie Williams on 07949 622205 or 01207 528609 or message through Facebook on <a href="https://www.facebook.com/groups/573343063268228/about/">https://www.facebook.com/groups/573343063268228/about/</a>
<b>County Durham Covid-19 Mutual Aid Group</b>	<b>Mutual Aid Covid-19 support group</b> A growing group of volunteers based all over County Durham to help vulnerable/at risk people and those isolating during the coronavirus Help with: <ul style="list-style-type: none"> <li>• Shopping</li> <li>• Collecting prescriptions</li> <li>• Walking dogs</li> <li>• Posting letters</li> <li>• Providing emotional support over the phone</li> <li>• Providing advice on a variety of topics.</li> </ul>	Monday to Sunday 7.00am-9.00pm	Telephone David 0191 6498893 Email: Durhamcovid19mutualaid@gmail.com

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

# Mutual aid and community support – North Durham

Category	Offer	Date and time	Contact
<b>Bearpark Parish Council - Volunteering Scheme</b> Bearpark Parish Council, Bearpark, County Durham, DH7 7AG	<b>Neighbor volunteer scheme</b> The volunteers can offer assistance to those most 'at risk' with the following: <ul style="list-style-type: none"> <li>▪ Shopping for vulnerable people</li> <li>▪ Dog walking</li> <li>▪ Delivering a newspaper</li> </ul>	Coronavirus period	Telephone: 07900 702 359 email <a href="mailto:bearparkpc@live.com">bearparkpc@live.com</a> or contact via Facebook <a href="https://www.facebook.com/bearparkpc">https://www.facebook.com/bearparkpc</a>
<b>Lanchester Partnership and Churches together COVID-19 support.</b>	<b>Self-isolating support</b> Support to pick up shopping or prescriptions, friendly phone call and someone to talk to and getting urgent supplies to you.	Coronavirus period	07925 130310
<b>Food Parcels and Childcare</b> Selby Cottage Childcare Centre, The Close East South Pelaw Chester-Le-Street DH2 2EY	<b>Food Parcels</b> Food parcels for the families of South Pelaw – those in need, self-isolating and families with little/no support, critical workers families that have to work and little time to shop. Open to provide emergency childcare for all critical workers and are planning to be open as usual over Easter. Food will be available to collect or delivered over the whole Easter holidays.	Easter Holiday Period	Telephone /Kathleen Lowery – Childcare Manager on 03000 264 095 Email: <a href="https://www.durham.gov.uk/article/3654/Selby-Cottage-Childcare-Centre">https://www.durham.gov.uk/article/3654/Selby-Cottage-Childcare-Centre</a> or <a href="https://www.facebook.com/groups/1256881577684782/">https://www.facebook.com/groups/1256881577684782/</a>
<b>Refuse Durham</b> 143b Front Street, Chester-Le-Street, DH3 3AU	<b>Emergency food supplies</b> We are continuing to collect food surplus from food retailers and the hospitality industry, packing it up into boxes and bags which are then delivered as food supplies to a range of people who will otherwise struggle to keep themselves fed during the crisis.	Coronavirus Period	Contact: jenny@refusedurham.org.uk or call 07561 765264.
<b>Chester le street Covid-19 Mutual Aid</b>	<b>Facebook support group</b>	Coronavirus period	Contact through Facebook on <a href="https://www.facebook.com/groups/3802205313152978/about/">https://www.facebook.com/groups/3802205313152978/about/</a>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support East Durham (including Durham City)

Category	Offer	Date and time	Contact
<b>Shotton Community Hub</b> Bridge Road Shotton Colliery DH6 2PQ	<b>Community Support</b> Support and signposting to other agencies. Delivery of cooked meals to families in isolation.	Monday to Friday 9.30am-2.30pm	Telephone: 0191 526 4213
<b>Trimdon Community College</b> Elwick View Trimdon TS29 6JU	<b>Community Support</b> Staff at the Community College want to support the community through this difficult time. They offer a scheme which offers a weekly call for a chat to make sure you are well and help to alleviate feelings of fear or loneliness.	Coronavirus period	Telephone: 01429 881 521 Your number will be kept on file to for weekly checks.
<b>Community Spirit Peterlee</b>	<b>Community Support</b> For people living in the Cotsford Hall Neighbourhood and need support through the period of the	Coronavirus period	Telephone: Louise on 07882 562 196 Paul on 07507 638 222 Sharon 07810 405 190

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

	Coronavirus. Help with feelings of anxiety or loneliness through chat.		Email: <a href="mailto:volunteers-in-peterlee@gmx.com">volunteers-in-peterlee@gmx.com</a>
<b>Wheatley Hill COVID-19 Support</b>	<b>Community Support</b> We can offer support with home deliveries, and shopping for vulnerable people within Wheatley hill	Monday to Friday	For more information and to access this service call 07971250262
<b>Shadforth Community Support</b>	<b>Community Support</b> Picking up shopping and prescriptions for the elderly and vulnerable. Supportive telephone calls can be made.	Coronavirus period	To use this service contact Chris Turner who will put you in contact with a volunteer. Telephone: 0191 3720804 Email: <a href="mailto:cd.turner@hotmail.com">cd.turner@hotmail.com</a>
<b>High Shincliffe Volunteers</b>	<b>Community Support</b> Collecting shopping, collecting prescriptions, posting mail and being a friendly point of contact. Covers High Shincliffe and Sherburn Village	Coronavirus period	To use this service call Nigel Jackson on 0191 3849932 Email: <a href="mailto:nigel.jackson6@btinternet.com">nigel.jackson6@btinternet.com</a> or call Shincliffe Parish Council 07701027450

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>



<b>Gilesgate Coronavirus Group</b>	<b>Community Support</b> Mutual Aid group covering Gilesgate area offering support with self-isolation and not being able to access food, necessities, or medication.	Coronavirus period	To register for this service call 0191 649 8893 Or visit us on <a href="https://www.facebook.com/groups/GilesgateUpdate/">https://www.facebook.com/groups/GilesgateUpdate/</a>
<b>Dawdon Youth and Community Centre Co-Vid19</b>	<b>Community Support</b> Continuing to support the community by delivering food parcels. Seaham area	Coronavirus period	Please visit our website <a href="http://www.facebook.com/DawdonYouthAndCommunityCentre/">www.facebook.com/DawdonYouthAndCommunityCentre/</a>
<b>Durham City Mutual Aid (Covid-19)</b>	<b>Community Support</b> Among things we plan to provide help delivering groceries, collect food and supplies for those who can't do it themselves	Coronavirus period	To Register for this service call 0191 649 8893 Or email <a href="mailto:durhamcity.aid@gmail.com">durhamcity.aid@gmail.com</a>
<b>Community Spirit Peterlee</b>	<b>Community Support</b> Offering Neighbourhood support with the following: Shopping, telephone monitoring/counselling and sign posting to other aid agencies		To register for this service call Paul Wilding on 07507 638 222 or Email <a href="mailto:community.spirit@gmx.com">community.spirit@gmx.com</a>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support – South East Durham

Category	Offer	Date and time	Contact
<b>Ladder Centre</b> 5-7 Coniston Road Ferryhill DL17 8EZ	<b>Community Support</b> If you are feeling low or lonely and just need to talk the Ladder Centre can offer help and support during these troubling times.	The centre is closed but email support is available.	Contact us through facebook: Nigel Jones Ladder new or email <a href="mailto:Employability@ferryhillladdercentre.org.uk">Employability@ferryhillladdercentre.org.uk</a>
<b>Helping Spennymoor</b>	<b>Community Support</b> Helping Spennymoor are currently working with the Spennymoor Town council and the Spennymoor Youth and Community centre, to provide and deliver free care packages to the vulnerable in the Spennymoor community. Deliveries are made up into care packages that contain essential everyday items and all deliveries are made on a Tuesday.  We also offer a telephone call back service for families and vulnerable adults living in the Spennymoor Area Action Partnership area who	Coronavirus period	To register for this service email Michael Fishwick <a href="mailto:michael@syaca.co.uk">michael@syaca.co.uk</a>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support – South East Durham

Category	Offer	Date and time	Contact
	<p>are self-isolating and need to talk to someone.</p> <p>You can call us for a chat or we will try to help with signposting and referrals to organizations who can help with issues and concerns</p>		
<b>Bishop Middleham &amp; Mainsforth Community Support Service</b>	<p><b>Community Support</b></p> <p>We offer a buddy systems to those in our community who may need a bit of help with some or all of the following over the coming weeks and months: for shopping, picking up a prescription and having a chat</p>	Coronavirus period	<p>For more information and to request support please visit</p> <p><a href="http://www.bishopmiddleham-pc.gov.uk/">http://www.bishopmiddleham-pc.gov.uk/</a></p>
<b>Sedgefield Covid-19 Community Support Group</b>	<p><b>Community Support</b></p> <p>We can offer</p> <p>Collecting shopping or prescriptions, phone calls, Sedgefield Village area.</p>	Coronavirus period	<p>For more information call</p> <p>07940 464 529 or email</p> <p><a href="mailto:sedgefieldlines@aol.com">sedgefieldlines@aol.com</a></p>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support – South East Durham

Category	Offer	Date and time	Contact
<b>St Luke's Church</b> Church Lane, Ferryhill, DL17 8LT	<b>Community Support</b>  If you are isolated or housebound and need help shopping for food we have a team of police checked volunteers who can help	Coronavirus period	If you need support contact Vicor Gary on 01740 655232 Or Steph Bowan on 07749401579
<b>Junction 7</b> Newton Aycliffe 7 Silverdale Place, Newton Aycliffe DL5 7DZ	<b>Community Support</b> Support for families in need such as those who are self-isolating, those with health needs or the elderly that leave them at increased risk. Junction 7 can support with: Shopping and delivery Collecting Prescriptions Making a friendly call Food parcels	Coronavirus period	Referrals by professionals or self-referral by emailing <a href="mailto:Junc7tion@gmail.com">Junc7tion@gmail.com</a>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support – South West Durham

Category	Offer	Date and time	Contact
<b>Weardale Hub</b>  <b>Useful Facebook pages</b> <b>Wolsingham Help and Support Group</b> <b>Stanhope and Eastgate Coronavirus Support</b> <b>Westgate Coronavirus Help</b> <b>Upper Teesdale Isolation Support Group</b> <b>Durham Covid 19 Mutual Aid</b>	If you are in a high-risk group and are self-isolating, Weardale hub can help with shopping, collection of prescriptions, dog-walking or just a friendly chat etc.	Coronavirus period	Telephone: 07773 070 439 to have a chat Facebook: Weardale hub
<b>Bishop Auckland Covid-19 Isolation Community Support</b>	Online support from volunteers with shopping, collection of prescriptions, dog-walking or just a friendly chat etc.	Coronavirus period	Contact via Facebook
<b>UTASS Upper Teesdale</b> 9-11 Chapel Road Middleton-on-Teesdale DL12 OSN	UTASS has changed the way it is operating due to the current situation.  If you are self -isolating contact UTASS so we they can keep in touch and make sure you are safe.	Coronavirus period	Telephone: 01833 641 010  9.00am – 5.00pm 7 days a week  In an emergency outside of office hours as above contact 07917 304 685  UTASS are focusing our efforts on <a href="https://www.facebook.com/groups/InitTogetherTeesdale">https://www.facebook.com/groups/InitTogetherTeesdale</a>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support – South West Durham

Category	Offer	Date and time	Contact
	Can offer support with shopping, prescriptions, dog walking or anything you may need.		(You do not have to be signed up to Facebook to see the information)  Email <a href="mailto:inittgether@utass.org">inittgether@utass.org</a>
<b>Bishop Auckland Coronavirus Angels</b> 16 Tenters Street Bishop Auckland DL14 7AD <b>Areas covered</b> <b>Barnard Castle</b> <b>Bishop Auckland</b> <b>Middleton in Teesdale</b> <b>Sildon</b> <b>Spenymoor</b> <b>West Auckland</b> <b>And all towns and villages in between in the constituency</b>	Collection of medication, medical supplies, medical equipment from GP surgeries, hospitals and pharmacies.  Shopping for food or any essentials needed. Phone calls to people who want a chat or are feeling lonely.	Coronavirus period	<u>Telephone 01388 342022</u> <u>Email <a href="mailto:dehenn.davison.mp@parliament.uk">dehenn.davison.mp@parliament.uk</a></u>
<b>Coundon and Leeholme Coronavirus Covid – 19 Support Group</b>	Support with meals delivery and any other essentials people may need	Coronavirus period	<u>Contact via facebook page</u>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

## Mutual aid and community support – South West Durham

Category	Offer	Date and time	Contact
<b>Barnard Castle area Covid-19 Mutual Aid Community Support</b> <b>Covers anyone living or working in Barnard Castle or a 10 mile radius of DL12 8JB</b>	<p>Local volunteers who lives/works in Barnard Castle. An informal group of volunteers joining together for the benefit of all. Offering support with whatever may be needed.</p> <p>Please note volunteers are not DBS checked or medically trained</p>	Coronavirus period	<u><a href="#">Message via facebook</a></u>
<b>Wear Valley Bridge End Garage Covid-19 Mutual Aid</b> <b>Howden Le Wear</b>	Can support with click and collect shopping for the elderly and vulnerable	Coronavirus period	<u><a href="tel:01388762105">Telephone 01388 762105</a></u>
<b>St Helens / West Auckland Covid-19 Community Support</b>	Communication platform for those who reside and/or work in St Helens and West Auckland to identify and help elderly and vulnerable members of the community. It is a platform to share stories of kindness, positivity, food businesses that can genuinely and legally support the community at this time. Ideas and tips to fill the time	Coronavirus period and after coronavirus period ends	<u><a href="#">Message through facebook</a></u>

Mutual Aid Covid-19 is a list of local support groups that have been established during the coronavirus (COVID-19) pandemic. To find a local group visit <https://www.mutual-aid.co.uk/>

# Barnard Castle and surrounding area



## Supporting you with local deliveries of food, drink and kindness!

This factsheet provides details of local independent businesses that are open and trading during this difficult time. Many of you are in isolation or struggling to visit the shops for provisions. This information intends to highlight our many independent traders that have stepped forward to offer local deliveries or safe ways of shopping with them\*

Services are rapidly changing or evolving due to the developing situation. For the latest advice please visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

\*Contact [Sandra.bctowncouncil@gmail.com](mailto:Sandra.bctowncouncil@gmail.com) if we have missed your business from this factsheet.

### Food & Drink



#### Acorn Dairy

Please contact them via their website if you are a new customer. They will then contact you.

#### Andalucia Deli

Is delivering fresh vegetables, eggs, flour, cheese, pies, pasties, homemade meals, and scones. To enquire or order please call 01833 695826 or message on Facebook page.

#### Breaking Bread

A regular at the Wednesday market (now suspended) offering artisan bread delivered to your door. Email for more information and your order to [info@breakingbreaddurham.co.uk](mailto:info@breakingbreaddurham.co.uk).

#### By the Weigh

Barnard Castle's zero waste shop is providing dried foods, household essentials including toothpaste, shampoo etc. to the local area via free same-day delivery to those in DL12 postcode.

Orders can be placed on our website [www.bytheweigh.co.uk](http://www.bytheweigh.co.uk) or 01833 690890.

#### Carricks Fish

For those in isolation The Orchard can order and supply Carricks fish. Orders must be placed by Monday at 1pm. See the listing for The Orchard for contact details.

#### Chocolate Fayre

Easter eggs, coffee, and ice cream are available for local delivery. To order phone 01833 631307 and leave message with order, or via the web <https://www.chocolatefayre.co.uk>.

#### Coghlan's at Barningham

Delivering throughout Teesdale fresh meat, fish, prepared meals and household items. Please phone the number below for a full list. Call 07494 582 444 or 01833 625 295.

#### Crosslanes Organic Farm Shop

Free home delivery (£30 min delivery order) or Grab & Go service for collections of orders from Crosslanes. Supplies the following broad categories: meat, fruit & vegetables, in-house baked bread including gluten-free options, dairy & eggs, biscuits & sweet treats, dried goods, honey & preserves, an extensive frozen ready meal range including vegetarian and gluten-free options. Non-food items such as newspapers, kindling & fuel, compost, cut flowers and scented candles.



# Watch out for Covid-19 or Coronavirus fraud



There have been 105 reports relating to Coronavirus, or COVID-19 to Action Fraud since 9th February, with total losses reaching nearly £970,000. And it is increasing:

- ⚠️ 20 reports between 9<sup>th</sup> and 29<sup>th</sup> February
- ⚠️ 46 reports between 1<sup>st</sup> and 13<sup>th</sup> March
- ⚠️ 38 reports in just four days, 14<sup>th</sup> – 18<sup>th</sup> March

## What scams are Action Fraud seeing?

### Phishing emails



Genuine looking to try to trick people and steal their information like:

Logins and passwords

Banking details

### Online shopping Scams



Buying protective equipment



Ticket fraud



Romance fraud



Lender loan fraud



Charity fraud

### Fake 'Compulsory' Coronavirus Testing



Fraudsters impersonating health and council officials

See Local Government Association's Article

## Protect yourself

### Watch out for scam messages



Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details.

### Shopping online

If you're making a purchase from a company or person you don't know and trust, carry out some research first. Where possible use a credit card as most credit cards insure online purchases.

See Action Fraud's Website



### Protect your devices from the latest threats

Always install the latest software and app updates to protect your devices from the latest threats.



See NCSC Website guidance on securing your devices

### Be a good neighbour

People over 70, those with underlying health conditions or those self-isolating may need extra support. Where possible, use your trusted network of friends and family for help.

See DCC Website about support for our communities

# Wash your hands of coronavirus scams!

## Friends Against Scams aims to protect and prevent people from becoming victims of scams.

### Be **aware** of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home cleaning services.

### **Protect** yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good friend,  
help to protect  
your family, friends  
and neighbours  
from scams.

**Read it.**  
**Share it.**  
**Prevent it.**

#Coronavirus  
#ScamAware



### Contact

For advice on scams call the  
Citizens Advice Consumer Helpline on **0808 223 11 33**  
To report a scam call Action Fraud on **0300 123 2040**  
Contact your bank if you think you have been scammed.

**NATIONAL  
TRADING  
STANDARDS**

Scams Team

To learn more about the different types of scams visit [www.FriendsAgainstScams.org.uk](http://www.FriendsAgainstScams.org.uk)

# COVID 19

Independent shops open for business



## Food & Drink



**Crosslanes continued;** Delivery to local areas within a 10-mile radius covering Barnard Castle, Boldron, Brignall, Barningham, Newsham, Dalton, Ravensworth, Hutton Magna, Whorlton, Winston, Gainford, Staindrop, Kinnivie, Eggleston, Romaldkirk, Cotherstone, Lartington, Bowes.

Order by Sunday of each week by email [retail@crosslanesorganics.co.uk](mailto:retail@crosslanesorganics.co.uk)  
Orders will then be ready for delivery or collection on a designated day the following week: Weds, Thurs, Fri or Saturdays. Will phone you to take payment and confirm when you need to collect or for delivery. [www.crosslanesorganics.co.uk](http://www.crosslanesorganics.co.uk) Tel: 01833 630619.

### Hinchcliffes

Delivering milk, eggs and OJ to Barnard Castle and some villages such as Bowes, Boldron, Stainton. Please call 01833 637411 - new customers welcome.

### Mainsgill Farm Shop

Free delivery for orders over £30.00 (£3.00 delivery charge if less than £30).

Mainsgill delivers to set areas on set days: Barnard Castle on Tuesday, surrounding villages on Wednesdays. OR you can order and collect.

Offering home-reared meats, savoury/sweet pies, quiches, sliced meats, ready meals, puddings, cakes, biscuits, scones, dairy & eggs, bread, store cupboard items such as pasta, coffee, crisps, fruit & veg, beer & cider - even gin and Easter treats!!

Place your order by Sunday of each week - ideally by email [info@mainsgillfarm.co.uk](mailto:info@mainsgillfarm.co.uk) BUT they will take phone orders for people who aren't online.

Go onto their website and click on the picture of the van for home deliveries!  
Fill in your details, with date to collect or leave blank for delivery. Select products by weight and quantity. [www.mainsgillfarm.co.uk](http://www.mainsgillfarm.co.uk)

For those not online they can talk you through what there is to order and assist customers.  
Telephone 01325 718860

### McColls Brewery

Find them online to place orders for locally brewed beers! Free delivery on some purchases.



### McFarlane Family Butchers

Offering a free home delivery service locally or collect in store. Meat, pies, bread and cheese phone for full details. Call 01833 637239 or email [Stumac1@live.com](mailto:Stumac1@live.com) with your order and you can pay over the phone or bank transfer.

### Neil Rabbitts

Milk delivered to your door. Call 01833 650839 or 07850821001.

### No.15 and Curlew's Bookshop

Groceries and books delivered free to your door Fridays/Saturdays within 15 miles of Barnard Castle (minimum spend £20). Items such as bread, pies, coffee and something to read from the bookshop! Phone: 07547 931296 or 07759884035.

# 2



# COVID 19

Independent shops open for business



## Food & Drink



### The Orchard Greengrocer and Delicatessen

Home deliveries are available to those in isolation living in Barnard Castle, Romaldkirk, Cotherstone, Lartington, and Boldron. Or you can order and collect.

Supplying fresh fruit, vegetables, dairy, bread, deli counter items such as cooked meats, frozen homemade meat pies, store cupboard essentials including tinned soups, flour, pasta, tea, coffee etc. Non-food items such as Ecover cleaning products, bird food and dog treats!

They will also purchase other items from retailers in town should you need something specific that they don't sell.

Ideally send an email to [hintonclifton@aol.com](mailto:hintonclifton@aol.com) with your name, address, shopping list and date required. Orders must be received by 1.00pm 2 days prior to required day. For example order by 1pm Monday for Wednesday. If you aren't on email, please phone 01833 637275.

### Thorpe Farm

Free local delivery 3-4 miles from Thorpe Farm, Inc Barnard Castle, Stainton Grove (villages towards Middleton in Teesdale would incur a small charge).

Fresh bread, milk, fruit, vegetables, store cupboard essentials e.g. pasta/rice/flour/loo rolls. Frozen ready meals including gluten-free, celiac, diabetic options. Homemade biscuits, cakes. Gift items -available such as greeting cards, candles. Payments accepted online/by phone 01833 627242

### William Peat Butchers

Offering free local delivery to all, from all of our shops. Please phone 01833 638123

## Takeaway Food



Please be mindful of government guidelines relating to travel [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

### Babuls

Is providing a 'Drive Thru' collection service or home delivery (fees apply based on local taxi fares). Telephone 01833 630575. For collection you will be required to pay over the phone and collect at a specific time. They will bring the food to your car.

### Bengal Merchant

Is offering collection only on takeaways. Please call 01833 695857. Full instructions for collection will be provided so as to maintain safe distancing. Please remain at least 2 metres from other customers. Open for takeaways Wednesday – Sunday 5pm-9.30pm (Saturdays to 10.30pm)

### Fish & Chips

Sadly unavailable at this time with both shops in town closed for the time being.

### On a Roll

Traditional British meals and puddings delivered to Barnard Castle & surrounding villages every Tuesday. Prepared fresh so they can be reheated or frozen. £7 for meal and pudding. Please call Barbara Thompson to order by Sunday for delivery Tuesdays on 07930 147560

# 3

# COVID 19

Independent shops open for business



## Redwell Inn

British Chinese takeaway menu available. Fridays and Saturdays only with limited availability – please visit Facebook for more details or phone 01325 350106. Collection and delivery available.

## The Stables

Roast dinner and dessert delivered to the elderly or vulnerable currently in isolation in Barnard Castle only. Collections are available for those who are able. Order by Friday for delivery/ collection on Sundays. Cash payments only. Order by email [stablescafe.hayloft@gmail.com](mailto:stablescafe.hayloft@gmail.com) or 07737 321505.

## Support Services



### Teesdale Day Clubs

If you are elderly or feeling lonely then we are here to help. Our purpose is to prevent loneliness and isolation through at least weekly contacts and to help signpost you to local help or information you might need. Contact details: [teesdaledayclubs@gmail.com](mailto:teesdaledayclubs@gmail.com)  
People can leave a message on 01833 695822 or call Madeleine on 07855 869344 or Andrea on 07899 790126.

### TCR Hub

Giving out more care parcels to people local to the Hub. Includes fresh food, cupboard items, toiletries and cleaning items where needed and a few treats. The parcels are for those people really struggling at the moment due to loss of work or lack of money. Have a think. If you didn't have your regular wage coming in this month, how would you purchase your shopping next week?! How would you survive for the next month? Referrals can be made via the YMCA schools, local police team, health visitors, Teesdale Day Clubs or direct to our email at [info@tcrhub.co.uk](mailto:info@tcrhub.co.uk).

If you would like to donate items for the parcels please email us at the above address and we will arrange collection or drop off.

## Other Services



### Connelly's Toy Shop

01833 637396

Delivery by arrangement daily in town, up the dales on a Wednesday or safe collection from the shop. Cash payments or paid over the telephone.

### Eggleston Hall Gardens & Plant Nursery

Local delivery service available. Please contact Lisa on 07747 620908 or email [lahock@btinternet.com](mailto:lahock@btinternet.com) with any plants, shrubs or trees you are looking for. Advice available if you need it. Amazing range of high-quality plants including David Austin roses. Also available pots in varying sizes, colours etc.

### Galgate News

Home deliveries of newspapers and magazines to Barnard Castle and some villages. The shop is also open for collections. Please call 01833 690355.

### Pink's Flower Farm

Fresh cut seasonal flowers grown in the heart of Teesdale. [www.pinksflowerfarm.co.uk](http://www.pinksflowerfarm.co.uk)  
Order over phone or by email and pay online. Flowers for yourself or order for others! Free local delivery Barnard Castle & surrounding villages (5 miles radius).  
Tel 07796 890467 [heidi@pinksflowerfarm.co.uk](mailto:heidi@pinksflowerfarm.co.uk).



### Ravensworth Nurseries

Local delivery service available of plants, compost or gardening sundries. Will make contactless delivery to your garden. Telephone 01325718370. Payments accepted over the phone. Or search for them online.

# 4

## DDS are 'Hear' to Help!



- Are you struggling with your hearing loss and don't know where to turn?
- Have your feelings of isolation worsened as a result of the Social Distancing Measures?
- Are you caring for someone who is struggling with their hearing loss?

**If you can answer yes to any of the above questions,  
DDS want to hear from you!**

DDS continue to offer support with all problems associated with hearing loss including

- Where to obtain replacement batteries for your hearing aids
- What to do in the event of broken hearing aids
- What to do if you are struggling to hear the telephone or the TV
- If you are feeling isolated because of your hearing loss



Please contact us as follows for further help

☎ 0191 5183358 – leave a message and we will phone you back

✉ E-mail – [admin@ddsupport.org.uk](mailto:admin@ddsupport.org.uk)

## Keeping People Connected for people in County Durham with learning disability and/or autism



We are doing our best to support people at this difficult time.



We want to help people stay safe, healthy and not feel alone.



Our Keeping People Connected Service is free and we can call you regularly if you need support or if you need to chat.

### Please call one of these numbers for support:

If you live in North Durham – 01388 449410

If you live in East Durham – 07415 861787

If you live in South Durham – 01325 489999

If you know someone who would benefit from this service please contact us or give them this flyer.

Stay At Home Save Lives



### How you can help

Promote the Keeping People Connected service within your locality, teams, colleagues etc. In particular ensure that colleagues working in the **new community hubs** are aware of it so they can divert people with learning disability whom they might be contacting to a local organisation that has a lot of expertise and knowledge about working with people with learning disability. Other suggestions of where you can promote it are social work teams, community learning disability teams, GP practices, social care provider organisations, local police, local food banks, CVS organisations such as Carers Centres, MIND, Samaritans.

### Summary

This is a new service developed & commissioned as a direct response to the Covid-19 emergency. It is primarily for adults with learning disability/autism who have little or no support and are not well known or not known at all to health & care services.



**Hartlepool and East Durham Mind**  
Involving individuals and  
communities in mental health,  
support and wellbeing

1, Tees Street, Hartlepool, TS24 8HB  
6-8, Yarm Road, Stockton TS18 3NA  
tel 01429 269303 / fax 01429 422262

[information@hartlepoolmind.co.uk](mailto:information@hartlepoolmind.co.uk) / [www.hartlepoolmind.co.uk/index.php](http://www.hartlepoolmind.co.uk/index.php)





carers support

**Durham County Carers Support and Darlington Carers Support are continuing to offer support to Carers who live in County Durham (and Darlington).**

**They are gathering the latest information via their website, Facebook, Twitter etc as we will be putting out regular updates and link with a wide range of other support organisations. You can access their newsletter via email by contacting them at [admin@dccarers.org](mailto:admin@dccarers.org)**

**The following support can still be accessed:**

- Telephone support, information and advice: Durham 0300 005 1213, Darlington 0300 030 1215 (Mon-Fri 9am to 5pm)
- Facebook updates (daily) and direct messaging service: Durham County Carers Support or Darlington Carers Support
- Online chat through website [www.dccarers.org](http://www.dccarers.org)
- Telephone counselling service
- Carer break funding available for Carers (currently limited to hobbies/interests within government restrictions)
- Carers Discount and Carer Emergency Cards which are currently being used by Carers for identification purposes.

You can contact Durham County Carers Support by phone on 0300 005 1213, by texting to 07860 017 632 or by email at [admin@dccarers.org](mailto:admin@dccarers.org) ([www.dccarers.org](http://www.dccarers.org))

Carers can get coronavirus support from the NHS as a clinically extremely vulnerable person across County Durham and Darlington. If the person you care for has a medical condition which makes them extremely vulnerable to coronavirus (COVID-19) you or the person you care for should have received a letter. You must still register on the government website and let them know whether or not they need support. As a Carer, you can input their information on their behalf. We understand you will receive support with food and other issues ([www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or ring 08000 288 327).

Community Hubs have been set up to support those self-isolating or supporting someone they cannot leave due to illness or vulnerability. In County Durham, help can be accessed by filling in the Coronavirus help form on [www.durham.gov.uk/covid19help](http://www.durham.gov.uk/covid19help) or calling 03000 260 260 (Open weekdays 9.00am to 5.00pm and at weekends 10.00am to 3.00pm). You can contact them by email [communityhub@durham.gov.uk](mailto:communityhub@durham.gov.uk) or go to [www.durham.gov.uk/covid19help](http://www.durham.gov.uk/covid19help).

Durham Community Together also has an online support directory, they can help with food supplies and deliveries, they can post mail and pick up medication. They can also offer chat/befriending.

Carers Emergency support across County Durham - if you become unwell and are no longer able to look after the person you care for (and are unable to get help from relatives or friends), call 03000 267979 (for Durham). You will talk to a Duty Officer who will assess the situation and if necessary, arrange a Care Assistant to support the person you care for. The initial help will be free but if the support is ongoing it will be in line with the Council's charging policy.

If you want a Carers Emergency Card with the information on it to hand to someone in the event you are unable to phone yourself, please contact us.