

INFORMATION FROM CARERS' HUB TO HELP YOU THROUGH THESE DIFFICULT TIMES.

TO OUR DEAR CARERS AND FAMILIES,

We have during these unprecedented times had to change the way we support you to protect yourselves and our dedicated team. We want you to know that we are still here for you but we will be working in a different way. Due to social distancing we are unable to offer you face to face contact, home visits or any group gatherings until further notice. Instead our team will continue to work hard to contact each Carer by telephone or email and be available to offer much needed emotional support as well as provide advice information and signposting where appropriate.

During “lock-down” it has been apparent that our Carers have really valued this service even if it's just to say hello and share worries, concerns or just to have a listening ear.

Going forward, our Team will be exploring social media options as a way of hosting our Support Groups to enable us to continue to follow government guidelines relating to social distancing. Should any Carer be interested in getting involved with facilitating/hosting a Group, please speak to one of our Team, more knowledge and experience is always welcome.

National Carers Week is soon approaching from the 8th-14th June this year with a particularly appropriate theme “Making Caring Visible in 2020”. During negative times there is also good and things that stand out are our amazing NHS, all the key workers and of course you, our Carers, who work tirelessly to look after your loved-ones with little regard for your own well-being.

The Hub, alongside other voluntary sector organisations and Havering Council are working hard to ensure people living in the Borough are supported. We have produced our Spring 2020 Newsletter focussed on COVID and containing useful information to hopefully make life just a little easier.

We are all looking forward to getting back to some normality in the very near future but in the weeks ahead, all take good care of each other and stay safe.

Maggie and all the Havering Carers' Hub Team

CELEBRATING CARERS WEEK: 8TH – 14TH JUNE 2020

HAVERING CARERS' HUB

Community Reach House
32-34 The High Street, Romford,
Essex, RM1 1HR
Reg Charity No. 1063485



Email: info@haveringcarershub.org.uk

Web: www.haveringcarershub.org.uk

Telephone: 01708 961111

USEFUL CONTACTS

Havering Council has plans in place to keep vital frontline services running. Other services will be subject to change.

In order to make sure Council staff can continue to offer the best possible service to the public, Havering Town Hall, the Public Advice and Service Centre (PASC), and Mercury House in Romford are closed.

Anyone needing to speak with to a specific department or service should use these numbers between 9am and 5pm on weekdays.

- Adult Social Services: **01708 432000**
- Children Social Services/Safeguarding Team: **01708 433222**
- Council Tax: **01708 433997**
- Environment / Streetcare: **01708 432563**
- Housing Benefit: **01708 433996**
- Housing Services (Repairs / Rents / PSL / Welfare Benefits advice): **01708 434000**
- Housing Solutions / Homelessness enquiries: **01708 432824**
- Payment line: **01708 433993**
- Planning and Building Control: **01708 433100**
- School Admissions: **01708 434600**
- Main Switchboard: **01708 434343**

Police support continues as normal. If you are in immediate danger, call **999**. To report any non-emergency incidents **please use 101**.

If you are in danger of domestic abuse and unable to talk on the phone, call **999** and press **55**. This will transfer you to the police who will assist you without you having to speak.

National Domestic Abuse Helpline: **0808 2000 247** (24 hours a day)

EMERGENCY HELP AT THE WEEKENDS

Havering Council is running a free-to-call helpline for residents with urgent needs because of coronavirus.

The helpline - **0800 368 5201** - is for emergencies only and will be answered by staff redeployed from other Council services. You can call between 8.30am and 6pm on weekdays and between 11am and 4pm on weekends.

You can also email: covid19support@haverling.gov.uk

Residents with less urgent needs, or requiring advice on other Havering Council services, should see the list of contact numbers above.

For all the latest information visit the Havering Council website: www.haverling.gov.uk or follow via www.facebook.com/LBofH and on www.twitter.com/LBofH

HAVERING CORONAVIRUS HOTLINE: 0800 3685201

SCAMS

Be aware of people calling, texting, or emailing you claiming to have virus testing kits, vaccines or anti-bacterial products. For advice on suspected scams call the Citizens Advice Consumer Helpline: **0808 223 1133**. To report a scam call Action Fraud on **0300 123 2040**.



CARERS' HUB UPDATE DURING COVID-19

The last Carers' Hub Newsletter was distributed just before Christmas 2019 and it was full of positivity and exciting developments to enhance the support that Havering Carers' Hub were able to offer Carers during 2020.

We had 6 support groups running including a new Men's Group, Training Awareness Workshops being organised to support the 'caring role', as well as our Christmas Party celebrations and future Forums to look forward to.

Now here in May 2020 five months into the year we find ourselves in the 'strangest' of times. The word Coronavirus or COVID-19 has almost become part of our daily existence. In the beginning maybe it was just a virus that would soon pass, after all we are used to coughs, colds and the flu. Then suddenly people were becoming unwell and very sadly dying. The numbers started to increase, but again this was somewhere else in the world and not affecting our lives. We went about our business as usual and never imagined that our world could just stop!!

Then came words we have never heard before 'Lockdown', and much fear and anxiety prevailed, is it true, is this really happening! Everything seems so surreal and we were asked to stay at home and stop our socialising and contact even with the closest members of our families.

How thankful we all now are to our incredible NHS for the dedication and kindness they show at the expense of their very own lives! How we have come to appreciate our key workers who have helped support the things we take for granted such as delivering our daily post and enabling our supermarkets to keep stocked.

We have an amazing country that has come together with much kindness being shared in so many ways. There is so much love and sympathy for those that have lost someone they care for to this dreadful virus and are coping alone - our support is needed now more than ever before!

Then there are our self-less Carers who are looking after the very vulnerable in society every day, living with worries, anxiety and exhaustion with heightened fears and concerns during this crisis. Our team at the Hub are very aware of the demands that Carers' learn to live with and how difficult it may be to keep positive during these difficult times.

At the Carers' Hub, our team understand the importance of contact and have since the beginning of Lockdown been working through the list of registered Carers, via telephone, to ensure they do not feel alone or isolated. They have been there to offer a listening ear, a general chat, as well as advice, support and signposting to the many other voluntary organisations in Havering that are working extremely hard to provide 'hands on' support to make life a little easier.

Just by reading our Newsletter you will see the amazing support available within the Borough and how Havering Council have been in leading the way.

Better days are ahead, with the birds singing loudly now, the air feeling fresher and everyone supporting each other, normal life will return in time, we have to be patient and kind.

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MEDICAL HELP FROM HOME

If you have symptoms of Coronavirus (see below),
use the 111 coronavirus service.



IF YOU NEED HELP OR ADVICE NOT RELATED TO CORONAVIRUS:

For health information and advice, use the NHS website or your GP surgery website.

For urgent medical help, use the NHS 111 online service - only call 111 if you're unable to get help online.

For life-threatening emergencies, call 999 for an ambulance.

IF YOU NEED TO CONTACT A GP, DO NOT GO INTO THE SURGERY IN PERSON

YOU CAN:

- **Visit your GP's surgery website**
- **Phone your GP surgery** – most practice answerphones in Havering explain how you can access the advice of a GP if you are unable to get online.

A phone or video call with a GP, nurse or other healthcare professional may be booked for you.

You'll only be asked to visit the surgery if absolutely necessary. Your GP surgery may be very busy at the moment. So you may have to wait longer than usual to speak to someone if it's not urgent.

REPEAT PRESCRIPTIONS

If you have any repeat prescription that you normally request at your GP surgery or pharmacy, see if you can do this online. To do this, you'll need to register to use online services.

YOU MAY HAVE THE COVID-19 CORONAVIRUS IF YOU HAVE EITHER OF THE FOLLOWING SYMPTOMS, HOWEVER MILD:

- **A high temperature**
- **A new, continuous cough**
- **Loss of smell and taste**

Anyone who has these symptoms must stay at home until the symptoms have ended, and in all cases for at least seven days.

Everyone else in the household must stay at home for at least 14 days after the first person's symptoms appear, even if they themselves do not have the symptoms.

If anyone else develops symptoms during that time, that individual must stay at home for an additional seven days from when they developed symptoms. Once seven days have passed and provided symptoms have ended, they no longer need to isolate.

REPORT A PROBLEM OR REQUEST A SERVICE ONLINE

During these difficult times we want to keep our phone lines free for those who do not have access to the Internet.



**THIS WILL GIVE OUR
STAFF MORE TIME TO HELP THOSE
IN MOST NEED OF OUR SUPPORT.**

Please go to www.havering.gov.uk

Food Shopping

ELDERLY AND VULNERABLE PRIORITY SHOPPING HOURS DURING THE CORONA VIRUS PANDEMIC:

Sainsbury's THURSDAY – the FIRST HOUR of opening

Tesco MONDAY, WEDNESDAY and FRIDAY 9am – 10am Except for express stores

Asda FRIDAY from store opening until 9am

M & S MONDAY and THURSDAY, the first hour of opening

Iceland The FIRST HOUR of opening everyday

Morrisons MONDAY to SATURDAY 9am – 10am

Have you heard of the Morrisons Food Boxes? If you are in isolation and need to get some essentials, visit the link for more info www.morrisons.com/food-boxes/

Waitrose The FIRST HOUR of opening everyday

Aldi NO CONCESSIONS at present, however are closing earlier 8pm on a Monday to restock shop and items limited to 4 items of each only per person. Aldi are also supplying a food parcel for those that cannot go out to shop which is limited to one every 7 days www.aldi.co.uk/aldi-food-parcel

Lidl NO CONCESSIONS for elderly and vulnerable at present

HOME DELIVERY

Vulnerable people slots for home shopping can be applied for via the Government website: www.gov.uk/coronavirus-extremely-vulnerable

HAVING FOOD BANKS OPEN FOR SUPPORT DURING THE CORONAVIRUS PANDEMIC:

Harold Hill: 01708 386 323

Rainham: 01708 397 484 • **Collier Row:** 01708 745 626

A “Shopping Letter” is available for all registered carers.

Please email us at: info@haverincarershub.org.uk with your name, address and contact number.

Or alternatively you can contact us on: **01708 961111**

SHOPPING FOR CARERS

Gareth Howells, Carers Trust CEO, has written to the big four supermarkets, to ask them to include unpaid carers in protected shopping times and for online deliveries. We are in regular contact with NHS England and DHSC and will bring this issue to their attention. We will keep you updated on progress. Some Carers Centres are issuing Carer Cards to show they are registered with a carer centre or are a carer. Others have spoken to supermarket managers to have these accepted locally.



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Dear Sir/Madam,

I can confirm that who resides at

.....

.....

.....

is a carer for

Due to their caring role, we would respectfully request that they can access your dedicated older and vulnerable persons shopping hour. If you would like to discuss this further, please contact **01708 961111** or email **info@haveringcarershub.org.uk**

THANK YOU IN ADVANCE

Havering Carers' Hub

Registered Charity No: 1063485/0

Company Limited by Guarantee (England) No: 3180671

HAVERING CAN HELP!

If you are suffering from financial hardship because of coronavirus, including inability to pay rent, council tax or other bills, please telephone us: we can help!

We have announced a comprehensive package of help to support residents through the coronavirus crisis.

- All residents currently on council tax support will receive a further £150 discount. This is applied automatically and you do not need to do anything. If you think you may be eligible for council tax support, contact us on **01708 433996**.
- If you are a council tenant and you do not think you are going to be able to pay your rent, you can claim Universal Credit straightaway. If you are a private tenant, you can claim universal credit straightaway and you should speak to your landlord about the situation. You can begin a claim at **www.gov.uk/apply-universal-credit** or telephone **0800 328 5644** for help.
- We have invested £2 million in new funding to increase the size of our Emergency Assistance Fund. The fund can provide cash awards of £100 up to a maximum of £1000 in the year. It can also help to replace broken washers, ovens and fridge freezers. For more information contact us on **0208 507 9404**.



FOR FURTHER HELP:

Contact our welfare rights unit on **01708 434444** – leave a message and one of our officers will get back to you as soon as possible.

For more help on Council Tax, contact us on **01708 433997**.

- Go to our special webpage: **www.havering.gov.uk/covid19moneyadvice**
The site has lots of advice that can help you manage your finances. Havering Council's Money & Advice service can assist council tenants.
- Email: **welfare.reforms@havering.gov.uk** or call **01708 434000**, Monday to Friday 9 am to 5 pm.



8-14 June 2020

MAKING CARING VISIBLE IN 2020

Caring can be a hugely rewarding experience but carers often find it challenging to take care of their own wellbeing whilst caring, and find that their contribution to society is not recognised and celebrated.

Its impact on all aspects of life, from relationships and health to finances and work, should not be underestimated. Caring without the right information and support can be tough.

This Carers Week, we're recognising that now, more than ever before, it's time for us to come together and help Make Caring Visible.

There are 6.5 million people in the UK who are carers, yet they often feel isolated - and they are seven times more likely to say they are lonely than the general population. They will be looking after a family member or friend who has a disability, mental or physical illness, or who needs extra help as they grow older.

Everyone has a part to play in making sure these carers are seen, heard, and understood; and helping them to get the support they need to care.

This could include an employer setting up an online carers' network, a GP practice offering an annual health check or alternative appointment times to carers, or a business offering special deals or priority access for carers. Or it could be each of us reaching out to our family, friends or neighbours, who we know are caring for someone, and letting them know that we are there for them too.

**Are you
looking after
someone?**

MAKING CARING VISIBLE WILL HELP CARERS GET THE INFORMATION AND SUPPORT THEY NEED

ADVICE AND INFORMATION

Caring can be extremely complicated, now more so than ever before, whether grappling with changes to the benefits system or considering how to pay for care. Too many carers do not know where to turn, or how to get the advice they need. There are many places that provide carers with these resources, including local and national carers' organisations.

SERVICES

Looking after someone can be hard work and carers often miss out on the support services available to them. Getting a carer's assessment, which looks at what support they might need, can be an important starting point. Arranging a break from caring; getting the right equipment to care safely; or getting support with improving their own well-being- services can connect carers to a range of support. The more visible carers are to the wider health and care system, the more their contribution and need for support will be recognised.

VISIBLE TO FRIENDS, FAMILY AND AT WORK

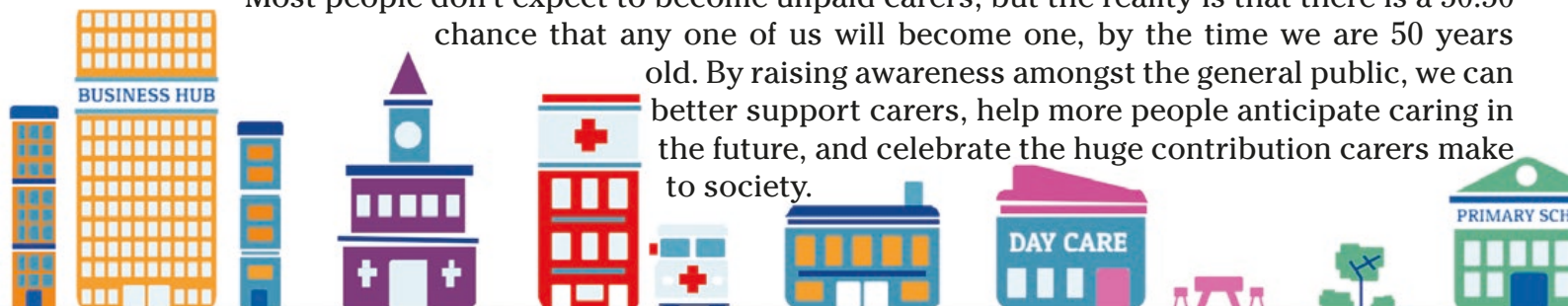
Caring can lead to feelings of loneliness and being disconnected from friends and family, as well as, for some, having to balance work and care. Meanwhile social isolation and social distancing can mean that carers find themselves removed from those normally around them. Greater understanding from friends, family and colleagues about how to support carers; introduction of carer-friendly policies at work; or more opportunities for breaks and social activities, are all needed to combat feelings of loneliness.

VISIBLE TO OTHER CARERS

Sometimes a few words from someone who understands your situation can be a lifeline for carers. Caring can be difficult and isolating, so speaking to someone who knows what they are going through can make a big difference. Carers Week is an opportunity for carers in your community to share experiences and build new friendships. Whether by phone or online, keeping in touch with carers can be of huge importance and can help them feel recognised, supported or loved.

VISIBLE TO THE GENERAL PUBLIC

Most people don't expect to become unpaid carers, but the reality is that there is a 50:50 chance that any one of us will become one, by the time we are 50 years old. By raising awareness amongst the general public, we can better support carers, help more people anticipate caring in the future, and celebrate the huge contribution carers make to society.



For more information visit
carersweek.org

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GUIDANCE FOR CARERS AND CAREED FOR

www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family

CARERS TRUST WELCOMES ADOPTION OF ITS RECOMMENDATIONS IN GOVERNMENT ADVICE FOR UNPAID CARERS ON COVID-19.

The Department of Health and Social Care has today released guidance for people providing unpaid care to family or friends. The guidance states that it is “for anyone who cares, unpaid, for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, a mental health condition or an addiction, cannot cope without their support.” The guidance advises all carers to “create an emergency plan with the person they care for”. It sets out details that will need to go into such a plan like details of ongoing medication and treatment the person with care and support needs is receiving.

The guidance will help people who were already facing huge challenges as they cared for family members with often complex needs. Specifically, it will help unpaid carers to know what they can do now to make plans should they, or the person they care for, develop Covid 19. “Unpaid carers have been disproportionately affected by the Coronavirus crisis. So we will continue to do everything in our power to ensure that what carers and local services need continue to be represented at the highest levels.”

BEREAVEMENT SUPPORT

Mayor of London information for families has set out information on what to do should you have a bereavement you can access this on www.london.gov.uk/coronavirus

Find bereavement services from your council at gov.uk/find-bereavement-services-from-council

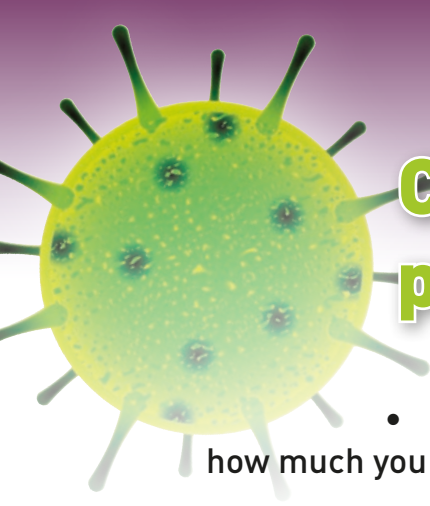
Cruse Bereavement care has online resources on how bereavement and grief may be affected by this pandemic: cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief

Free helpline number **0808 808 1677**. Cruse.org.uk/coronavirus/children-and-young-people

The Good Grief Trust www.thegoodgrieftrust.org

Bereavement counselling and grief counselling www.mariecurie.org.uk

Bereavement support organisations for patients and carers www.beh-mht.nhs.uk



Coronavirus: A few tips to help protect your mental wellbeing:

- Combat any rising anxiety levels by setting a strict time limit on how much you read about coronavirus on social media and in the news.
- Allocate a time slot in your day for an activity you enjoy – whether it is to read, write, paint, cook, do some gardening or knit. Encourage those you care for, to make time for activities they enjoy doing too.
- Try to find moments for yourself - listening to music is a great way to find calmness and peace of mind. Many people find seated exercises, yoga or dance helpful, you may find a relevant video or app on your phone.
- Aim to get enough sleep, this can be challenging for many of us. Maybe helped by having a hot relaxing bath before bed. Try some chamomile tea or reading another chapter of your book. Allow yourself to switch off – especially from online devices.
- Try and keep in touch with friends, family and others by phone and online. Talking and sharing your feelings with someone who understand can be a massive relief and release. Join an on-line support group – teach yourself new skills!
- Get some fresh air by opening your windows, walking around the garden (if you are lucky enough to have one) or go for a little walk if you can. A change of environment is always good.
- Stay safe and observe government guidelines



Stand Together

*In light of troubles we have today
there's just a few things I'd like to say.*

*Although the days of this feels long
together as a country we stand strong.*

*Share your kindness and your love,
it's no time to be mean, push and shove.*

*Hold on to your loved ones, hold them tight
listen to the rules and do what' right.*



We have now launched the 'London Streetspace' programme. This programme will rapidly transform London's streets to accommodate significant increases in cycling and walking when lockdown restrictions are eased. With London's public transport capacity potentially running at a fifth of pre-crisis levels, millions of journeys a day will need to be made by other means. If people switch only a fraction of these journeys to cars, London risks grinding to a halt, air quality will worsen, and road danger will increase.

To prevent this happening, we will rapidly repurpose London's streets to serve this unprecedented demand for walking and cycling. We are working with all London boroughs to focus on three key areas:

- The rapid construction of a strategic cycling network, using temporary materials, including new routes aimed at reducing crowding on Underground and train lines, and on busy bus corridors
- A complete transformation of local town centres to enable local journeys to be safely walked and cycled where possible. Wider footways on high streets will facilitate a local economic recovery, with people having space to queue for shops as well as enough space for others to safely walk past while socially distancing
- Reducing traffic on residential streets, creating low-traffic neighbourhoods right across London to enable more people to walk and cycle as part of their daily routine, as has happened during lockdown

We have already begun making improvements to boost social distancing using temporary infrastructure. Pavements have already been doubled in size at Camden High Street and Stoke Newington High Street and widened at six further locations, with more to follow in the coming weeks. Many boroughs are also already making changes on their road network, and we urge you to consider what you can do to ensure we maintain social distancing and aid London's recovery.

The measures announced, are just the beginning, and more information on the London Streetspace plans will be available shortly.



Everything you need to know about transport locally

🌐 Visit tfl.gov.uk/boroughs-and-communities to find out what is happening in your area.

OTHER INFORMATION

Dial-a-Ride

We are currently running a reduced Dial-a-Ride service for essential journeys only. Our current operating hours are **08:00 to 18:00 Monday to Saturday**. We are closed on Sundays. If you are a member of the service and wish to book an essential journey, email dar.reservations@tfl.gov.uk or call **0343 222 7777**.

Taxicard

You can now use your Taxicard for:

- **Taxicard drivers to pick up and deliver essential supplies for you; and**
- **Allow friends and family to travel on your behalf using your Taxicard for the same purpose**

If you would like to know more about the changes to Taxicard, please contact taxicard@londoncouncils.gov.uk. If you would like to report a problem on a street, please visit www.streetcare.tfl.gov.uk

CRISIS COUNSELLING AND BEREAVEMENT SUPPORT SERVICE

In response to the distressing experiences of our local community due to COVID-19, ACC*, Havering Mind and London Borough of Havering are working together to offer a Crisis Counselling and Bereavement Support Service. The service is specifically for anyone living in Havering who has suffered the bereavement of a relative, friend or work colleague; or anyone coping with the stresses related to working in a residential care home setting during COVID19.



After a short assessment, and if it's right for you, Havering Mind will refer you to the counselling service which is being provided by ACC. ACC hope to be able to allocate you with a counsellor ideally within 7 days.

The professional counsellors providing this service will help you cope with your thoughts, feelings, and issues that you are facing at this

exceptionally difficult time. Up to ten sessions of counselling are available – online or by telephone - on a 'no-fee' basis. Counsellors have agreed to volunteer their time and expertise.

The Crisis Counselling and Bereavement Support Service is available to residents of Havering over 18 years of age that have been affected by a bereavement or the stresses relating to working in a residential care home setting during COVID19.

*ACC stands for the Association of Christian Counsellors who are a counselling and psychotherapy membership body that hold an accredited register with the Professional Standards Authority. Counsellors volunteering for the crisis counselling support service come from all faiths and none and will work with people of all faiths and none. All of the counsellors will work under their professional ethics and practice standards and are insured.

Telephone: **01708 457040** 7 days a week

Email: **help@haveringmind.org.uk**

DON'T KNOW WHERE TO START?

Havering Mind is here to support you or someone you know experiencing mental health issues and our experienced team are available to have a preliminary discussion with you on the best individual avenues of support for you right now

Email us at: **help@haveringmind.org.uk**

Call us on: **01708 457040**

Watch a new animated video '*What are mental health problems?*' here:

**[www.youtube.com/
watch?v=AUWhdmKyOE8](https://www.youtube.com/watch?v=AUWhdmKyOE8)**



FOR THE LATEST ADVICE ON COVID-19 VISIT THESE WEBSITES:

NHS England: www.nhs.uk/conditions/coronavirus-covid-19/

Gov.uk: www.gov.uk/coronavirus

Local hospitals: www.bhrhospitals.nhs.uk/coronavirus

HELP FOR PEOPLE AT HIGHER RISK

The NHS shield list (formerly known as the vulnerable patient list) is a list of patients who need specific advice about their circumstances and their medical condition makes them particularly vulnerable to Coronavirus. The NHS has sent letters to people who are on the list telling them to stay at home.

Patients who are extremely vulnerable can register for help here:
www.gov.uk/coronavirus-extremely-vulnerable

Advice on what to do if you think you should be on the list but haven't had a letter: <https://digital.nhs.uk/coronavirus/shielded-patient-list>

FOREIGN LANGUAGE GUIDANCE

The UK Government has released translated guidance for self-isolation and social distancing into many different languages. Visit this website:

www.gov.uk/government/publications/covid-19-stay-at-home-guidance

Doctors of the World have also produced NHS COVID-19 advice for patients in more languages, with further languages being added all the time.

www.doctorsoftheworld.org.uk/news/coronavirus-information

FOLLOW HYGIENE PRACTICES



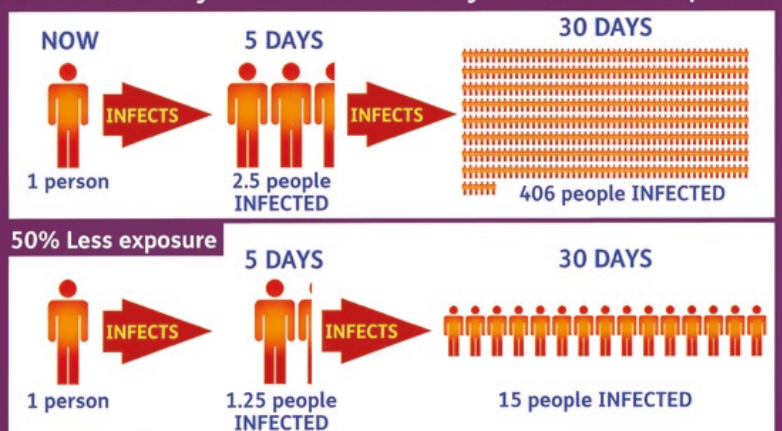
This is so simple yet so important, **WASH YOUR HANDS**, regularly with hot water for 20 seconds.

Don't touch your face, or your eyes and disinfect surfaces.

This will really help control the spread of the virus.

The IMPORTANCE of Social Distancing

Remember to stay at least 2 metres away from the nearest person



If you don't have access to the internet to visit any of these websites please telephone a friend, neighbour or family friend who may be able to help you.

If you, or someone you know, have concerns around care, urgent issues around health and wellbeing or lack of access to supplies including food and medicine please call our helpline: **0800 368 5201**

It is open Monday to Friday 8.30am to 6pm. Saturday and Sunday 11am to 4pm.

Get help with your energy bills and staying well and warm

You can access free support from SHINE if you are living in London and one of the following apply:

- over 60
- on a low income
- have a disability or a long-term illness
- have children



BASED IN ISLINGTON, BUT WE COVER ALL LONDON BOROUGHS

SUPPORTED BY

MAYOR OF LONDON



Get a free SHINE assessment and access a range of services with one call:

- **Energy and bills advice** – advice on energy saving, billing and metering, heating systems and controls
- **Electricity discounts** – register for £140 off winter electricity bills with certain suppliers
- **Water discount** – half price or capped water bills for eligible customers
- **Energy Doctor home visits** – review energy bills, check heating controls and fit energy efficiency measures such as low energy light bulbs, draught proofing, reflective radiator panels and water saving devices
- **Energy debt support** – support with payment plans and methods, supplier mediation and grant applications to clear arrears
- **Bill comparisons** – help to compare all the gas and electric deals on the market to find out if you could save money with another supplier or tariff
- **Extra Care Services** – if you have additional needs you can get support in power cuts, accessible utility bills, supplier password systems etc.
- **Heating and insulation grants** – for private tenants and home owners
- **Income Maximisation** – benefit checks and budgeting advice
- **Fire safety check** – a visit from London Fire Brigade to check fire alarms and help prevent accidents
- **Air pollution alerts** – helping those with respiratory issues plan days out
- **London Taxicard** – subsidised taxi journeys for people with limited mobility or visual impairments

More services are available. All services are subject to eligibility and many subject to local provision.

The way to make contact during COVID is to send a text to 07800 006143 or email shine@islington.gov.uk

SHINE is delivered by

ON ENERGY

ISLINGTON

DOMESTIC ABUSE & SEXUAL VIOLENCE NATIONAL SERVICES

NATIONAL DOMESTIC ABUSE HELPLINE

The helpline is open 24/7 and is run by highly trained, female advisers. Many different languages are available, and they can work with callers to increase safety, access refuge accommodation and other specialist services. Call back and email available from the website.

Call: **0808 2000 247** Web: **www.nationaldahelpline.org.uk**

NATIONAL STALKING HELPLINE

Offers information and guidance to anybody in the UK who is currently or has previously been affected by harassment or stalking. Call: **0808 802 0300** Web: **www.suzylamplugh.org**

RESPECT PHONE LINE

The phone line is staffed by non-judgemental advisors who can give honest advice to people using abusive behaviours.

Webchat available from the website:

10:00-11:00 and **15:00-16:00** on **Wednesdays, Thursdays and Fridays.**

Call: **0808 8024040** • Email: **info@respectphoneline.org.uk** • Webchat: **respectphoneline.org.uk**

MEN'S ADVICE LINE

Non-judgmental emotional support, practical advice and information for men experiencing domestic abuse.

Monday & Wednesday: 9am – 8pm • Tuesday, Thursday and Friday: 9am – 5pm

Webchat available from the website

10:00-11:00 and **15:00-16:00** on **Wednesdays, Thursdays and Fridays.**

Call: **0808 8010327** • Email: **info@mensadviceline.org.uk** • Web: **mensadviceline.org.uk**

EAST LONDON RAPE CRISIS

Specialist help to women and girls over the age of 14 who have experienced rape, sexual abuse or violence. Support workers are working remotely.

Advice, support and counselling are over the telephone.

Call: **020 7683 1210** • Helpline: **0800 160 1036** • Email: **info@niaendingviolence.org.uk**

GALOP

LGBT+ victims of domestic abuse and violence can contact GALOP

National LGBT+ helpline: **0800 999 5428** • Web: **www.galop.org.uk**

DEAF HOPE

SignHealth works to improve the health and wellbeing of people who are Deaf..

Text: **07970 350366** • Email: **deafhope@signhealth.org.uk**



HELP AVAILABLE WITHIN HAVERING

CARERS' SUPPORT



Do you provide 'unpaid' care to friends or family member who due to a lifelong condition, frailty, illness, disability, serious injury, mental health issues or dementia and feel you are unable to cope without support. Are you an Adult Carer who looks after someone over the age of 18 years and one of you reside in the Borough of Havering? The Havering Carers' Hub are here to support you.

During these difficult times you may want a listening ear to share your anxiety and concerns, our team are able to offer you emotional support, advice as well as provide you with relevant information and sign-post or refer you to other organisations both voluntary and statutory they may be able to help.

You can telephone on: **01708 961111**
or email us on **info@haveringcarershub.org.uk** - we are always here to help.

BEREAVEMENT LINE

Havering MIND is offering counselling to any Havering resident or Havering carer over 18 years of age, who has been affected by bereavement or trauma relating to COVID-19. This free service is available **seven days a week from 9am to 7pm, Monday to Friday, and 10am to 1pm at weekends.**

Email **help@Haveringmind.org.uk** or telephone **01708 457040**, or visit the Havering MIND website to complete a referral form.



BEFRIENDING LINE

The Tapestry befriending phone line Tel: **01708 796611** is available **Monday to Friday, 9 am to 5 pm and weekends, 10 am to 4 pm.**



HAVERING VOLUNTEER CENTRE

Can assist with emergency supplies, medication delivery and collection, and even dog – walking! Please call them on **01708 922214.**



HAVERING CARERS' HUB

Community Reach House,
32-34 The High Street, Romford, Essex, RM1 1HR
Reg Charity No. 1063485

Email: info@haveringcarershub.org.uk • **Telephone:** 01708 961111

Web: www.haveringcarershub.org.uk

