

Coronavirus (Covid-19) – practical help and local services in Sevenoaks and Tonbridge

Last amended 23 April 2020.

You will find the most up-to-date version of this on our website at

www.ageuksevenoaksandtonbridge.org.uk or:
<https://www.ageuk.org.uk/sevenoaksandtonbridge/our-services/information-and-advice/downloads/>

Details are subject to change, please check with the organisation concerned. If you cannot find what you are looking for please contact us as we may be able to help further. Amendments and additions are also welcome.

We publish other local information packs covering:

- ! Care agencies
- ! Care homes
- ! Health and wellbeing
- ! Help at home
- ! Housing
- ! Legal advice and power of attorney
- ! Memory loss and dementia
- ! Money matters
- ! Social activities

Age UK Sevenoaks & Tonbridge is a registered charity no. 1088213
Tel: 01732 454108. Web: www.ageuksevenoaksandtonbridge.org.uk

Please be aware that the situation is changing constantly. If you have access to the internet you should check the latest situation on websites you can trust at:

Health information: www.nhs.uk/coronavirus

Government guidance: www.gov.uk/coronavirus

Age UK website: www.ageuk.org.uk/coronavirus-info

BBC website: www.bbc.co.uk

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Are you supposed to stay at home?

Everyone should now stay at home as far as possible (sometimes called **lockdown**) and avoid all social contact, including with friends and family members who do not live with you. This includes looking after children and grandchildren who live elsewhere.

If you are displaying symptoms

If you are displaying symptoms you should stay at home and **self-isolate** yourself (avoid contact with other people, even anyone you live with).

- ! **You should not go out for any reason** and you should get someone else to do shopping for you.
- ! If you are **any age** you must stay at home for at least 7 days if you have started coughing repeatedly **and/or** if you have a high temperature. Once 7 days have passed and provided symptoms have ended, you no longer need to self-isolate.
- ! Anyone who lives with you should also stay at home for 14 days even if they have no symptoms in case they develop.
- ! If someone else who lives with you develops symptoms then they must stay at home for an additional 7 days.

If you are extremely vulnerable

If you have a serious underlying health condition you are **extremely vulnerable** and **should not go out for any reason**. This includes:

- ! If you have severe respiratory conditions. This includes:
 - o any cystic fibrosis,
 - o severe asthma or
 - o severe COPD (Chronic Obstructive Pulmonary Disease).
- ! If you are on immuno-suppression therapies which could significantly increase the risk of infection.
- ! If you have specific cancers or are receiving cancer treatment. This includes if you:
 - o are undergoing chemotherapy, or radiotherapy for lung cancer
 - o have cancer of the blood or bone marrow
 - o are having immunotherapy or other continuing antibody treatments for cancer
 - o are undergoing other targeted cancer treatments which can affect the immune system;
 - o have had bone marrow or stem cell transplants in the last six months.
 - o are still taking immuno-suppression drugs
- ! If you have received a solid organ transplant.
- ! If you have rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell)
- ! If you are pregnant with significant congenital heart disease

You can register and find a more comprehensive list of people who are extremely vulnerable on the NHS website at www.gov.uk/coronavirus-extremely-vulnerable If you are unsure what you should do, phone 0800 028 8327 or contact your GP. You should **stay at home** and **shield** yourself as much as possible for 12 weeks.

- ! If you're 'extremely vulnerable' you should have received a letter from the NHS about additional support such as medication, free food parcels from the Government and priority for online supermarket deliveries.
- ! If you have received this letter, you should register for the additional support, even if you feel well supported at home.

- ! If you haven't received a letter but think you should have, contact your GP or specialist and let them know.
- ! Essential carers (including your family) and healthcare professionals can still come into your home, but should follow protective hygiene measures.

If you are vulnerable or at risk

You are **vulnerable** or **at risk**:

- ! If you are over 70 even if you are otherwise fit and well.
- ! If you are any age but living with a long-term health condition (which means you would normally be offered a flu jab).

This means you are more likely to need hospital treatment if you become unwell. You will not have been sent a letter but it is particularly important to **stay at home**.

- ! You should ask family, friends or neighbours if they are able to assist, by dropping shopping and medication to your doorstep, or if possible, order online. If this is not possible then you can still shop for essential items but this should be as infrequent as possible.
- ! You should use NHS online services to book appointments or order repeat prescriptions – only phone if this is not possible. GP consultations should be done over the phone or online, to minimise risk to you and other patients. GP practices may postpone non-urgent health checks or routine appointments.

If you really have to go out, you should follow the guidelines below:

Everyone else.

You should **stay at home**. You can only go out for the following reasons and if you have to go out you should **socially distance** yourself. This means you should **keep your distance** (about 2 metres or 6 feet) from other people:

- ! **Shopping for essentials.**
 - o Basic necessities include food and medicine.
 - o Shopping should be done as infrequently as possible.
 - o Keep your distance in shops and remember that some have reserved certain hours for vulnerable people or medical staff.
- ! To go outside for any form of **exercise once a day**, either on your own or with members of your own household.
 - o This includes going for a run, walk or bike ride or going to parks which are open.
 - o You should keep your distance from other people and avoid busy areas.
 - o You are advised to stick to open spaces near your home and avoid driving unless you need to do so.
 - o You can go out for any length of time although some ministers have advised you to only go out briefly.
 - o Use your judgement and common sense.
- ! **Helping vulnerable people.**
 - o This includes friends, family and neighbours if you are caring for a vulnerable person or volunteering to help people in your community with essential tasks.
 - o You can go out to help a vulnerable person but only if you are under 70, not pregnant, and have no long-term health conditions making you at-risk from coronavirus. You should also be well, with no symptoms of coronavirus like a cough or fever and nobody in your household should have them either. You should not enter unless you're already providing essential care or support.
 - o Essential care includes help with washing, dressing or preparing meals. If so, this should continue as normal, as long as you don't have symptoms of

coronavirus. You should wash your hands before and regularly during your visit, and keep your distance. **You should also identify other people who could help if you became ill** (if you need advice, there are some organisations listed at the end of this document under Caring For Someone). If this happens, **do not visit** and contact their local council if you need to call on them in an emergency.

- If you are just bringing food, medication or essential supplies you should knock and leave them on the doorstep while they are collected but keep your distance and do not go into the house.
 - The government also recommends picking up their items while you do your own shopping to minimise trips out of the house.
 - You can also pick up their medication and walk their dog, while ensuring you aren't risking passing coronavirus on.
 - Government guidance on how to help vulnerable people safely is at: <https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>
- ! To leave home for a **medical need**. You are allowed to:
- go to the dentist for emergency treatment but not routine check-ups,
 - visit your GP if they think it is urgent (check by phone),
 - give blood and
 - leave home to avoid or escape any risk of injury or harm.
- ! To **travel for work** provided neither you nor any of your household have symptoms:
- but only if it is essential or
 - you cannot work from home. Employers should make every effort to allow home working, including by providing stable IT and equipment.
- ! **Looking after animals.**
- You can still take the dog for a walk. This includes walking dogs belonging to vulnerable people who are shielding themselves from others or people who are self-isolating because they have symptoms of coronavirus. However, dog walkers doing this should ensure they wash their hands before touching their pet and maintain distance from the isolated person, especially when handing the pet back.
 - Cat owners should ensure they wash their hands before touching their pet.
 - Non-essential trips to the vet should be avoided and any urgent treatment should be discussed with a vet over the phone to decide the best course of action.

Everyone should:

- ! Avoid contact with anyone displaying symptoms.
- ! Avoid family gatherings and friends.
- ! Use phone and online services to contact your GP or other essential services. Check whether scheduled medical appointments should be postponed.
- ! Avoid all non-essential travel (caring for a vulnerable person counts as essential but driving to a beauty spot does not).
- ! Avoid large gatherings and small public spaces such as restaurants, pubs, cinemas and theatres which should all be closed anyway. You should stop attending coffee mornings, exercise classes, football matches and other events. Many religious services are also suspended but you can continue to practise your faith at home.
- ! Work from home unless you are providing an essential service (and carry ID if that is the case).

If you feel unwell

If you think you may have Coronavirus please do not go to your GP, chemist or hospital. If you have been identified as “extremely vulnerable” and have been contacted by the NHS, you should contact the NHS online at www.111.nhs.uk/covid-19/ as soon as you show symptoms or phone them if you can't get online. Otherwise you don't need to tell the NHS that you're unwell but it's a good idea to check the NHS 111 website.

However if symptoms are unmanageable, worsen or do not get better after 7 days, you should contact NHS 111. This means you can't do things you normally would, like watch TV or look at your phone. At this point appropriate testing and treatment can be organised. In a medical emergency dial 999 and say that you think you have Coronavirus. To check if you need medical help you can also look at: www.nhs.uk/conditions/coronavirus-covid-19/

If you live with someone vulnerable see if they can temporarily live with other family or friends. If this cannot be done, you should try to minimise contact with the vulnerable person as far as it is possible.

Common symptoms

If you have a sore throat, sneeze or have a runny nose you are likely to have a cold rather than Coronavirus. If you cannot smell or taste, then you may be carrying the virus or about to go down with it. Common symptoms of Coronavirus are **high temperature** (fever), and/or a **new continuous cough**, breathlessness, fatigue, aching muscles and joints.

- ! The fever is usually high (over 38 degrees Centigrade) and persistent over more than 4 days. This means you are hot to touch on your chest or back (you do not need to measure your temperature). This is the body's way to fight the infection. Although there are no medicines at the moment your immune system will fight it and the fever is part of that process. If it makes you too uncomfortable or stops you eating or drinking, use paracetamol to reduce the fever for a few hours. The fever can go on for a week. with this infection. If you are still feverish after 7 days, contact NHS 111.
- ! The cough is generally dry and develops 3-4 days after the fever. It means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours. If you usually have a cough, it may be worse than usual.
- ! Breathlessness is a feature of this illness due to irritation and inflammation of the lungs. It affects different people in different ways. Some people get an intermittent tightness in their chest like an asthma attack. You will only need to go to hospital if it is so severe that you need oxygen support or ventilation. This is likely if you are too breathless to climb stairs or to hold a conversation or to eat or drink. Less than 1 in 10 people will need this support.
- ! Fatigue and muscle aches seem worse in the first 4 days with cough and breathlessness after that.
- ! A minority of people continue to have a cough and breathless for more than 2 weeks. The dry cough can go on for 3 weeks but will settle over time.
- ! You will only be swabbed to find out if it is Coronavirus if you are so sick that you need to be admitted to hospital. It takes 3-4 days to get a result.

It is natural to feel very anxious and want to go to hospital for reassurance. However it is safe to stay at home unless the breathlessness becomes severe and other symptoms can be managed well in your own home. It is important to help your own immune system with rest, drinking lots of fluids, eating fruit and nourishing food, keeping warm and avoiding stress.

Further guidance at: www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection

If you're worried about someone

- ! **Don't visit them – unless they rely on you for care.** It can be so tempting to pop over and see if they're OK, but you mustn't unless they rely on you for care or essential supplies. Otherwise leave any supplies on the doorstep. This is for their safety and yours. If you wish to offer practical help to people who live nearby, there are suggestions below on how to offer help through the council or local groups.
- ! **Do phone them to make sure they're OK and to have a chat.** If you do have a loved one or neighbour you're worried about, why not give them a ring? Not only can you check to see if they're OK, but you can have a chat and provide some company in a safe way.
- ! **Do think about a plan B.** If the person you're worried about relies on carers or you are their carer, it's worth thinking about backup arrangements in case there are any problems with their care. Talk to them about whether there are family members, friends or trusted neighbours who could step in if necessary or encourage them to speak to their care provider.
- ! **Do check they have everything they need.** While people are staying at home, it's really important they have enough food and any essential supplies they need, such as medication. Phone them to see if you can help out arranging this. Maybe you could contact a local group offering support or you could do an online shop for them.
- ! **If you are concerned about someone's welfare.** Phone the Kent Together partnership at Social Services on 03000 419292.

If you wish to offer help

If you live in Sevenoaks District:

- ! Try one of the local co-ordinators or local councils listed below.
- ! You could also contact Sevenoaks District Council on 01732 227000 or register at: <https://myaccount.sevenoaks.gov.uk/community-help/> Once you have registered, your details will be passed to 'Care for our Community - Sevenoaks', or another local community group, who will match you to someone who has asked for help. Your local Volunteer Team Leader will contact you regarding the volunteering required. Recruitment to this scheme has been paused. They may re-open it so keep checking their website.
- ! If they are not looking for offers of help, phone Age UK on 01732 454108.

If you live in Tonbridge & Malling Borough:

- ! Try one of the local co-ordinators or local councils listed below.
- ! You could also phone Tonbridge & Malling Borough Council on 01732 876152 if you already have a DBS check,
- ! If you do not have a DBS check, phone Age UK on 01732 454108 and we may be able to accept phone references.

You can also help the **NHS** directly. They are looking for Volunteer Responders to:

- ! deliver medicines from pharmacies;
- ! drive patients to appointments;
- ! bring them home from hospital;
- ! make regular phone calls to check on people isolating at home.

You can sign up at www.goodsamapp.org/nhs

Recruitment to this scheme was temporarily paused on 29 March 2020 to process the initial 750,000 applications. They hope to re-open it so keep checking their website.

You can also help the **Red Cross**. Go to www.redcross.org.uk/kind

Kent Police are also looking for volunteers. www.kent.police.uk/canyouhelp

Government advice is that you should only volunteer outside your home (eg to do shopping) if you do not have symptoms, are under 70, are not pregnant and do not have long-term health conditions. You should keep your distance (eg by leaving shopping on the doorstep) and wash regularly. If you'd still like to volunteer from your home (eg phoning people to make sure they're OK) then many groups are looking for this, especially the NHS volunteers.

www.gov.uk/government/publications/coronavirus-how-to-help-safely--2

Here are some helpful resources for volunteers including a video and postcards:

www.ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering/

If you need help

Whatever help you need, please don't hesitate to ask. It could be food shopping, collecting prescriptions, posting mail, walking a dog or just a friendly phone call to make sure you're OK. Many people have volunteered to help through the council, local support groups or other organisations such as Age UK. Here is how to get in touch:

If you live in Sevenoaks District:

- ! You should phone Sevenoaks District Council on 01732 227000 or request help online at: <https://www.sevenoaks.gov.uk/requesthelp>
- ! You could also try one of the local co-ordinators or local councils listed below.
- ! If they can't help either, phone Age UK on 01732 454108.
- ! If you need any other more urgent help, above and beyond food shopping or picking up prescriptions or a befriending call, email the District Emergency Centre at decdata@sevenoaks.gov.uk

If you live in Tonbridge & Malling Borough:

- ! You should phone Tonbridge & Malling Borough Council on 01732 876152.
- ! You could also try one of the local co-ordinators or local councils listed below.
- ! If they can't help either, phone Age UK on 01732 454108.

You can also try:

- ! Kent Muslim Welfare Association Volunteers Group Tel: 01634 850878 Email: info@kmwa.org.uk
- ! Rochester Gurdwara (Hindu temple). Free food for people in need delivered by taxi. They also have a list of ladies who can drive, collect prescriptions, do shopping etc while following social distancing rules. They can talk to people in Arabic, Bengali, French, Gujarati, Hindi, Punjabi, Sylheti and Urdu as well as English. Women should contact Rizwana Shelley Tel: 01634 660363, 07857 196560. Men should contact Anwar Khan Tel: 07957 150869.
- ! Royal Voluntary Service Tel: 0330 555 0310 Web: www.royalvoluntaryservice.org.uk/contact-us/contact-form
- ! Red Cross Tel: 0344 412 2804 Email: information@redcross.org.uk Web: www.redcross.org.uk

Local co-ordinators and local councils

If you need help, you can try contacting someone local. They may know people who can help with picking up shopping or supplies, collecting prescriptions, posting mail, looking after your pets or just a friendly phone call. Here is a list of local co-ordinators, parish and town councils. Where local co-ordinators are mentioned they have given permission for their details to be publicised. If you cannot get hold of anyone phone Age UK on 01732 454108. Where food and meals services are mentioned please see the relevant sections later on in this pack for further details.

! Addington

- Contact John Humphrey Tel: 01732 842662 Email: thehumpies@gmail.com or Linda Shuker Tel: 01732 842249 Email: dlshuker@aol.com
- Alternatively try Addington Parish Council Tel: 07900 693572 Email: clerk@addingtonpc.onmicrosoft.com Web: www.addingtonpc.co.uk

! Ash

- Contact Ash-cum-Ridley Parish Council Tel: 01474 702760 Email: info@acrpc.org.uk Web: www.hugofox.com/community/ash-cum-ridley-parish-council-12628/home/

! Aylesford

- Contact Aylesford Parish Council Tel: 01622 717084 Email: mel@aylesfordparishcouncil.org.uk Web: www.aylesfordparishcouncil.org.uk
You can also ask them to put you in touch with Blue Bell Hill Covid-19 Mutual Aid.
- Regular phone calls for anyone on their own available from St Peter's & St Paul's Church (ask for Janet Tel: 01622 710083 or Ruth Tel: 01622 717434).
- Food and meals services: Chequers pub Tel: 01622 717286/826082 and Watts Farm Tel: 01622 793900.

! Badgers Mount

- Badgers Mount Residents Association. Contact Gill Johnston Tel: 01959 534463 Email: secretary.bmra@gmail.com or Zena Belton Tel: 01959 534566 Email: zbelton@live.com Web: www.badgersmount.net/bmra/index.htm
- Alternatively try Badgers Mount Parish Council Tel: 07452 886977 Email: clerk@badgers-mountpc.kentparishes.gov.uk Web: www.badgers-mountpc.co.uk
- Food services: Cottage Farm Butchers Tel: 01959 534212 and Glorious Greens Tel: 01959 533861.

! Barnes Street see Hadlow.

! Bat & Ball see also Sevenoaks Town Council.

- Meals services: Age UK Tel: 01732 454108.

! Beltring see East Peckham.

! Bessels Green see also Chevening.

- Contact Baptist Church Tel: 01732 454921.
- Meals services: Age UK Tel: 01732 454108.

! Birling

- Contact Elizabeth Miller Tel: 01732 849157 Email: elizabethmiller@sent.com or Linda Shuker Tel: 01732 842249 Email: dlshuker@aol.com
- Alternatively try Birling Parish Council Tel: 07769 254176 Email: clerk@birlingparishcouncil.gov.uk Web: www.birlingparishcouncil.gov.uk

! Bitchet Green see Seal.

! Blue Bell Hill see Aylesford.

! Borough Green

- Contact Borough Green Parish Council Tel: 01732 882880 Email: bgpc@lineone.net Web: www.boroughgreen.gov.uk You can also ask them to put you in touch with Borough Green & Wrotham Volunteers.
- Food services: mobile shop in Borough Green car park on Tuesday mornings.
- Meals services: Goddard's Pies Tel: 0800 862 0400, 01732 252525.
- ! **Bough Beech** see Chiddingstone.
- ! **Branbridges** see East Peckham.
- ! **Brasted**
 - Contact Brasted Parish Council Tel: 01732 455374 Email: clerk@brastedpc.kentparishes.gov.uk Web: www.brastedpc.kentparishes.gov.uk
 - Food services: Village Shop Tel: 01959 562874.
 - Meals services: Courtyard Café Tel: 07808 783681/07545 641777.
- ! **Burham**
 - Contact Burham Parish Council Tel: 01634 685936 Email: pam@burhampc.co.uk Web: www.burhampc.kentparishes.gov.uk
 - Meals services: Chequers pub (Aylesford) Tel: 01622 717286/826082.
- ! **Charcott** see Leigh.
- ! **Chevening**
 - Contact Chevening Parish Council Tel: 07981 759255 Email clerk@cheveningparishcouncil.gov.uk Web: www.cheveningparishcouncil.gov.uk
 - Meals services: Age UK Tel: 01732 454108.
- ! **Chiddingstone**
 - Contact Sue Coleman Tel: 01892 870435 Email: clr.coleman@sevenoaks.gov.uk
 - Alternatively try Chiddingstone Parish Council Tel: 01892 740753 Email: louise.clerk@chiddingstone.org Web: www.chiddingstone.org
- ! **Chiddingstone Causeway** see Chiddingstone.
- ! **Chiddingstone Hoath** see Chiddingstone.
- ! **Chipstead** see also Chevening.
 - Chevening Mailer contains offers of help with shopping
 - Meals services: Age UK Tel: 01732 454108.
- ! **Cowden**
 - Cowden Friend Network. Contact January Wynne Tel: 01342 850749/07886 957970 Email: friendnetwork.cowden@gmail.com
 - Alternatively try Cowden Parish Council Tel: 07387 768123 Web: www.cowdenpc.kentparishes.gov.uk
 - Meals services: Fountain Inn. Tel: 01342 850528.
- ! **Crockenhill**
 - Contact Crockenhill Parish Council Tel: 01322 614674 Email: clerk@crockenhillpc.org Web: www.crockenhillpc.org.uk
- ! **Crockham Hill** see Westerham
- ! **Ditton**
 - Contact Ditton Parish Council Tel: 07955 771861 Email: clerk@dittonparishcouncil.gov.uk Web: www.dittonparishcouncil.gov.uk You can also ask them to put you in touch with Ditton Covid-19 Self-Isolating Support.
 - Meals services: Chequers pub (Aylesford) Tel: 01622 717286/826082.
- ! **Dunton Green**

- Contact Dunton Green Parish Council Tel: 01732 462966 Email: clerk@duntongreenpc.org.uk Web: www.duntongreenpc.org.uk
- Meals services: Age UK Tel: 01732 454108, FahSai Thai Foods Tel: 07515 961596/07864 033738 and Wild Seasoning Kitchen Tel: 07810 108601.
- ! **East Malling**
 - Contact East Malling & Larkfield Parish Council Tel: 01732 844546 Email: office@emandlpc.co.uk
 - Meals services: Chequers pub (Aylesford) Tel: 01622 717286/826082.
- ! **East Peckham**
 - Contact East Peckham Parish Council Tel: 01622 871309 Email: councilmanager@eastpeckham-pc.gov.uk Web: www.eastpeckham-pc.gov.uk
- ! **Eccles** see also Aylesford
 - Ask Aylesford Parish Council to put you in touch with the Eccles Coronavirus Help & Support Group.
 - Food and meals services: Chequers pub (Aylesford) Tel: 01622 717286/826082.
- ! **Edenbridge**
 - Contact Edenbridge Town Council Tel: 01732 865368 Email: townclerk@edenbridgetowncouncil.gov.uk Web: www.edenbridgetowncouncil.gov.uk Facebook: <https://www.facebook.com/Edenbridge-Town-Council-152971131902792/>
- ! **Eynsford**
 - Contact Eynsford Parish Council Tel: 01322 865320/07427 607003 Email: info@eynsfordparishcouncil.org.uk Web: www.eynsfordparishcouncil.org.uk
 - Food services: Hop Shop Tel: 01959 523219.
- ! **Fairseat** see Stansted
- ! **Farningham**
 - Contact Farningham Parish Council Tel: 07427 607003/01322 866066 Email: farninghamparishcouncil@gmail.com Web: www.farninghampc.kentparishes.gov.uk
- ! **Fawkham**
 - Contact Fawkham Parish Council Tel: 07503 651138 Email: fawkhampc@gmail.com Web: www.fawkhampc.kentparishes.gov.uk
- ! **Fordcombe** see also Penshurst
 - Contact Mike Gilbert Tel: 01892 740371 Email: mikegilbert371@gmail.com
- ! **Four Elms** see Hever.
- ! **Godden Green** see Seal.
- ! **Golden Green** see Hadlow.
- ! **Hadlow**
 - Contact Hadlow Parish Council Tel: 01732 851878 Email: clerk@hadlowpc.co.uk Web: www.hadlowpc.co.uk You can also ask them to put you in touch with the local community warden or vicar.
 - Food services: Haywards Farm Shop Tel: 01732 850354.
- ! **Halstead**
 - Contact Halstead Parish Council Tel: 01959 532206 Email: help@halsteadparish.org.uk Web: www.halsteadparish.org.uk You can also ask them to put you in touch with the Corona Buddies Scheme.
- ! **Hartley**

- Contact Hartley Parish Council Tel. 01474 709441 Email: mail@hartleyparishcouncil.org.uk Web: www.hartleyparishcouncil.org.uk
- ! **Hawley** see Horton Kirby.
- ! **Heaverham** see also Kemsing
 - Meals services: Chequers Inn Tel: 01732 667361.
- ! **Hever**
 - Contact Hever Parish Council Tel: 07747 031974 Email: clerk@hever.org Web: www.hever.org
- ! **Hextable**
 - Contact Hextable Parish Council Tel: 07946 818558 Email: info@hextableparishcouncil.com Web: www.hextableparishcouncil.com
- ! **Hildenborough**
 - Contact Hildenborough Parish Council Tel: 01732 832367 Email: clerkhildenboroughpc@gmail.com Web: www.hildenboroughpc.kentparishes.gov.uk You can also ask them to put you in touch with Hildenborough Care of our Community.
 - Alternatively try St John's Church Tel: 01732 833596 Email: sal@stjohnshildenborough.co.uk
 - Drinks services: Hildenborough Brewery Tel: 07557 117078.
- ! **Hodsoll Street** see Ash-cum-Ridley.
- ! **Holtye** see Cowden.
- ! **Horton Kirby**
 - Contact Clare Wadey Tel: 07429 583962 Email: clare.wadey@btopenworld.com or Lindsey James Tel: 07925 434238 Email: linzi.a.james@icloud.com
 - Alternatively try Horton Kirby & South Darenth Parish Council Tel: 01322 865193 Email: office@hksdparishcouncil.co.uk Web: www.hksdparishcouncil.co.uk
- ! **Ide Hill** see also Sundridge.
 - Food services: Ide Hill Community Shop Tel: 01732 750157.
- ! **Ightham**
 - Contact Ightham Parish Council Tel: 01732 886402 Email: kirsty.mitchem@ightham.org Web: www.ightham.org You can also ask them to put you in touch with Care in Our Community
 - Alternatively try St Peter's Church Tel: 01732 886827/07799 601546.
 - Food services: Hutch Deli Tel: 01732 781134.
- ! **Kemsing**
 - Contact Kemsing Parish Council Tel: 01732 762841 Email: kemsingpc@tiscali.co.uk Web: www.kemsingpc.kentparishes.gov.uk
 - Meals services: Age UK Tel: 01732 454108.
- ! **Kings Hill**
 - Contact Help on the Hill Project Tel: 07984 913091/07801 278475.
 - Alternatively try St Gabriel's Church Food Bank Tel: 01732 844194/07421 264898 Email: mark.montgomery@stgabrielskingshill.org.uk
 - Alternatively try Kings Hill Parish Council Tel: 01732 870382 Email: clerk@kingshillparish.gov.uk Web: www.kingshillparish.gov.uk
- ! **Knockholt**
 - Contact Knockholt Help Tel: 07523 147273 Email: knockholthelp@gmail.com
 - Alternatively try Knockholt Parish Council Tel: 07860 537760 Email: knockholtclerk@gmail.com Web: www.knockholtparish.org.uk
- ! **Larkfield** see also East Malling.
 - Meals services: Chequers pub (Aylesford). Tel: 01622 717286/826082.

- ! **Leigh**
 - Contact Leigh Parish Council Tel: 07388 620150 Email: parishcouncil@leighkent.org.uk Web: www.leighkent.org.uk
- ! **Leybourne**
 - Contact Leybourne Linkline Tel: 07565 586219
 - Alternatively try Leybourne Parish Council Tel: 01732 873722 Email: clerk@leybournepc.org.uk Web: www.leybournepc.org.uk
- ! **Lullingstone** see Eynsford and Shoreham.
- ! **Markbeece** see Hever.
- ! **Marsh Green** see Edenbridge.
- ! **Mereworth**
 - Mereworth & West Peckham Volunteer Support Group. Contact Michael Bound Tel: 07933 843118
 - Alternatively try Mereworth Parish Council. Tel: 01732 846192. Web: www.mereworthpc.kentparishes.gov.uk
- ! **Moorden** see Leigh.
- ! **New Ash Green** see Ash-cum-Ridley.
- ! **Offham**
 - Contact Offham Community Network Tel: 07799 870632 Email: offhamcommunitynetwork@gmail.com
 - Alternatively try Offham Parish Council Tel: 01732 521303 Email: clerk@offham-pc.gov.uk Web: www.offhampc.kentparishes.gov.uk
- ! **Otford**
 - Otford Road Friends. For streets south of Otford station contact Rod Shelton Tel: 01959 523371 Email: rodshelton@greenbee.net For streets north of Otford station contact Simon Featherstone Tel: 07802 212195 Email: simon@featherstones.net
 - Alternatively try Otford Parish Council Tel: 01959 524808. Email: clerk@otfordpc.co.uk Web: www.otfordpc.kentparishes.gov.uk
 - Meals services: Age UK Tel: 01732 454108.
- ! **Penshurst**
 - Contact Robert Rees Tel: 01892 870823 Email: robertrees3@aol.com
 - Alternatively try Penshurst Parish Council Tel: 01732 457541 Email: penshurst.pc@gmail.com Web: www.penshurstpc.kentparishes.gov.uk
- ! **Platt**
 - Platt Shopping Friends and Phone Friends contact Rev. Lorraine Turner Tel: 01732 882447.
 - Alternatively try Platt Parish Council Tel: 01732 886822 Email: clerkplattpc@gmail.com Web: www.plattparish.co.uk
- ! **Plaxtol**
 - Contact Plaxtol Parish Council. Tel: 01732 810600. Email: clerk@plaxtol.com Web: www.plaxtol.com
- ! **Polhill** see Badgers Mount.
- ! **Powder Mills** see Leigh.
- ! **Ridley** see Ash-cum-Ridley.
- ! **Riverhead**
 - Contact Riverhead Parish Council Tel: 01732 461278 Email: clerk@riverheadparishcouncil.org.uk Web: www.riverheadpc.kentparishes.gov.uk
 - Meals services: Age UK Tel: 01732 454108.
- ! **Ryarsh**

- Contact Barbara Weatherill Tel: 07884 160717 Email: barbaraweatherill@icloud.com or Linda Shuker Tel: 01732 842249 Email: dlshuker@aol.com
- Alternatively try Ryarsh Parish Council Tel: 01732 521303 Email: clerk@ryarsh-pc.gov.uk Web: www.ryarshpc.kentparishes.gov.uk

! Seal

- Contact Seal Parish Council Tel: 01732 833360 Email: sealparishc@outlook.com Web: www.sealparishcouncil.org.uk
- Food services: Chart Farm Tel: 01732 761672, Coldbreaths Tel: 01732 761040, Corban Coffee Web: www.corbancoffee.co.uk and EcoPantry Web: www.theecopantry.co.uk
- Meals services: Age UK Tel: 01732 454108, Birch's Whole Good Food Web: www.facebook.com/wholegoodcafe and Deniz Cafe Tel: 01732 761055.

! Sevenoaks District Council Tel: 01732 227000 Web: www.sevenoaks.gov.uk

! Sevenoaks

- Contact Sevenoaks Town Council Tel: 01732 459953 Email: council@sevenoakstown.gov.uk Web: www.sevenoakstown.gov.uk You can also ask them to put you in touch with Care for our Community Sevenoaks.
- Food services: Chapmans Fish Tel: 01732 743319, Chocolate Shop Tel: 01732 742350/07799 485298, Dulce's Patisseries Tel: 01732 451779/07790 956485, Marco's Deli Tel: 01732 469349/07564 410566, Otto's Tel: 01732 446345/446344, Thind Wine Tel: 01732 452164.
- Meals services: Age UK Tel: 01732 454108, Flying Dishes Tel: 01732 460350/07496 489463, Joseph's Kitchen Tel: 01732 457304, Kazoku Tel: 01732 463888, Otto's Tel: 01732 446345/446344, Raj Bari Tel: 01732 743315, St John's Fish Bar Tel: 01732 451308.

! Sevenoaks Weald see Weald.

! Shipbourne

- Contact Shipbourne Parish Council Tel: 01732 886402 Email: shipbourneparishcouncil@gmail.com Web: www.shipbourne.com

! Shoreham

- Contact Shoreham Parish Council Tel: 07912 611048 Email: clerk2012@shorehamparishcouncil.gov.uk Web: www.shorehampc.kentparishes.gov.uk You can also ask them to put you in touch with the local support group.
- Food services: Shoreham Village Stores Tel: 01959 522018, Mount Vineyard Tel: 01959 524007 and Hop Shop Tel: 01959 523219.
- Meals services: George pub Tel: 01959 522017, Kay's Kitchen Email: kfoxjoyce@gmail.com and King's Arms pub Tel: 01959 523100.

! Snodland

- Contact Tonbridge & Malling Borough Council Tel: 01732 876152.
- Alternatively try Snodland Town Council. Tel: 01634 240228. Email: enquiries@snodlandcouncil.co.uk Web: www.snodlandcouncil.co.uk
- Meals services: Chequers pub (Aylesford). Tel: 01622 717286/ 826082.

! South Darenth see Horton Kirby.

! St Mary's Platt see Platt.

! Stansted

- Contact Stansted Parish Council Tel: 01732 668374 Email: stanstedparishcouncil@gmail.com Web: www.stansted-pc.gov.uk

! Sundridge

- Contact Sundridge with Ide Hill Parish Council Tel: 07495 962372 Email: clerk@sundridgewithidehill-pc.gov.uk Web: www.sundridgewithidehill-pc.gov.uk

- Meals services: White Horse pub Tel: 01959 561198.
- ! **Sutton-at-Hone** see Horton Kirby.
- ! **Swanley**
 - Contact Swanley Town Council Tel: 01322 665855 Email: towncouncil@swanleytowncouncil.gov.uk Web: www.swanleytowncouncil.gov.uk Food parcels delivered to those in need. You can also ask them to put you in touch with Swanley Help your Neighbour.
- ! **Tonbridge**
 - Contact Tonbridge & Malling Borough Council Tel: 01732 876152 Web: www.tmbc.gov.uk/services/health-and-social-care/health-and-medical-advice/coronavirus-covid-19 You can also ask them to put you in touch with Covid-19 Tonbridge Support Group.
 - Food and meals services: Albion Fine Foods Web: www.albionhome.co.uk
- ! **Toys Hill** see Brasted.
- ! **Trottscliffe**
 - Contact Daphne Rowlands Tel: 01732 820111 Email: daphnerowlands@hotmail.com or Linda Shuker Tel: 01732 842249 Email: dlshuker@aol.com
 - Alternatively try Trottscliffe Parish Council Tel: 017900 693572 Email: clerk@trottscliffepc.co.uk Web: www.trottscliffepc.co.uk
- ! **Underriver** see also Seal
 - Food services: Romshed Organic Farm Tel: 01732 463372.
- ! **Walderslade** see Aylesford.
- ! **Wateringbury**
 - Contact Wateringbury Parish Council Tel: 01622 817068 Email: clerk@wateringburypc.org.uk Web: www.wateringburypc.kentparishes.gov.uk
- ! **Weald**
 - Contact Weald Cares Tel: 01732 667703 Web: www.weald.shop Groceries, newspapers, prescriptions, light gardening, someone to speak to, loan scheme for gardening tools, books, games & puzzles.
 - Alternatively try Weald Parish Council Tel: 01732 463429 Email: wealdparishclerk@btinternet.com Web: www.sevenoakswealdpc.kentparishes.gov.uk
 - Meals services: Windmill pub Tel: 01732 463330.
- ! **Well Hill** see Shoreham.
- ! **West Kingsdown**
 - Contact West Kingsdown Parish Council Tel: 01474 853286 Email: wkpcclerk@gmail.com Web: www.westkingsdownpc.kentparishes.gov.uk
 - Meals services: Portobello pub Tel: 01474 852238.
- ! **West Malling**
 - Contact West Malling Volunteers Tel: 07561 111676 Email: wmvolunteers@westmallingspc.org Web: <https://bit.ly/WMCN-Cov19>
 - Alternatively try West Malling Parish Council Tel: 01732 870872 Email: clerk@westmallingspc.org Web: www.westmallingspc.org
- ! **West Peckham**
 - Mereworth & West Peckham Volunteer Support Group. Contact Michael Bound Tel: 07933 843118.
 - Alternatively try West Peckham Parish Council Tel: 01622 532834 Email: westpeckhamparishclerk@gmail.com Web: www.westpeckhampc.kentparishes.gov.uk
- ! **Westerham**

- Westerham Self-Isolating Assistance. Contact Zoe Trodd Tel: 07725 090233 Email: zoe.trodd@gmail.com
- Alternatively try Westerham Town Council Tel: 01959 562147 Email: office@westerhamtowncouncil.gov.uk Web: www.westerhamtowncouncil.gov.uk
- Food services: Flint & Oak Deli & Farm Shop Tel: 01959 562345 and Westerham Brewery Tel: 01732 864427
- Meals services: Courtyard Cafe Tel: 07808 783681/07545 641777, Creative Curry Girl Tel: 07843 202559 and Flint & Oak Tel: 01959 562345.

! **Woodlands** see Kemsing.

! **Wouldham**

- Contact Wouldham Parish Council Tel: 01634 864319 Email: clerk@wouldhampc.co.uk Web: www.wouldhampc.com

! **Wrotham**

- Contact Wrotham Parish Council Tel: 01732 886139 Email: wrothampc@btinternet.com Web: www.wrothampc.org You can also ask them to put you in touch with Borough Green & Wrotham Volunteers.

There are also many other local support groups on Facebook. Search for “Care in Our Community”.

Food and other shopping

How to get shopping if you are self-isolating (at high risk)

If you are running out of food and have any nearby family, friends or neighbours who you trust then please ask them to help you. Otherwise:

- ! If you live in Sevenoaks District, your first port of call should be to phone Sevenoaks District Council on 01732 227000 or request help online at:

<https://www.sevenoaks.gov.uk/requesthelp>

You can also phone one of the local co-ordinators or local councils listed above. If they are not able to offer help, phone Age UK on 01732 454108.

- ! If you live in Tonbridge & Malling Borough, your first port of call should be to phone Tonbridge & Malling Borough Council on 01732 876152. You can also phone one of the local co-ordinators or local councils listed above. If they are not able to offer help, phone Age UK on 01732 454108.

You can also try:

- ! Royal Voluntary Service Tel: 0330 555 0310 Web: www.royalvoluntaryservice.org.uk/contact-us/contact-form
- ! Red Cross Tel: 0344 412 2804 Email: information@redcross.org.uk Web: www.redcross.org.uk

See the section on money further on in this pack for how to pay for shopping if someone else is shopping for you.

Going to get shopping if you are vulnerable but not high risk

Where possible you should try to get someone else to shop for you. However if you cannot get help, you can go out for essential shopping. The restriction on using bus passes before 9.30am for older and disabled people has been removed to try to help people take advantage of any earlier opening of supermarkets for older and disabled people. However many bus services have been reduced or suspended. Parking charges in most car parks and on streets have also been suspended but parking restrictions still apply.

Supermarket priority times for older and vulnerable people

Some bigger supermarkets are setting aside times just for older and vulnerable people:

- ! Aldi – Mon-Sat 30 mins before store opens for over-70s and vulnerable people
- ! Asda – none
- ! Co-op – Mon-Sat 8-9am, Sun 10-11am
- ! Iceland – Mon-Sat first hour of opening, mostly 9-10am
- ! Lidl – none
- ! M&S – Mon & Thu first hour of opening. Excludes petrol stations
- ! Morrisons – none
- ! Sainsbury's – Mon, Wed & Fri 8-9am
- ! Tesco – Mon, Wed & Fri 9-10am. Excludes Tesco Express shops
- ! Waitrose – Mon-Sat 7.30-8.30am, Sun 10-11am

For more information on what each of the supermarkets is doing you can visit:

www.ageuk.org.uk/information-advice/coronavirus/doing-your-shopping--coronavirus-advice/

and

www.which.co.uk/news/2020/03/supermarkets-ration-essential-items-to-prevent-coronavirus-stockpiling/

Many of them are no longer open late evening or very early morning so they can restock shelves. Try to plan in advance. Some supermarket shelves are empty. Food banks for people in financial hardship are listed towards the end of this document.

Ordering shopping online and delivery delays

Online delivery slots may be several weeks away. Some supermarkets are trying to give priority to older people with online delivery slots. If you want to get food delivered and can't order from supermarkets, consider alternatives such as the milkman (if there is one) or other companies delivering veg or meat (see below).

- ! **Aldi** <https://www.aldi.co.uk/covid19>
 - o **Minimum spend:** None
 - o **Delivery waiting time:** 3-10 working days. You can't shop for groceries online but can shop for cleaning products alongside its garden shop and health & beauty range.
 - o **Only available to existing customers?** No, and you can check-out as a guest without registering with just your email and address details.
 - o **Rationing:** Wine and spirits are limited to 12 bottles!
- ! **Amazon Fresh**
 - o **Minimum spend:** £40 (fresh food)
 - o **Delivery waiting time:** could be weeks. Some deliveries cancelled at last minute or delayed by hours
 - o **Only available to existing customers?** No but you have to be a member of Amazon Fresh & Amazon Prime (£12 per month)
- ! **Amazon Pantry**
 - o **Minimum spend:** £15 (packaged food and household goods)
 - o **Delivery waiting time:** could be 2 weeks
 - o **Only available to existing customers?** No but you have to be a member of Amazon Prime (£8 per month)
- ! **Asda** <https://www.asda.com/feeding-the-nation>
 - o **Minimum spend:** £40
 - o **Delivery waiting time:** Online delivery slots and click & collect slots are not available for at least a week. It will only be showing delivery or click and collect slots for 1-2 weeks ahead. You may have to queue to access their website. Please shop in-store if you can so that vulnerable people can use the online delivery slots when they become available. If you are self-isolating

or have additional needs you should fill out the 'Other information' section when placing your order to tell delivery drivers where you would like your groceries to be left. Food parcels also available on their website. £25 including tinned soup, rice, pasta, anti-bacterial handwash and loo roll.

- **Only available to existing customers?** No, but you will need to register for an account.
- **Rationing:** Three of any product across toiletries, cleaning products and online groceries. No restrictions if you are able to shop in-store.

! **Co-op** <https://www.coop.co.uk/coronavirus>

- **Minimum spend:** £15 (only available in certain areas)
- **Delivery waiting time:** May not be available locally. Fully booked but you should continuously check back for availability.
- **Only available to existing customers?** No, but you will need to sign up once slots are available.
- **Rationing:** When delivery slots do become available, you will only be able to order up to 20 items. Selected products will be limited to two per person.
- **If you can't order:** It has teamed up with Deliveroo to deliver essential food boxes to households in self-isolation without a delivery fee.

! **Iceland** <https://www.iceland.co.uk/customer-support/help-articles#coronavirus>

- **Minimum spend:** £25
- **Delivery waiting time:** Customers over state pension age, self-isolating and vulnerable people only. Delivery slots fully booked a week ahead. It will be releasing delivery slots during the day, so make sure you check back. Deliveries may be delayed and some online orders will be missing items due to high demand.
- **Only available to existing customers?** No, but you can only order online if you fall into the vulnerable category or are self-isolating.
- **Rationing:** Iceland currently is limiting the purchase of anti-bacterial soaps, toilet roll, pasta and wipes though it has not specified what this limit is. It also has unspecified purchasing restrictions on all other items but is urging its customers not to stock-pile and only buy what you need.

! **Lidl** <https://www.lidl.co.uk/about-us/customer-update>

- Does not do online deliveries or click & collect. In-store shopping only

! **M&S** <https://www.marksandspencer.com/c/help/covid-19>

- **Minimum spend:** None
- **Delivery waiting time:** Deliveries are currently unavailable and orders have been suspended, but all existing orders will be delivered. It has also temporarily closed its "food to order" service, however, existing orders will be fulfilled. M&S is asking people to shop in-store instead.
- **Only available to existing customers?** Once M&S is taking orders again and slots are available, you will need to register an account.
- **Rationing:** Two items per customer across all its groceries.
- **If you can't order:** It has teamed up with Deliveroo to deliver basic essentials, such as milk, bread and juice to households in self-isolation without a delivery fee. It has introduced other brands to help ensure availability of staples such as pasta and rice.

! **McColl's**

- **Essentials food boxes:** It has teamed up with Deliveroo to deliver basic essentials to households in self-isolation without a delivery fee.

! **Morrisons** www.groceries.morrisons.com

- **Minimum spend:** £40
- **Delivery waiting time:** You can no longer order through their app but you can still try to order through their website. It can take 20 minutes to get onto

their website. Delivery slots may be weeks away or not available. If you do manage to order don't change your order less than 48 hours before delivery or you may lose it.

- **Only available to existing customers?** You need to register and set up an account.
- **If you can't order:** 130 stores are offering a limited selection of groceries for vulnerable people which can be delivered to your door through Deliveroo. There is good availability of delivery slots. Starting from £30 they contain essential food and household items selected by Morrison's for vegetarians, meat-eaters and families. Prices are the same as in-store plus a £4.99 delivery fee.

! **Ocado**

- **Minimum spend:** £40
- **Delivery waiting time:** No slots available, but is prioritising vulnerable people for slots that will be available on general release for the next 24 hours. New next-day slots will be released every day after 4:30pm for customers not on the priority list, but this time is subject to change according to the delivery service. If you do manage to book a delivery slot you should complete your order in one session, as it is 'likely to bring order cut-off times forward'. It has also stopped its reserve service, where customers can book the same regular time slot.
- **Only available to existing customers?** Yes, not accepting new customers.
- **Rationing:** Restricting some products to one or two per order. It has also stopped selling heavy bottled water.

! **Sainsbury's** <https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information-->

- **Minimum spend:** £25 but much cheaper delivery over £40
- **Delivery waiting time:** Prioritised delivery slots for elderly, disabled and vulnerable customers only, but currently no slots available for delivery or click & collect; however, it says to keep checking. To get priority home delivery you should make sure you are on the Government register as "extremely vulnerable". If you are self-isolating give the drivers appropriate delivery instructions.
- **Only available to existing customers?** Yes, Sainsbury's has paused all-new online registrations.
- **Rationing:** Two per person on pasta, long-life milk, antibacterial products and some tinned and frozen foods.
- Sainsbury's also accept phone orders on 0800 328 1700.

! **Tesco** https://www.tesco.com/help/covid-19/?icid=dchp_c1_nhshour_wk4

- **Minimum spend:** £25
- **Delivery waiting time:** Currently only showing delivery slots a few weeks ahead which are at full capacity and is asking customers who can't come into the store to free up slots for more vulnerable shoppers. Prioritising orders for people who have been identified as vulnerable and isolated and creating more delivery slots for them.
- **Only available to existing customers?** You can register as a new customer on the website, and book a delivery slot once they become available.
- **Rationing:** There will be a purchase limit of 80 items per order. In order to prioritise essential items, Tesco has removed the restriction of three items of one product per customer with the exception of toilet roll and paper goods, household and personal cleaning products including hand sanitisers, packets and tins of food including pasta and rice, fresh eggs and home baking.

- ! **Waitrose** <https://www.waitrose.com/ecom/help-information/customer-service/coronavirus>
 - o **Minimum spend:** £60 for deliveries, £40 for click & collect
 - o **Delivery waiting time:** Currently no delivery slots available for next 2 months although more slots are being added daily. It is prioritising vulnerable and elderly people for both its home delivery and click & collect slots using existing customer data and the extremely vulnerable register from the Government. It is encouraging customers to wait for further communication from them rather than getting in touch. If you already have a slot booked you can amend it until 12pm the day before your delivery. If you are self-isolating contact Customer Care on 0800 188884 after ordering to arrange where to leave shopping.
 - o **Only available to existing customers?** You will need to register for an account and new customers can sign up.
 - o **Rationing:** Cap on items including toilet roll, pasta, tissues, milk, canned goods, and some antibacterial soaps and wipes. However, in-store it has removed restrictions on fresh food, including meat, poultry, fresh soups, desserts, bakery, deli, beer, wines, spirits and ready meals.

Reliable sources to check current online availability in supermarkets are:

www.independent.co.uk/extras/indybest/food-drink/supermarket-delivery-uk-tesco-asda-sainsburys-online-shopping-coronavirus-a9424346.html

and

www.telegraph.co.uk/food-and-drink/features/best-online-grocery-shopping-sites-one-delivers-goods/

Food services and deliveries offered by local businesses

This is a selection of businesses that we think are offering home deliveries or click & collect:

- ! **Aylesford, Blue Bell Hill, Eccles & Walderslade**
 - o **Chequers pub** (Aylesford). Fruit, veg & salad boxes and breakfast boxes can be delivered. Tel: 01622 717286, 826082 Email: info@thechequersaylesford.co.uk
 - o **Watts Farm**. Minimum order £50. Website available but not secure. Fruit, veg & non-perishable items. Tel: 01622 793900 Email: sales@wattsfarms.co.uk shop@wattsfarms.co.uk Web: www.wattsfarms.co.uk/
- ! **Badgers Mount (Polhill)**
 - o **Cottage Farm Butchers**. Delivery. A variety of meat. Tel: 01959 534212 Web: www.polhill.co.uk/about-us/retail-partners/cottage-farm-butchers-2/
 - o **Glorious Greens**. Delivery or Collection. Fruit & vegetable boxes. Tel: 01959 533861 Email: info@gloriousgreens.co.uk Web: <https://gloriousgreens.co.uk/>
- ! **Brasted**. Village Shop can deliver Tel: 01959 562874.
- ! **Hadlow**. Haywards Farm Shop. Collection / Click-and-Collect / Delivery. If visiting as a couple, they only allow one person per couple to enter, with a maximum number of 5 people in the shop at any one time. Tel: 01732 850354 Email: info@haywardsfarmshop.co.uk Web: www.haywardsfarmshop.co.uk/home-deliveries/
- ! **Hildenborough**. Hildenborough Brewery. Delivery of local beers within 5 days or click & collect Mon-Thu 6-8pm. Tel: 07557 117078 Web: <https://hildenboroughbrewery.com/>

- ! **Ide Hill.** Community Shop Tel: 01732 750157
- ! **Ightham.** Hutch Deli. Delivery. Fresh fruit and veg in daily. They also have eggs and can make cakes to order. Tel: 01732 781134 Web: www.facebook.com/TheHutchDeli/
- ! **Paddock Wood.** Taywell Ice Cream. Delivery. Minimum order £15. Ice Cream & Sorbets. Tel: 01892 835555 Email: sales@taywell.com Web: <https://taywell.com/contact/>
- ! **Seal**
 - **Chart Farm.** Meat, veg, bread, eggs, milk, cheese. Delivery to Sevenoaks and beyond plus click & collect. Please order by telephone or use online shop. Tel: 01732 761672 Email: enquiries@chartfarm.com Web: www.chartfarm.com/farm-shop/
 - **Coldbreaths.** Meat, fish (from Chapmans) eggs, fruit, veg, bread, milk, cream, butter, yoghurt. Delivery to Sevenoaks area. 1 week's notice needed. Tel: 01732 761040 Email: info@hwcoldbreath.co.uk Web: www.hwcoldbreath.co.uk/
 - **Corban Coffee Roaster.** Various blends including decaff. Free delivery over £12. Web: www.corbancoffee.co.uk/shop
 - **Eco Pantry.** Click & collect. A one-stop-shop for nuts, grains, pulses, seeds, pasta, cereal, dried fruit, baking products, flour, tea & coffee, canned food, herbs, cleaning products, toiletries etc. Email: hello@TheEcoPantry.co.uk Web: www.theecopantry.co.uk/
- ! **Sevenoaks**
 - **Chapmans Fish Supplies.** Fresh & frozen fish and deli products. Tel: 01732 743319.
 - **Chocolate Shop.** Delivery / Collection. 'Contact free' collection of online and phone orders, with designated 'appointment' times. Also 'contact free' local delivery service and postal service. Tel: 01732 742350, 07799 485298, 07815 188715 Email: info@thechocolateshopsevenoaks.co.uk Web: www.thechocolateshopsevenoaks.co.uk
 - **Dulce's Patisseries on Wheels.** Delivery Thu-Sat within 10 miles. Cakes, quiches, soup. Minimum order £20. Tel: 01732 451779 (Thursday, Friday, Saturday and 10 am-2pm only), Mobile 07990 956485 (10am to 6pm Mon to Sat) Email: info@dulcespatisserie.co.uk Web: www.facebook.com/Dulcespatisserie/
 - **Marcos restaurant/deli.** Delivery. Minimum order £20. Pasta, sauce, bread, milk, eggs, cheese, charcuterie, fruit and vegetables. Tel: 01732 469349, 07564 410566 Email: marco@marco-sevenoaks.co.uk Web: <https://marco-sevenoaks.co.uk/>
 - **Otto's.** Delivery. Minimum order £30 / free delivery over £45. Telephone orders 0800-1400. Food 'bundles'. Meat, bakes, own roasted coffee, veg, fruit, bread, eggs, milk, pasta, grains, flour. Order before 11am for same-day delivery, otherwise next day. Some orders may need 1 week's notice. Tel: 01732 446345, 446344 (8am-2pm) Web: <https://store.weareottos.com/>
 - **Thind Wine Merchants.** Wine, beer & spirits. Delivery to Sevenoaks area. Free over £50. Tel: 01732 452164.
- ! **Shoreham**
 - **Hop Shop.** Tel: 01959 523219 Email: sales@hopshop.co.uk Web: www.hopshop.co.uk If possible, please email with requests giving a contact phone number.
 - **Mount Vineyard.** Local wines delivered Tuesday & Friday evenings to many BR, DA and TN postcodes. Tel: 01959 524008 Email: sales@themountvineyard.co.uk Web: www.themountvineyard.co.uk

- **Shoreham Village Stores.** Will deliver to people self-isolating. Tel: 01959 522018.
- ! **Tonbridge.** Albion Fine Foods. Deliver to TN and ME postcodes. Meat, frozen fish, veg, bread, eggs, milk, cream, butter, yoghurt, pasta, rice, cleaning products. Order online for 48-hr delivery. £40 minimum spend. £5 delivery charge, half of which goes to food banks and local support groups. Web: www.albionhome.co.uk
- ! **Underriver.** Romshed Organic Farm. Organic meat. Tel: 01732 463372. Web: www.romshedfarm.co.uk
- ! **Westerham**
 - **Flint & Oak deli & farm shop.** Click & collect service for fresh fruit, veg, cheese, ready meals, wine, honey, coffee & general groceries. Contact-free collection available. Tel: 01959 562345 Email: info@flintandoak.co.uk
 - **Westerham Brewery.** Tel: 01732 864427 Web: www.store.westerhambrewery.co.uk

You can search for more local suppliers at www.localfooddrops.co.uk and www.wedeliverlocal.co.uk

There will also be many other companies further afield who will deliver such as:

- ! **Big Dill.** General groceries including dairy-free, gluten-free, organic, vegan and kosher foods. Email: bigdillonline@gmail.com Web: www.bigdill.co.uk
- ! **Brakes.** Tel: 0344 412 9985 Web: www.brake.co.uk
- ! **Gibson & Bruce** (London). Fresh fruit, veg and general groceries. Tel: 020 3795 1349 Email: info@gibsonandbruce.co.uk
- ! **I A Harris** (London). Tel: 020 7622 7176 Email: orders@iaharris.co.uk Web: www.iaharris.co.uk
- ! **Penshurst Fine Foods** (Crowborough). Lamb, chicken, bacon, tinned tuna, frozen prawns, veg, bread, eggs, milk, cream, butter, yoghurt, pasta, rice, oil, drinks, cleaning products. Order before midnight for next day delivery. Web: www.penshurstfinefoods.co.uk/store/

Meals

Meals services and deliveries offered by local businesses

You need to check details:

- ! Some are ready meals; others are cooked by restaurant or café chefs in their own kitchens at home.
- ! Some will be delivered hot; others will be ready for re-heating but cannot be frozen.
- ! Some will be delivered frozen or can be frozen when delivered.
- ! Some are only available by collection but can be ordered by phone or online.

Here are some local examples:

- ! **Aylesford.** Chequers pub are delivering free ready meals to over-70s daily in Aylesford High St & Royal British Legion village. Tel: 01622 717286, 826082.
- ! **Borough Green.** Goddard's Pies can deliver pies & mash on Wed-Fri. Order by 7am two days beforehand. Tel: 0800 862 0400, 01732 252525 Email: sales@pieshop.co.uk Web: www.pieshop.co.uk
- ! **Burham.** Chequers pub (Aylesford) are delivering subsidised meals weekly to vulnerable or self-isolating people over 60. Tel: 01622 717286, 826082.

- ! **Brasted.** Courtyard Café (Westerham) have set up a community meals service which will deliver pre-prepared meals for £4-4.50. Contact Ian Tel: 07545 641777 or Tania Tel: 07808 783681 Email: info@thecourtyardevents.com Web: www.visitwesterham.org.uk/courtyard-meals-delivered
- ! **Cowden.** Fountain Inn pub is offering pre-prepared frozen meals. They can be collected from the pub or delivered free-of-charge to people who are self-isolating. They are £4-8 (£2 for older people, NHS workers and people on a low income). Tel: 01342 850528.
- ! **Crockham Hill.** Courtyard Café (Westerham) have set up a community meals service which will deliver pre-prepared meals for £4-4.50. Contact Ian Tel: 07545 641777 or Tania Tel: 07808 783681 Email: info@thecourtyardevents.com Web: www.visitwesterham.org.uk/courtyard-meals-delivered
- ! **Ditton.** Chequers pub (Aylesford) are delivering subsidised meals weekly to vulnerable or self-isolating people over 60. Tel: 01622 717286, 826082.
- ! **Dunton Green**
 - o **FahSai Thai Foods.** Wed-Sun 5-9.30pm. Payment by cash or bank transfer. Contact-free option for delivery. Order from 2pm. Time slots available. Please allow 1 hour. Free delivery within 3 miles. Minimum order £15. Tel: 07515 961596, 07864 033738.
 - o **Wild Seasoning Kitchen.** Click & collect. Asian Fusion Food. Weekly. New menu released on Friday, order by Tuesday and pick up on Thursday. Payment via debit/credit card. Tel: 07810 108601 Email: freddie@wildseasoning.co.uk Web: www.facebook.com/wildseasoningkitchen/
- ! **Eccles.** Chequers pub (Aylesford) are delivering subsidised meals weekly to vulnerable or self-isolating people over 60. Tel: 01622 717286, 826082.
- ! **Heaverham.** Chequers Inn is offering delivery Tel: 01732 667361
- ! **Larkfield.** Chequers pub (Aylesford) are delivering subsidised meals weekly to vulnerable or self-isolating people over 60. Tel: 01622 717286, 826082.
- ! **Seal**
 - o **Birch's Whole Good Food.** Ready-cooked food. Minimum order £10 within 3 miles or collect free. Email: ashleylaurahenderson@gmail.com Web: www.facebook.com/wholegoodcafe
 - o **Deniz Café.** Ready-cooked food. Home delivery after 3pm (minimum order £20) or collection from café before 3pm on Wednesday & Friday. Tel: 01732 761055.
- ! **Sevenoaks**
 - o **Flying Dishes.** Chef prepared ready-meals. Minimum order £10. Order by 5pm for Next Day Delivery. Deliver 12pm – 4pm. Food is delivered chilled ready for reheating or can be frozen. Tel: 01732 460350, 07496 489463 Web: www.flyingdishes.co.uk
 - o **Joseph's Kitchen.** Delivery. Tel: 01732 457304 Web: www.josephskitchens.co.uk
 - o **Kazoku.** Delivery within 7-mile radius. Minimum order £40. Asian / Sushi. Tel: 01732 463888 Web: www.kazokurestaurants.com www.kazokuonline.com
 - o **Otto's.** Delivery. Minimum order £30 / free delivery over £45. Telephone orders 0800-1400. Prepared meals. Order before 11am for same-day delivery, otherwise next day. Some orders may need 1 week's notice. Tel: 01732 446345, 446344 (8am-2pm) Web: <https://store.weareottos.com/>
 - o **Raj Bari.** Collection/Delivery, free if within 3.5 miles. Tuesday-Sunday, 1730-2300, closed Monday. Tel: 01732 743315 Web: www.rajbari.co.uk

- **St John's Fish Bar.** Monday to Saturday 11.30am to 2.30pm and 4.30 to 9.30pm. On phoning each customer will be given a ticket number and time to collect. People must wait outside socially distancing, they will be called inside to collect. Tel: 01732 451308.
- ! **Shoreham**
 - **George pub.** Takeaway meals. Tel: 01959 522017.
 - **Kay's Kitchen.** Ready-cooked food. 3 miles around TN13 postcode. Minimum order £12. Order by Thursday 10am for Friday delivery. Payment via online transfer. Email: kfoxjoyce@gmail.com
 - **King's Arms pub.** Takeaway meals. Tel: 01959 523100.
- ! **Snodland.** Chequers pub (Aylesford) are delivering subsidised meals weekly to vulnerable or self-isolating people over 60. Tel: 01622 717286, 826082.
- ! **Sundridge.** White Horse pub offering takeaways. Tel: 01959 561198
- ! **Tonbridge.** Albion Fine Foods. Deliver to TN and ME postcodes. Homecooked meals. Order online for 48-hr delivery. £40 minimum spend. £5 delivery charge, half of which goes to food banks and local support groups. Web: www.albionhome.co.uk
- ! **Weald.** Windmill pub offering meals. Tel: 01732 463330. Web: www.windmillsevenoakswald.com
- ! **West Kingsdown.** Portobello pub are delivering free meals Tel: 01474 852238.
- ! **Westerham**
 - **Courtyard Café** have set up a community meals service which will deliver pre-prepared meals for £4-4.50. Contact Ian Tel: 07545 641777 or Tania Tel: 07808 783681 Email: info@thecourtyardevents.com Web: www.visitwesterham.org.uk/courtyard-meals-delivered
 - **Creative Curry Girl.** Will deliver within 7 miles. Meals are delivered frozen and can be reheated within an hour. Tel: 07843 202559.
 - **Flint & Oak deli & farm shop.** Click & collect service for ready meals. Contact-free collection available. Tel: 01959 562345 Email: info@flintandoak.co.uk

Other options include other Takeaways and Deliveroo though not all of these will be healthy options.

Meals on wheels (hot meals services)

These are hot meals delivered to your home so you don't have to heat the food up.

- ! If you live in Sevenoaks town, Bat & Ball, Bessels Green, Chevening, Chipstead, Dunton Green, Kemsing, Otford, Riverhead or Seal, Age UK Sevenoaks & Tonbridge are offering a hot meals service (subject to demand). Meals will cost about £6.50 and you need to tell Age UK if you have any allergies, diabetes or other dietary requirements. Tel: 01732 454108.
- ! If you live in the Swanley area, Age UK North West Kent may be able to help Tel: 01474 564898.
- ! You may also be able to get Meals on Wheels from Social Services Tel: 03000 416161. Social Services have no plans to stop meals on wheels deliveries to existing customers.
- ! Otherwise you may be able to get them privately from various companies. One example is Apetito Tel: 01225 560419.

Meals delivered by supermarkets and other companies

Many companies offer frozen meals and some offer non-frozen meals. They are usually frozen meals delivered weekly or fortnightly. They will usually be left on the doorstep by

arrangement. The drivers (who should be police-checked) may be able to help you put meals into a freezer but you need to check at the present time. Here are some examples:

- ! Wiltshire Farm Foods (deliver across UK) Tel: 0800 773773, 0800 077 3100 Web: www.wiltshirefarmfoods.com
- ! Oakhouse Foods Tel: 0333 370 6700 Web: www.oakhousefoods.co.uk
- ! Parsley Box offer non-frozen meals. Tel: 0800 612 7225 Web: www.parsleybox.com

- ! Chef on Board. Tel: 01981 250494 Web: www.chefonboard.com

- ! COOK Tel: 01732 759020 Web: www.cookfood.net Click & collect or home delivery. COOK are also giving away free meals to people who are self-isolating if friends, family or neighbours collect them. We're not sure if you have to buy a meal at the same time (there are terms and conditions)

- ! Monmouthshire Vegetarian Food Company (will deliver further afield on request) Tel: 07968 617634 Web: www.veggiefoodco.com

- ! Goodness Direct Tel: 0871 871 6611 Web: www.goodnessdirect.co.uk

- ! Vegan Dishes (not frozen) Web: www.vegandishes.co.uk

- ! RealFoods Tel: 0131 556 1772 Web: www.realfoods.co.uk

- ! You can also order ready meals from supermarkets. Amazon Pantry, Asda, Iceland, Morrisons, Ocado, Tesco and Waitrose all deliver ready meals ordered online. Sainsbury's also accept phone orders on 0800 328 1700.

Help preparing or cooking meals

If you need someone to actually prepare your food or cook meals for you then there are some private agencies that may be able to provide companions who can visit you:

- ! All About Homecare Ltd. Tel: 01732 447055, 01892 575499
- ! Caremore Companions Ltd. Tel: 01732 453070
- ! Cherished Family Services. Tel: 07877 116466
- ! Seniors Helping Seniors. Tel: 01732 495665

Assistance with eating and drinking

If you need physical assistance eating and drinking then a private care agency may be able to help. You can get a list from Age UK Tel: 01732 454108. Social Services may be able to subsidise the cost depending on your savings.

Paying for shopping

Things to bear in mind

There have been reports of fraudsters offering to shop for people who cannot leave the home, but who steal any money they are given, or take money from accounts after a PIN is handed over. You should only use friends and volunteers who are completely trusted, you should only withdraw cash you really need, and you should not be put under any pressure to do so. Anyone collecting cash on your behalf must remember to practise safe distancing and should consider arranging with you how the cash can be safely handed over – perhaps through your letterbox for example.

Much of the following information is taken from Which? (The Consumers' Association).

Paying with cash

If you're able to access cash and it's the easiest way for you to pay the person doing your shopping, make sure you hand it over in a contact-free way, such as by putting it in an envelope and leaving it somewhere for your volunteer to pick up. It's also helpful to pay the exact amount if you can, so your volunteer doesn't need to hand you change.

- ! No need to exchange bank details
- ! Hard to access cash if you have to stay at home or local bank branches are closed
- ! Paying exact amount or getting change could be difficult
- ! Contact-free handovers could be tricky

Paying by bank transfer

Sending money via bank transfer is one of the payment methods that people worry about the most. Primarily, they worry about having their details stolen and used for purchases they didn't authorise. The risk of this happening when paying a volunteer is low, since they would need to send their bank details to you, not the other way around. To pay someone for doing your shopping, you'll need their sort code and account number. You can make payments via online or telephone banking if you have set these up with your bank. **If anyone asks you for your bank details, in particular your long card number and three-digit security code, say no as they could be a scammer.**

- ! Contact free
- ! Can send precise amounts
- ! You'll need to have set up telephone or internet banking
- ! Online transfers require internet, which means people with no or slow internet connection may struggle

Paying with volunteer shopping cards

There have been reports of fraudsters offering to shop for people who cannot leave the home, but who steal any money they are given, or take money from accounts after a PIN is handed over. You should only use friends and volunteers who are completely trusted, you should only withdraw cash you really need, and you should not be put under any pressure to do so. Anyone collecting cash on your behalf must remember to practise safe distancing and should consider arranging with you how the cash can be safely handed over – perhaps through your letterbox for example.

Asda, M&S, Sainsbury's and Waitrose have introduced pre-paid "volunteer shopping cards" which can be bought online and given to family members, friends or volunteers who shop on behalf of elderly, disabled or vulnerable people. Customers can visit a dedicated webpage. With M&S and Sainsbury's customers can select how much they would like to spend on their weekly shop. The e-gift card can then be emailed directly to the person shopping on their behalf, which can then be redeemed at checkouts instore.

Your volunteer won't need to spend the full balance of the card each time they shop; the remaining amount will stay on the card, so you could load it with enough money for multiple trips if you wanted. With Asda's volunteer card, you can also top it up on the internet, so you don't have to buy a new one each time. With others, you'll have to purchase a new e-voucher each time the balance gets used up. If your volunteer would prefer to have a physical gift card, perhaps because they don't have access to the internet,

you can order a regular gift card to be posted to them from Morrisons. Tesco's also offer a gift card.

- ! No need to hand a volunteer e-gift card over in person (although you can print them if you want to)
- ! You won't be handling cash
- ! You don't need to share your bank or card details
- ! Only available online
- ! Only Asda's can be topped up remotely

Paying through the Post Office

See the section further on in this pack on Getting your money from the bank through the Post Office for a couple of ways of doing this.

Paying by cheque

If you have a cheque book, this could work as a way of paying volunteers. It might be difficult for your volunteer to cash a cheque in person at the moment due to closed bank branches and the lockdown rules, but if their bank's app allows them to scan and pay in cheques remotely, this won't be a problem. Barclays, Halifax, HSBC, Lloyds and Starling all allow mobile cheque deposits. Some banks also allow customers to deposit cheques by post. The drawback of cheques is having to hand them over. Make sure you find a contact-free way to do this (such as putting it in an envelope and leaving it where your volunteer will leave your shopping) if you do want to pay by cheque.

- ! If you already have a cheque book, this could be easier for you than accessing cash
- ! Volunteers may find it difficult to cash them
- ! You will have to find a way to make contact-free

Paying through Starling Bank

Customers of the online-only Starling Bank can order a second card, called a 'connected card', to give to a trusted volunteer. The card will be linked to a 'space' within your current account where you set money aside. Volunteers will only be able to spend whatever you put in that 'space'.

- ! Order the card once and manage it online forever
- ! No need to share bank details
- ! You'll need to get the card sent to your home and then give it to your volunteer – make sure you observe social distancing when you do this
- ! Online-only

Paying by phone

At some larger Tesco stores, volunteers from the NHS Volunteer Responder scheme and British Red Cross can ask checkout staff to take payment over the phone.

If you need more advice on getting access to money and how to pay if someone else is doing your shopping, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

Getting hold of money

Getting your pension or benefits from the Post Office

The Post Office has launched a cash delivery service to help vulnerable customers, with the help of the Department for Work and Pensions (DWP). Thousands of vulnerable people in England who are shielding at home and receive benefits such as pensions will be able to have cash payments delivered directly to them. The Post Office is using its foreign exchange cash delivery business to enable the overnight delivery of cash to your home.

Getting hold of your bank on the phone

- ! Several high street banks have launched dedicated over 70s helplines to support customers that are over 70 or are more vulnerable – which aim to provide a faster service.
 - o RBS Tel: 0800 051 4177
 - o NatWest Tel: 0800 051 4176
 - o Ulster Bank Tel: 0800 092 4238
 - o Lloyds Tel: 0345 072 5555
 - o Halifax Tel: 0345 720 3040
 - o Bank of Scotland Tel: 0345 721 3141
 - o Nationwide Tel: 0800 30 20 11 (setting up dedicated helpline)
- ! Please note that if customers are confident at using the internet and have access to it, the banks are recommending this channel, as it will still be quicker than calling.
- ! Other banks do not have dedicated helplines but can be contacted on:
 - o Santander Tel: 0800 9 123 123
 - o Barclays Tel: 03457 345 345
 - o HSBC Tel: 03457 404 404 (tell them you are vulnerable)
 - o TSB Tel: 03459 758 758
 - o Metro Bank Tel: 0345 08 08 500 (priority Mon-Fri 8-9am)
 - o Co-operative Bank Tel: 03457 212 212
 - o Monzo Tel: 0800 023 4567

Getting your money from the bank yourself

Branches are mostly still open for non-self-isolating customers, although opening hours may have changed, and only urgent banking can be done in branch. Contact your bank for up-to-date information. Other non-online options are available as follows:

- ! **RBS, NatWest and Ulster Bank.** Cash delivery service for vulnerable customers. Money can be delivered to home address, and up to £500 available. Mobile, telephone banking and ATM cash withdrawals also available.
- ! **Santander.** Telephone banking, third-party withdrawals (further details below) and ATM withdrawals.
- ! **Barclays.** For those who are isolating and require cash, there is a cash delivery service. The cost of this will be covered by Barclays. Telephone banking and ATM cash withdrawals still available.
- ! **HSBC.** Working with customers to look at other solutions such as ordering debit cards, third-party access (more details below), help on managing budgets and setting up remote access for vulnerable customers if required. Also offering texting services. Telephone banking and ATM withdrawals available.
- ! **TSB.** Telephone banking/ATM cash withdrawals available, may be able to ask someone to visit a branch on a person's behalf.
- ! **Metro Bank.** Encouraging people to contact them via telephone if they can't self-serve online. Providing additional support and information for those who want to try mobile banking for the first time. Customers who have fixed-term saving maturities

coming up will be able to reinvest (if they so choose to) over the phone rather than having to come into store.

- ! **Lloyds, Halifax and Bank of Scotland.** Explaining to people they can ask a third-party to visit a branch for them with ID such as a passport or driving license (further details below). Telephone banking and ATM withdrawals also available.
- ! **Co-operative Bank.** Working to identify customers who don't bank digitally and explaining options available to them. Will tell them how they will continue to serve them and help them to understand options for support and access to funds. Telephone banking available.
- ! **Nationwide.** Finding alternative ways of banking for vulnerable customers. Telephone banking also available.
- ! **Starling Bank.** Launched a new 'connected card', an additional debit card you can give to anyone you trust, so they can spend on your behalf without cash, human contact or bank details. Money comes out of a designated space you can set aside rather than your main account and it's capped at £200.

Getting your money from the bank through the Post Office

There are two new schemes for self-isolating or vulnerable people to get access to their money. You can now contact your bank or building society (if they choose to offer these services) and arrange to withdraw cash quickly from your normal accounts through any local Post Office branch, with the help of a trusted friend, family member, carer or local support worker.

! **Payout Now**

- o **Anyone who cannot leave home to go to a bank or building society can ask a family member, trusted friend or volunteer to withdraw cash at any Post Office using a single-use voucher.**
- o The idea is to allow people who are shielded or self-isolating, to maintain access to cash without having to hand over a debit card and PIN to somebody else.
- o You should contact your bank and check you can use the service. So far Santander have signed up but other banks may follow.
- o Tell them exactly how much you want to withdraw from your account, up to a limit which they will set. They will be able to issue a barcode voucher to you.
- o The one-time use barcode voucher will be issued for a nominated amount and will be sent you via SMS text, email or post
- o The barcode voucher can be exchanged in any Post Office branch on your behalf by a trusted family member, friend, carer or volunteer for cash.

! **Fast PACE**

- o There is also a service that allows you to contact your bank and arrange to cash a cheque at a Post Office branch.
- o You should contact your bank and check you can use the service. So far HSBC have signed up but other banks may follow.
- o Inform them that you want to withdraw cash using the Fast Track Cheque Encashment service
- o The bank will then inform the Post Office of the maximum cheque amount they are allowed to cash
- o You can arrange for any trusted family member, friend, carer or volunteer to collect the cheque from any Post Office. You need to complete the cheque as normal, payable to 'The Post Office', print the name on the back of the cheque of the trusted person collecting it for you and sign that side too.
- o The trusted person then presents the cheque with their own ID such as bank card or driving licence. They can do this at their local Post Office or any other

Post Office that is open. They then take the cash back to you while following safe social distancing guidelines.

- The Fast PACE service also means that if a helper has bought supplies for you, they can be reimbursed more or less immediately by simply presenting your cheque at any Post Office.
- At its fastest, the whole process from the initial call to the cash being collected could take a day.

! **Permanent agents**

- It is also possible for a Post Office Card Account holder to appoint a third party as a 'permanent agent'. A permanent agent is able to get the money out of the Post Office on your behalf.
- However, the permanent agent is a named individual, so it wouldn't work for an organisation unless you could guarantee it would be the same person who could go to pick the pension up each week. Also you would need to be prepared to trust the named individual and likewise the named individual would need to be prepared to do this on your behalf which many volunteers may understandably be unwilling to do.
- Although it is described as a "permanent agent", it is probably an arrangement that could be cancelled after the Coronavirus crisis. For more information it would be necessary to talk to the Post Office.

Getting your money from the bank through someone else (Third Party mandates)

If you aren't able to use the services at the Post Office described above or need other services, in some instances a third party can contact your bank on your behalf, if you sign a third-party mandate to give them permission to do so. This is an agreement in a document that tells your bank or building society that it can accept instructions about your money from a specific named person while you still have mental capacity. You can speak to your bank to request a third-party mandate arrangement, although it is allowed to refuse your request. Some banks have relaxed rules around this to help vulnerable people access their money during the pandemic.

- ! **RBS, NatWest and Ulster Bank.** Can issue a code over the phone which customers can give to a friend, neighbour or volunteer to withdraw an agreed amount of cash from an ATM within three hours of receiving the code.
- ! **Santander.** A third-party can access cash when needed as long as the customer is able to provide confirmation over the phone/ additional support measures to help those without credentials pay a third party. Can provide support and guidance to third parties on how customers can reach them.
- ! **Barclays.** For vulnerable customers who wish to or need to get direct support from a trusted third party with their banking, it has processes in place for one off, temporary or permanent third party support.
- ! **HSBC.** Will work with individuals to offer third-party access if they can't access online/mobile/telephone banking.
- ! **TSB.** Customers who don't have access to digital services can call the bank to set up third-party access.
- ! **Metro Bank.** New process where individual can make a deposit on behalf of a customer of up to £1,000 a day. This will require a signed letter from the customer and acting individual will need ID.
- ! **Lloyds, Halifax and Bank of Scotland.** Self-isolating customers and those who can't bank digitally can ask a trusted person to visit a branch with ID, withdrawals capped at £100.

- ! **Co-operative Bank.** There is an exceptions process that the bank can use for vulnerable customers who need someone else to access their money on their behalf.
- ! **Nationwide.** Strict regulations around third-party access still apply, but the bank says it is doing all it can to offer support around Power of Attorney and understanding the needs of vulnerable customers.

Alternatively, a Property and Financial Affairs Lasting Power of Attorney – which will continue to be valid if you lose capacity – gives your attorney the power to make decisions about your money and property, including:

- ! Managing bank or building society accounts
- ! Paying bills, or collecting a pension or benefits if necessary
- ! Selling your home.

If you need more advice on how to set up Power of Attorney, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

If you need more advice on getting access to money and how to pay if someone else is doing your shopping, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

Buses

Most buses in Sevenoaks have been suspended. Go-Coach are operating an “on-demand” minibus service within Sevenoaks area and to local hospitals (Tonbridge, Edenbridge, Tunbridge Wells, Orpington, Queen Mary and Princess Royal) that you have to book in advance. If you have an essential journey phone 01732 463964 (Monday to Saturday) about 30 minutes in advance to book an “on-demand” bus. You will be told somewhere nearby to wait, given an estimated arrival time and you can pay with cash when you board or online using an app. Concessionary passes are accepted and there is a charge for cancellations or “no-shows”. Buses will wait two minutes if you are not there. All buses are thoroughly cleaned and there’s a maximum of 10 passengers to ensure social distancing. Go-Coach Tel: 01732 463964 Email: office@go2now.co.uk Web: www.go2now.co.uk

Plumbing & heating emergencies

Allister Tulett can help with heating and plumbing emergencies. He is based in Halstead. Tel: 07968 615832.

D&S Ltd may be able to offer free plumbing and heating callouts if you have an emergency. They are based in West Malling on 07752 003115. Ask for David Ratcliffe and explain that you got their number from Age UK.

Rubbish collection and garden waste

Rubbish and recycling collections are unaffected but some collections may be earlier or later in the day than usual. Garden waste collections have been suspended in Tonbridge (though they are still collecting food compost) but are continuing in Sevenoaks. If you have run out of compostable bags, Sevenoaks District Council may be prepared to pick up other compostable bags that you buy online. Recycling centres (council tips) are closed. Bulk collections may be suspended. Please do not put tissues in your recycling as they may be contaminated.

You can get gardening advice from Great Comp Garden near Borough Green using their Twitter and Facebook pages. You can also go on a virtual tour of their garden on Youtube.

Funerals

If you have to arrange a funeral you can get guidance on social distancing and good hygiene, to protect mourners and staff arranging and attending a funeral from Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

You can now register a death by phone and you can order copies of death certificates online.

MoTs

If your car is due to have an MoT before 31/3/20, the Government have now announced that you have a 6-month extension. You must keep your car safe. Garages remain open for any repairs.

Social contact

Regular phone calls to make sure you're OK

If you are not necessarily lonely but are having to self-isolate, INVOLVE are offering a Safe & Well telephone befriending service. They may be able to phone you daily or weekly to make sure you're OK. Tel: 0300 081 0005 Email: safeandwell@involvekent.org.uk

There are other organisations who may also be able to phone you regularly to make sure you are OK.

- ! Any of the local co-ordinators listed earlier in this document.
- ! If you live in the Swanley area contact IMAGO Tel: 0300 011 1965 Email: navigation@imago.community
- ! Independent Age offers telephone befriending. Tel: 0800 319 6789, 020 7605 4200
- ! If you would prefer a call from your local church, try contacting Churches Together in Sevenoaks & District on 01883 712576.
- ! If you are blind or partially-sighted, try Kent Association for the Blind Tel: 01622 691357.
- ! If you have cancer, try Macmillan Cancer Tel: 0345 095 6701.
- ! If you have mental health issues, try West Kent MIND Tel: 01732 744950.
- ! RAF veterans and their families can try the RAF Association. Tel: 0800 018 2361
- ! If you live in Aylesford area, St Peter's & St Paul's Church are offering regular phone calls; you do not have to be a member of the church (ask for Janet Tel: 01622 710083 or Ruth Tel: 01622 717434).

Befriending for people who are lonely

Age UK's visiting befriending service is suspended although befrienders will continue to phone their existing clients. However if you are lonely and would like long-term support, Age UK offer two telephone befriending services:

Call in Time. Age UK's national office offers a free telephone befriending service:

- ! You will usually receive a weekly call of about half-an-hour or several short calls at a time that is convenient for you.
- ! While Age UK is waiting to find a suitable volunteer, they will ring you regularly to make sure you are OK
- ! Age UK will protect everyone's safety by automatically connecting older people with their telephone friend which means no personal telephone numbers need to be exchanged

- ! If you are interested ring Age UK in Sevenoaks on 01732 454108 and ask them to make a referral to the "Call In Time" telephone befriending service for you.
- ! Another option but it may not be as quick is to ring Age UK's Silverline on 0800 470 8090

Good Day Calls. Age UK Medway also offers Good Day Calls in Kent:

- ! You will receive a morning call of about 15 minutes at a regular time. Age UK will make sure you are well and have a friendly chat to start the day
- ! It costs £50 for 4-7 calls per week or £35 for 1-3 calls per week
- ! If Age UK is unable to get through after 2 further attempts they will phone a named contact to check everything is OK. If they are still unable to make contact they will call other services as appropriate.
- ! Age UK is there to provide reassurance for you and to stop families worrying
- ! If you are interested ring Age UK Medway on 01634 578085 and ask for Good Day Calls

Day centres, lunch clubs, coffee mornings and befriending

Age UK will keep in touch with existing clients of its day centres, lunch clubs and coffee mornings even though they are closed. They will phone clients and in some instances we may be able to organise some activities by post. You can also continue to refer people to Age UK for long-term support after the Coronavirus crisis. Tel: 01732 454108.

Virtual online choir

Saturdays 2.30-3pm. You need a computer to take part (laptops or PCs better than mobiles or tablets). If you register to attend you will be sent the songsheet. You will be able to see everyone else singing with you and hear the person running the choir. You can sign up as an individual or an organisation using this link:

https://forms.office.com/Pages/ResponsePage.aspx?id=DaJTMjXH_kuotz5qs39fkP7En_YAD-NNm682KiA3zhJUNDg4WjIFRTM1TFU4NUU5TVFXNzcxVIEzQS4u

Looking after people with dementia

If you are online, there are two free courses available to help you feel supported and connected to others in a similar situation. If you aren't online, family or friends may be able to help you access them:

- ! www.futurelearn.com/courses/dementia-care
- ! www.futurelearn.com/courses/comfort-care

Staying safe and well at home

You can find some useful advice at: www.ageuk.org.uk/information-advice/coronavirus/staying-safe-and-well-at-home/your-wellbeing/

Stay connected

Try to keep in touch with any friends or family over the phone, internet or even post. If you have a mobile phone or computer, now's a great time to make the most of video calls and messages. Why not give it a go, even if you're not a dab hand with technology? Skype, Whatsapp and Facetime all let you make video calls.

Maintain your routines

Consider how you could pass the time. This includes anything from reading, doing jigsaws or puzzles, or watching films. If you need anything for an unfinished project, such as craft materials or DIY, you may be able to order by phone or online from any shops that are still open and arrange for someone to collect or for it to be delivered. Or you could take up a new hobby.

Although libraries are closed, you can access free e-books, e-audio books, e-magazines and e-newspapers online. Visit www.kent.gov.uk/leisure-and-community/libraries or www.kent.gov.uk/libs The Home Library Service will regularly phone its customers to keep in touch and offer them a chance to talk to someone. If you require help with research or homework, there is an online Ask a Librarian chat service. There's a phone service for local history enquiries but the archives are closed. Some bookshops such as Sevenoaks Bookshop are offering online ordering and deliveries www.sevenoaksbookshop.co.uk

Be as active as you can

Think about different ways that you can keep moving inside or in the garden so you can get some exercise. This could include gardening, dancing to music you like, online exercise videos or just having a walk round your home. If you need something less energetic, here are some chair-based exercises: <https://www.nhs.uk/live-well/exercise/sitting-exercises/> You can also look at: www.laterlife.co.uk/home-exercise-booklets-free-to-download/

Leisure centres and swimming pools are closed but most parks (including most country parks) remain open for exercise (not sunbathing or barbecues). Car parks, playgrounds and cafes are closed. Also go to Sport England for tips on how to stay active in and around your home during lockdown: <https://www.sportengland.org/stayinworkout>

Look after your health

Still try to eat and drink the right things. It can be a little trickier in terms of shopping, but do what you can to eat well. Avoid drinking too much or smoking and get some fresh air whenever you can, even if it's just popping your head out of the window. It's also a good opportunity to make the most of getting a good rest and maintaining a healthy sleeping pattern. Here are some tips from the Government: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876996/Easy_read_looking_after_your_feelings_and_body.pdf

Talk about how you're feeling

It can be easy to feel overwhelmed. It's OK to have days where you cope better than others. You won't be alone, and it's important to talk about it. Let people know how you're feeling, and focus on the things you can control. If the news is making you anxious, choose a set time in the morning and/or evening to catch up with what's going on, rather than watch it continually. However, keep an eye on sources of information and advice that you trust such as the government, NHS and BBC.

If you get anxious, here are some suggestions to try and reduce the stress:

www.ageuk.org.uk/information-advice/coronavirus/coronavirus-anxious/

www.nhs.uk/oneyou/every-mind-matters/

www.releasethepressure.uk

www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/

If you prefer to phone, organisations such as **Anxiety UK, MIND, Samaritans or Silverline** are listed at the end of this document under Mental Wellbeing. They may be able to help.

Think about scams

If someone you don't know offers help, you don't have to accept it if you think it might not be genuine. If someone claims to be from a recognised organisation, don't be afraid to ask for proof and never hand over money to someone you don't know.

Don't ever give your bank card or PIN to anyone, even if you think you know them very well. Do not give cash to a volunteer unless they have already delivered the shopping. Pay them online if you have the facility to do so. Or maybe you could agree another method of payment – **but never give your bank or card details.**

In Sevenoaks, every volunteer working for a recognised group has a 'Community Volunteer' badge issued by Sevenoaks District Council. Each badge has a unique identity number and their logo. If you want to check that a volunteer is genuine, please call them on 01732 227000 and quote the unique badge number.

Use the **ABC** of scam awareness:

- A-** Never **assume** a caller, email or text is genuine
- B-** Never **believe** a caller, email or text is genuine.
- C-** Always **confirm** by contacting a trusted number, family member, friend, your bank's fraud department or the police to check if it's genuine.

Beware of criminals knocking on your door claiming to be from the Health Authority and offering to test you for Coronavirus or take your temperature. This is a scam. Do not let them in or allow them to take any money or details from you. Report them to Kent Police on 101. If you ask them to leave and they don't, contact the police on 999. **Please warn vulnerable family members, friends and neighbours.** If you suspect you or someone you know is being targeted by a criminal, contact Action Fraud on 03001 232 040.

Make a note of organisations such as Age UK or other local charities that will be there to provide information and support over the next few months. If you need advice on scams, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

Information & Advice

If you need any information or advice phone or email Age UK or another advice agency:

- ! Sevenoaks Tel: 01732 454108 Email: office@ageuksevenoaksandtonbridge.org.uk
- ! Tonbridge Tel: 01732 366100 Email: tonbridge.office@ageuksevenoaksandtonbridge.org.uk

Filling in forms

Age UK has suspended home visits and office appointments for the time being but are still taking new referrals. If you contact Age UK, they will put you on a waiting list and help you after Coronavirus. If you prefer, you (or your family) may be able to apply for some things yourself. Age UK can still help you over the phone with how to answer questions or you can email Age UK a rough version and they will look through it for you.

- ! Sevenoaks Tel: 01732 454108
- ! Tonbridge Tel: 01732 366100

Attendance Allowance

This is for people who are getting a state pension and have developed health issues. It is not means-tested. You can get a form from the DWP Tel: 0800 731 0122. Alternatively you can download it from the government website www.gov.uk Age UK can email or post you some tips on how to fill in the form. Tel: 01732 454108. Forms will be accepted late if you explain it is because of Coronavirus and anybody who was due to renew their Attendance Allowance will be able to wait till after the crisis is over.

Benefit checks

Age UK can check if you are eligible for any benefits over the phone. You will need full details of your income and savings.

! Sevenoaks Tel: 01732 454108

! Tonbridge Tel: 01732 366100

You can also check yourself by using a benefit calculator. You can find one on www.ageuk.org.uk or www.entitledto.co.uk/help/coronavirus_help

Blue Badges

This is a disabled parking permit. You can apply online or get a paper form from your local council. If you prefer to wait, Age UK will be able to help you after Coronavirus.

! Sevenoaks Tel: 01732 454108

! Tonbridge Tel: 01732 366100

Capability for Work Assessments

This is to check if you are unable to work because of your health. It is for Employment Support Allowance which is now part of Universal Credit. Face-to-face assessments are suspended for the time being. If you are sent a form to fill in Age UK can look through a rough version if you email or post it to them. They may also be able to get you an extension till we can help you after Coronavirus.

! Sevenoaks Tel: 01732 454108

! Tonbridge Tel: 01732 366100

Carer's Allowance

If you have given up work to look after someone, you may be eligible. It's a complicated benefit so please phone Age UK on 01732 454108.

Disability Living Allowance

This is for people who became disabled before getting a state pension. Age UK can help you if you phone them on 01732 454108. Forms will be accepted late if you explain it is because of Coronavirus.

Free TV licences for over-75s

The BBC have extended free TV licences for over-75s to 1 August and may extend them further. If you've received a letter from TV Licensing already, please don't do anything with it – stay at home and follow the Government's advice to protect your health. If you wish to find out if you will be able to continue having a free TV licence please phone Pension Credit on 0800 99 1234 to find out if you are eligible.

Housing Benefit and Council Tax Support

This is to help people getting a state pension to pay their rent or council tax if you have less than £16,000 in savings. You can apply online through your local council. Age UK can help you after Coronavirus.

! Sevenoaks Tel: 01732 454108

! Tonbridge Tel: 01732 366100

Pension Credit

This is for people who are on a low state pension. You can find out if you are eligible and apply over the phone Tel: 0800 99 1234. You need to have full details of your income and savings available including the last 3 months' worth of bank statements.

Personal Independence Payment

This is for people who are not getting a state pension yet and have developed health issues. It is not means-tested. Face-to-face assessments are postponed for the time being. You can get a form from the DWP Tel: 0800 917 2222. Age UK can look through a rough version if you email or post it to them.

! Sevenoaks Tel: 01732 454108

! Tonbridge Tel: 01732 366100

Age UK may also be able to get you an extension till they can help you after Coronavirus.

Counselling

If you need to talk things through Age UK may be able to refer you to telephone counselling services. Tel: 01732 454108

Advocacy

If you are in any kind of dispute with an organization, Age UK may be able to help you by making phone calls or writing letters for you. They cannot do home visits at present but may be able to help you over the phone. There is a waiting list. Tel: 01732 454108

Legal advice

Age UK's free legal advice clinics are suspended but if you want free advice on Power of Attorney or wills, Warners' Solicitors can advise you over the phone. Age UK can pass your details onto them.

! Sevenoaks Tel: 01732 454108

! Tonbridge Tel: 01732 366100

If you want advice on anything else, Age UK can give you a list of local solicitors who you can phone. Solicitors may make a charge for any in-depth advice.

Computers and mobile phones

Age UK's computer tuition service is suspended. In Shoreham, a resident who is an expert in IT, has offered to help anyone who is isolated and would like help getting to grips with the internet. Can be contacted through Shoreham Parish Council. 07912 611048. Email: clerk2012@shorehamparishcouncil.gov.uk There may be similar initiatives elsewhere.

If you have an old phone, laptop or tablet you can donate it to help people who are lonely or self-isolating or families who do not have enough computers for children learning at home. You can find out more by emailing tech@careforourcommunitysevenoaks.co.uk

Alarms

An alarm can get you emergency help at the touch of a button and give your family peace-of-mind. Some companies offer alarms that do not require any installation.

- ! Your alarm arrives set up and ready-to-use.
- ! It looks like a watch and is worn on your wrist. Options may include:
 - o Securing it to your wrist if you are likely to take it off without realizing.
 - o Wearing it in other ways such as a pendant round the neck, on a bunch of keys, placed in a pocket or bag.
- ! You do not need to be within range of a base unit. It can work in the street as well as in the home or garden. So it is also suitable if you go out but are worried about having accidents or are forgetful. Options may include:
 - o Help if you need to be located by GPS. Your location can be sent directly to your family's mobile etc.
 - o Programming to send an alert to the monitoring centre if you wander out of pre-agreed "safe zones" such as not taking your usual route to the shops or going out in the middle of the night unexpectedly. Remember to weigh up peace-of-mind for you or your family against any loss of privacy.
- ! You speak to a 24-hour monitoring centre if you have a fall or need help. Options may include:
 - o Reassurance if you get lost somewhere familiar.
 - o Putting you directly through to your family if you prefer to talk to them.

Age UK cannot make recommendations and you should shop around. One company you could try is Centra Pulse Tel: 0300 123 3232 Web: www.centrapulse.org.uk

Another company you could try is Helping Hand Tel: 020 3868 5575 Web: www.personalalarmwatch.com/helpinghand

Other equipment, aids and adaptations (the One You Project)

Age UK can still take referrals but you will have to wait for home visits until after Coronavirus. It may be possible to get hold of some equipment or aids that don't require installation and can just be delivered.

- ! Edenbridge, Westerham and Sevenoaks area. Contact Michelle Weller. Tel: 07743 450164 Email: michelleweller@ageuksevenoaksandtonbridge.org.uk
- ! Swanley area. Contact James Keast. Tel: 07864 959141 Email: jameskeast@ageuksevenoaksandtonbridge.org.uk
- ! Tonbridge area. Contact Sally Robinson. Tel: 07471 138081 Email: sallyrobinson@ageuksevenoaksandtonbridge.org.uk

Hearing aids

HI-Kent hearing aid clinics are suspended.

If you need batteries:

- ! Phone HI-Kent on 01622 691151 and they can post them to you if you make a £1 donation by card over the phone to cover their costs.
- ! Or send your brown book with a return SAE (two 1st class stamps) to Audiology Department, Maidstone Hospital, Hermitage Lane, Maidstone ME16 9QQ Tel: 01622 226198.
- ! If you cannot pay by card or get letters posted, please phone Age UK's Tonbridge office on 01732 366100 and they will see if they can make alternative arrangements.

If you need to replace hearing aids issued by the NHS contact Audiology on 01622 226198. They can replace them free if you send them a copy of a letter confirming you receive disability benefits such as Attendance Allowance. If you need your hearing aids

cleaned or repaired, you need to contact the NHS or the company that provided them. Failing this, private providers such as Sevenoaks Hearing Centre (01732 741486) may also be able to visit you to do repairs for a small fee.

Dental treatment

If you need advice on dental treatment, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

Hospital discharge and complaints about NHS

If you need advice on hospital discharge or complaints about NHS, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

Footcare

Age UK's chiropody clinics and toenail cutting services are suspended. If you live in Tonbridge area and are self-isolating but have no symptoms, Age UK's chiropodist may be able to do a home visit for a charge. Contact Claire Tel: 07990 937413.

Independent Living Support (domestic help)

Age UK's Independent Living Support service will continue to help existing clients and take referrals for new clients after the Coronavirus crisis. We have suspended our gardening service and emergency food shopping is taking priority over housework or other help. We are also doing welfare visits for infection control purposes for existing clients.

Care agencies and family carers

Speak to your care agency about how they will make sure you are safe. If you have a family carer think about other family members, friends or trusted neighbours who could cover them if they become ill. You can get helpful information from Carers UK at www.carersuk.org

Private care agencies may also be able to help; you can get a list from Age UK on 01732 454108. If you cannot afford a private care agency and need help with personal care you should phone Social Services on 03000 416161.

Changes to the Care Act

If you need advice on changes to the Care Act which temporarily reduce the duties of Social Services, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

Care homes

If you are self-isolating you should not visit relatives in care homes. However if you are not self-isolating, the current government position is that families and friends should not stop visits to care homes, unless the visitor has suspected coronavirus or is 'generally unwell'. Care homes should 'review' visiting policies to minimise risk of transmission, taking into account the wellbeing of residents and the positive impact of seeing friends and family. You can reassure relatives by phoning them regularly, writing them letters or if they use the internet, emailing them or using Skype or FaceTime. If your relative has a favourite food that you might usually bring them ask the care home if they're happy to accept food parcels.

Further guidance at: www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance

If you need advice on hospital discharge to a care home or visiting a care home if your relative is near “end-of-life”, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

If you are in financial hardship but not self-isolating

You can phone Age UK on 01732 454108 and ask them to do a benefit check over the phone to make sure you're getting all the benefits you are eligible for. You will need full details of your income and savings. Tonbridge JobCentre Plus may also be able to help you. You may also be able to search online to see if you can get any grants: <https://grants-search.turn2us.org.uk/>

Turn2us Coronavirus Grant Fund

A one-off grant of £500 per household towards essential living expenses (food, bills etc). You must be able to demonstrate at least a 50% reduction in earnings due to Coronavirus. They can accept bank statements or a letter from your employer outlining a change in your employment. You must also have less than £1,000 in savings (or £2,000 if you are a couple or family). For more information visit: www.turn2us.org.uk/Get-Support/Turn2us-Funds/Turn2us-Coronavirus-Grant-Fund

If you need help finding grants phone Age UK on 01732 454108.

Food banks, hygiene banks (and other help with food)

Food banks are intended for younger people and families who cannot afford to buy food. They may consider older people but if you need emergency shopping then you should initially try the options listed at the beginning of this pack. More information is also available from the Trussell Trust Tel: 01722 580180 Web: www.trusselltrust.org/

Aylesford (Free food for Medway & Kent)

Essential food items donated by Tesco and delivered to vulnerable people. Contact via Aylesford Parish Council Tel: 01622 717084 Email: mel@aylesfordparishcouncil.org.uk

East Malling Food Bank

Chapman Way, East Malling ME19 6SD Tel: 01732 846314 Email: office.eastmallingscentre@gmail.com

Edenbridge (God's Hands Food Bank)

Covers Edenbridge, Four Elms and Marsh Green. Julie Barry, Parish Nurse Tel: 07799 130557. Home deliveries, usually on Fridays, rather than pick-up system or vouchers. Can do same day if in extreme circumstances. Help may also be available from Edenbridge Town Council Tel: 01732 865368 Email: townclerk@edenbridgetowncouncil.gov.uk

Kings Hill (St Gabriels Church Food Bank)

For those in need. Tel: 01732 844194.

Sevenoaks (Loaves & Fishes Food Bank)

Covers Sevenoaks. St John's Church Hall, St John's Hill, Sevenoaks. Primarily for families but older people can be referred by Age UK. Give out large bag of non-perishable food

every Thursday 2-4pm. Contact Andrea Tel: 07585 482319 or Nicky Tel: 07585 482302
Email: sevenoaksfoodbank@gmail.com Web: www.saintjohnthebaptist.org.uk

Tonbridge Food Banks

- ! South Tonbridge and Central Tonbridge (as far as Tonbridge School) are covered by Nourish Community Food Bank Tel: 01892 548892
Email: office@nourishcommunityfoodbank.org.uk
Web: www.nourishcommunityfoodbank.org.uk. You need to ask Age UK, Citizens' Advice, GP surgeries, churches, housing associations or Social Services to refer you.
- ! North Tonbridge (beyond Tonbridge School) is covered by the Sustain Community Food Bank, c/o Tonbridge Baptist Church, Darenth Avenue, Tonbridge TN10 3JW.
Tel: 01732 352824 Email: hello@tonbridgebaptist.church
Web: www.tonbridgebaptist.church Also open weekdays
- ! In addition you may be able to get help from St Stephen's Church, 37 Waterloo Rd, Tonbridge Tel: 01732 771977. Email: enquiries@ststephenstonbridge.org.uk
Web: www.ststephenstonbridge.org Open weekdays 9am to 4.30pm. Not a food bank as such but do keep some items on site. If necessary they will also take people shopping in Lidl or elsewhere but do not offer food parcels

Westerham Food Bank

Help those in and around Westerham who find it hard to put sufficient food on the table whether the need is for a short period, an extended time or just occasionally. Open every Thursday afternoon from 2.30 to 4pm in Westerham Hall, Quebec Avenue. Nobody will be turned away, but if you need it more than once, you should ask to be referred by a recognised agency such as Citizens Advice, Age UK, your GP, social worker etc Tel: 01959 562147, 01959 562058 Email: westerhamfoodbank@gmail.com

Age UK

Age UK may have some spare packaged food available at their Sevenoaks office Tel: 01732 454108

Hygiene Bank

May be able to help if you have difficulty affording any of the following: washing powder, fabric conditioner, loo roll, tissues, cotton wool, ear buds, plasters, antiseptic wipes & cream, sanitary pads & tampons, shampoo & conditioner, hair styling products, face wash, cleaners & creams, body wash, body lotion, deodorant, toothpaste & toothbrushes, disposable razors & shaving foam, nail files, make-up, perfumes, shower gels, nail clippers, grooming products etc. Email: thbsevenoaksdistrict@gmail.com Web: www.thehygienebank.com

Kent Support & Assistance Service (KSAS)

Kent County Council's Support & Assistance Service may be able to provide essential groceries for up to 7 days if you are having serious difficulties managing your income due to a crisis or if you are facing exceptional pressures because of an emergency and you have no access to savings or support from other sources. You need to live in Kent and be on a low income or receive a means-tested benefit. Before you apply you must have [spoken to a benefits advisor](#) about [Budgeting Loans](#), [Budgeting Advances](#), [Short Term Benefits Advances](#) or [Hardship Payments](#) and claimed any which are appropriate to your

situation. You will need to provide details of benefits, any wages and National Insurance numbers for yourself and anyone else who lives in your home. Email: ksas@kent.gov.uk
Web: www.kent.gov.uk

If you can't pay your bills because of Coronavirus

Phone Citizens' Advice on 0300 330 9001 or visit: <https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/>

Your local council may be able to either reduce your Council Tax instalments temporarily or spread them over 12 months rather than the usual 10. Talk to them.

Gas and electric bills

Emergency measures have been agreed with the energy industry to protect those most in need during the disruption caused by COVID-19. **All UK domestic suppliers** have signed up. Measures include:

- ! Customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to maintain supply, e.g. nominating a third party for credit top-ups, having a discretionary fund added to their credit, or being sent a pre-loaded top-up card.
- ! More broadly, any customer in financial distress will be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary.
- ! The disconnection of credit meters will be completely suspended.

If you are unable to top up a pre-payment card/key you should contact your energy supplier as soon as possible to explore the options available to you. Likewise, if you are struggling to pay your bill you should contact your supplier to discuss what support they are able to offer at this time.

More info at: www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply

Water bills

Water companies in England and Wales have stepped up efforts to help customers who have lost their jobs or had their incomes cut during the coronavirus crisis. The companies are encouraging households suffering from immediate or short-term issues with paying their bills to get in contact so that they can receive help. All water companies have measures in place for people who struggle to pay for their water and wastewater services. During the current crisis, companies are reaching out to their household customers to encourage them or people they know to take advantage of the assistance available. In summary the companies are:

- ! Using the full range of their schemes to help customers who are struggling to pay their bills in these difficult circumstances
- ! Encouraging customers who are struggling financially to go to their local water company's website to find out about the help available to them
- ! Actively offering payment breaks or payment holidays for anyone in financial difficulties as a result of Covid-19
- ! Adjusting payment plans urgently to help with sudden changes in household finances
- ! Simplifying the processes for customers to get extra assistance, making it as easy as possible for customers to get the help they need

- ! Helping customers get advice on benefits and managing debts, particularly for customers who have not been in financial difficulties before
- ! Stopping new court applications on unpaid bills during the current restrictions, and stopping any enforcement visits

In addition, water companies are seeking out customers who may have trouble paying due to being unable to leave their house. Alternative payment methods as well as additional support are being made available for customers in this situation. Each water company has its own scheme to help customers who find themselves in vulnerable circumstances – schemes such as social tariffs and discounts, and payment breaks.

To help the public keep themselves, their families and their communities protected from the spread of Covid-19, water companies, and their partners, will stop all visits. Instead, they will use other channels to contact customers. If customers are unsure who their particular water company is, they are listed at the end of this document under Emergencies.

Vulnerable energy customers

If you need advice on measures to protect vulnerable energy customers, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

If you are unable to pay your rent

You should tell your landlord or managing agent as soon as possible. If they are paying off a mortgage, help is available for them and this help should be passed on to you. The National Housing Federation have announced that social housing tenants living in housing association homes will not be evicted if you fall behind on your rent payments as a result of Coronavirus. Legislation is also being introduced to protect private tenants from eviction. If you require further advice you should contact **Shelter** listed at the end of this document under Housing Issues.

If you need advice on measures to protect vulnerable tenants, contact Age UK Tel: 01732 454108 Email: bob@ageuksevenoaksandtonbridge.org.uk

If you are unable to pay your mortgage

The Government have asked financial institutions to support people with their personal finances including owner-occupiers and owners of buy-to-let properties. If you are unable to pay your mortgage, you **must** contact your lender to discuss your options as soon as possible. Lenders have been asked by the Financial Conduct Authority, which regulates them, to ensure that they treat customers fairly and consider the needs of those impacted by Coronavirus, especially those who are in at-risk groups.

Lenders have a wide range of tools at their disposal to help, including giving you a mortgage holiday, meaning that you don't have to pay your mortgage for a period of time (usually 3 months). However, you would still have to repay the amount that you miss, and interest will continue to accrue, meaning that it will take longer and cost you more to pay off the mortgage. They will also contact you at the end of any mortgage holiday to discuss what you should do next, and how the deferred payments can be made up. You should ensure that you fully understand the implications of any action that you agree with your lender, including any possible impact on your credit score.

If you are unable to pay your insurance premiums

Members of the Association of British Insurers have pledged to:

- ! Support those who are working from home. If you are an office-based worker and need to work from home because of government advice or because you need to self-isolate, your home insurance cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.
- ! Support those who cannot work from home. If you have to drive to your workplace because of the impact of Covid-19, your insurance policy will be valid. You do not need to contact your insurer to update your documents or extend your cover.
- ! Support those who use their cars to help their communities. If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.
- ! Support our key workers. If your work is critical to the national response to Covid-19 and you need to use your own car to drive to different locations for work purposes because of the impact of Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. You can find a list of key workers below.
- ! Support those who need to make a claim. Insurers have implemented business continuity plans and work closely with service providers to do everything possible in these challenging circumstances to continue to handle claims and support their customers. They recognise there will be many customers who will need additional support and insurers will prioritise those in vulnerable circumstances.

Advice for employees and employers

Phone Citizens' Advice on 0300 330 9001 or visit:

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Or visit: <https://www.acas.org.uk/coronavirus>

Are you a key worker?

Key workers are defined as people working in:

- ! Health and social care.
- ! Education and child care.
- ! Key public services including charities and those in "front-line" services.
- ! Some people working in local and national government.
- ! Food and other necessary goods.
- ! Public safety and national security.
- ! Transport.
- ! Utilities, communication and financial services.

You can still travel to work even if you are not a key worker providing you cannot work from home.

Support for businesses

Details of which businesses have been told to close can be found here:

www.gov.uk/government/publications/further-businesses-and-premises-to-close

- ! More than £330bn is being made available in loans and guarantees

- ! Another £20bn is being given to businesses through tax relief and cash grants.
- ! HMRC is deferring VAT payments for the next quarter.

Job Retention Scheme (furloughing staff)

If you and your employer both agree, your employer might be able to keep you on the payroll if they're unable to operate or have no work for you to do because of Coronavirus. This is known as being on "furlough". You could get paid 80% of your wages, up to a monthly cap of £2,500. Furloughing is potentially available for all employees who are PAYE (Pay As You Earn). If on your payslip your employer is deducting tax or National Insurance from your salary then you are most likely to be PAYE. Government information can be found here: www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme

Self-Employment Income Support Scheme

This scheme will allow you to claim a taxable grant worth 80% of your trading profits up to a maximum of £2,500 per month for the next 3 months. This may be extended if needed. To check if you are eligible read the guidance here:

www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme

Your rights to sick pay if you're off sick from work or told to stay home due to Coronavirus

Government information about what to do can be found here:

www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees

Phone Citizens' Advice on 0300 330 9001 or visit:

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

If your salary is reduced or you are not able to work

If your salary is reduced because you have been furloughed or you are not able to work because of vulnerability and you cannot be paid, you may be eligible for **Universal Credit** if you are below pension age or **Pension Credit** if you are receiving a state pension. You can apply for Universal Credit online (Citizens' Advice can help) or Pension Credit by phone on 0800 99 1234. Both benefits are **means-tested**. Further details can be found here:

www.understandinguniversalcredit.gov.uk/coronavirus/

www.gov.uk/pension-credit

You can check if you are eligible for other benefits by phoning Age UK on 01732 454108 or using one of these **benefit calculators**:

www.ageuk.org.uk/money-matters/claiming-benefits/benefits-calculator/

www.benefits-calculator.turn2us.org.uk/AboutYou

What to do if you're claiming benefits or asked to go to a medical assessment

Phone Citizens' Advice on 0300 330 9001 or visit:

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Claiming compensation for a cancelled holiday or flight and travel insurance

Phone Citizens' Advice on 0300 330 9001 or visit:

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Check if something is a scam

If you need advice on scams, contact Age UK Tel: 01732 454108 Email:

bob@ageuksevenoaksandtonbridge.org.uk

If you're looking for help to apply for Universal Credit

Call Citizens' Advice for free on 0800 144 8 444 (Monday - Friday, 8am - 6pm) or visit:

www.citizensadvice.org.uk/helptoclaim

Some helplines for further support

You could also contact these organisations if appropriate:

Emergencies

- ! Electricity emergencies: 0800 404090
- ! Gas emergencies: 0800 111 999
- ! Power cuts Tel: 105
- ! South East Water (Sevenoaks and West Kingsdown) Tel: 03330 000 365
- ! Sutton & East Surrey Water (Edenbridge) Tel: 01737 772000
- ! Thames Water (Swanley and Westerham) Tel: 0800 316 9800

Physical Health

- ! Arthritis. Contact Versus Arthritis Tel: 0800 5200 520 Web: www.versusarthritis.org
- ! Asthma. Contact Asthma UK Tel: 0300 222 5800 Web: www.asthma.org.uk
- ! Blood cancer. Contact Bloodwise Tel: 0808 2080 888 Web: www.bloodwise.org.uk
- ! Cancer. Contact Macmillan Cancer Support Tel: 0808 808 0000 Web: www.macmillan.org.uk
- ! Diabetes. Contact Diabetes UK Tel: 0345 123 2399 Web: www.diabetes.org.uk
- ! Disability: Contact SCOPE Tel: 0808 800 3333 Web: www.scope.org.uk
- ! Heart disease. Contact British Heart Foundation Tel: 0300 330 3311 Web: www.bhf.org.uk
- ! Kidney patients. Contact Kidney Care UK Tel: 01420 541424 Web: www.kidneycareuk.org
- ! Lung disease. Contact British Lung Foundation Tel: 0300 003 0555 Web: www.blf.org.uk
- ! Stroke. Contact Stroke Association Tel: 0303 303 3100 Web: www.stroke.org.uk

Mental Wellbeing

- ! Anxiety UK Tel: 0344 477 5774 Email: support@anxietyuk.org.uk
- ! Aspirations (mental wellbeing and homelessness) Tel: 0333 880 2730
- ! NHS tips on what you can do to take care of your mental wellbeing over the coming weeks at home. Web: www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid19-staying-at-home-tips
- ! Samaritans Tel: 116 123 (**free**) Email: jo@samaritans.org
- ! Silverline Tel: 0800 470 8090
- ! West Kent MIND (mental health) Tel: 01732 744950, 0300 123 3393 Web: www.mind.org.uk

Caring For Someone

- ! Carers UK. Tel: 0808 808 7777 Web: www.carersuk.org
- ! If you live in Swanley, contact IMAGO Tel: 01892 530330
- ! If you live in Sevenoaks or Tonbridge, contact INVOLVE Tel: 0300 081 0005

Domestic Abuse

- ! Domestic Abuse Volunteer Support Service Tel: 01892 570538
- ! National Domestic Violence Helpline Tel: 0800 200 0247

Housing Issues

- ! Aspirations (mental wellbeing and homelessness) Tel: 0333 880 2730
- ! Porchlight (homelessness) Tel: 0800 567 7699
- ! Shelter Tel: 0808 800 4444 Email: info@shelter.org.uk Web: www.shelter.org.uk
- ! West Kent Housing Association Tel: 01732 749400, 0800 169 1122

Other Advice

- ! Benefits, jobs, the environment, pensions and other public services. Official Government advice: www.gov.uk/coronavirus
- ! Churches. To find a local church, visit www.achurchnearyou.com
- ! Citizens' Advice (Sevenoaks, Swanley & Tonbridge) Tel: 0300 330 9001
- ! Citizens' Advice (Edenbridge & Westerham) Tel: 0300 0452 2888
- ! Crosslight (debt advice) Tel: 020 7052 0318
- ! Social Services Tel: 03000 416161
- ! West Kent Mediation: 01732 469696 Web: www.wkm.org.uk