

# COVID-19

## Support available for those who cannot leave their homes

This factsheet gives details of services and local businesses that are offering support to those who are self-isolating or who are housebound as a result of illness, disability or age.

Services are rapidly changing or evolving due to the developing situation; those that rely on volunteers may not be operating as usual, others may be temporary or expand over time to offer additional support.

We are doing our best to keep this fact sheet regularly updated. Please notify us of any errors or omissions on [info@frontlineuk.org.uk](mailto:info@frontlineuk.org.uk)

1<sup>st</sup> April 2020

### Community Support

If you need help with shopping or other support while you are at home, you should first reach out to friends, family or neighbours. If that's not possible, try to get in touch with volunteers or support groups in your local area.

**Rainbow Services** are working with community groups and local authorities to create a digital register of all those in need of help in Harlow and Epping, and those wanting to give help. They will then use this database to implement a safe approach to volunteering in Harlow and Epping whilst the outbreak continues.

**The Live Well Link Well system** is still in place and is accepting referrals of people requiring support, especially if they are seen to have multiple needs. This can be done easily using the Frontline portal: <https://www.harlowfrontline.org.uk>

**Members of the Rainbow Services team** are still contactable via the telephone on 01279 308150 and email [info@rainbowservices.org.uk](mailto:info@rainbowservices.org.uk) and we will be checking the post box regularly.

**Harlow Community Hub** helpline offers phone support, reassurance and advice to the most vulnerable residents in Harlow - primarily those without internet access or support networks. If you or someone you know could benefit from the Hub, please call the helpline on 01279 927005 and request assistance.

**Community Shield** - The NHS has sent letters to 1.5 million clinically vulnerable patients across the country offering them emergency food parcels to ensure that they do not have to leave the house. These are intended for people who don't have friends or family or neighbours to help. The service is called 'Essex Welfare Service' and it aims to make sure people get food and the medicines they need. If you are eligible you should receive a message with instructions on how to register; alternatively the service can be contacted directly on 0300 303 9988.

**Local community groups on facebook** are good sources of information. 'Covid-19 Mutual Aid Harlow' is a particularly good source of information and support.  
<https://www.facebook.com/groups/205498480792577/>

If you can't access a local support group, contact the **Essex Welfare Service** on 0300 303 9988 or go to [essexwelfareservice.org](http://essexwelfareservice.org). Open Mon-Fri 8 am to 7 pm, Sat and Sun 10 am – 2 pm.

**For the latest news in Essex** go to [www.essex.gov.uk/news/coronavirus](http://www.essex.gov.uk/news/coronavirus) or see [www.facebook.com/essexcoronavirusaction/](http://www.facebook.com/essexcoronavirusaction/)

**Harlow Citizens Advice** is currently operating a telephone-based service. Trained advisers can offer free, confidential advice on benefit entitlements, employment rights, debt and budgeting. Uttlesford Citizens Advice also works with a number of local charities who can provide emergency financial support to those who are struggling. For more information call 03444 770808 or go to <https://www.citizensadvice.org.uk/local/harlow/>

## Grocery shopping and deliveries

**Supermarket delivery services are currently overwhelmed by demand and delivery slots may be hard to come by. Click and collect and telephone ordering services may also be restricted at the moment.**

**Waitrose, Sainsburys, Ocado, Tesco, Morrisons, Asda and Iceland** all offer online grocery shopping in our area, with deliveries in one- or two-hour timed slots. There is usually a minimum order and a charge for this service. Many supermarkets are currently experiencing huge demand for online deliveries, which means that many items are limited to a maximum number per order and orders are not always being fulfilled. However, a number of the supermarkets are working to extend the number of delivery slots available and / or prioritise elderly and vulnerable customers.

Most of the large supermarkets are currently operating reduced opening hours, restricting the number of customers entering the store and setting aside dedicated times for elderly or vulnerable customers to shop. Currently these are:

- **Tesco:** Priority for vulnerable customers from 9-10 am on Monday, Wednesday and Friday. Store open from 6 am to 10 pm. NHS prioritised 9-10 am on Sundays
- **Aldi:** Store open 8 am – 8 pm NHS workers have priority shopping for the first hour of opening every Monday, Wednesday and Friday from 8am to 9am.
- **Iceland:** Store open 9 am – 6pm, last hour reserved for NHS workers
- **Asda:** Store open 8 am to 8 pm NHS workers have priority shopping for the first hour of opening every Monday, Wednesday and Friday from 8am to 9am.
- **Morrisons:** open 8 am to 8 pm
- **Lidl:** Open 8 am to 10 pm
- **Sainsburys:** Priority for vulnerable customers from 8-9 am on Monday, Wednesday and Friday. Store open from 8 am to 8 pm. NHS prioritised 7.30 – 8.00 am on Sundays
- **Co-op:** Open 7am to 10 pm

**Sainsburys** offer a telephone ordering service for people who don't have access to the internet and will deliver across Uttlesford. Call 0800 328 1700 to register your details. There is a charge of £2.95 to place a telephone order, minimum order value £40, delivery charges vary depending on the time and day of the week. After your first shop, your list is kept on a database and can be recalled. Orders can be placed up to 3 weeks in advance; payment is taken on day of delivery. Customers can request a telephone call to let them know their delivery is imminent.

**Waitrose** offer a delivery service for customers who have shopped in store. Call the customer service desk in your nearest store to book a delivery slot – under normal circumstances slots can be booked up to 12 weeks in advance. Collect your paperwork from the desk when you arrive and hand to the cashier at the checkout when you have finished shopping. Your shopping will be packed for you and delivered within your arranged time slot. There is a delivery charge of £5 for customers spending less than £50, falling to £3 for those spending more than £50

**Metro cars supermarket delivery service** - If you require supermarket shopping but are currently self-isolating, elderly or following Government guidelines to stay at home, we are here to help. Starting 1st April 2020, we are trialling a new service whereby you do the 'click' by online ordering, and we'll do the 'collect' & deliver your order for you! For more information go to <https://www.facebook.com/MetroCarsHarlow/> or call 01279 444333

**GoGetters** are offering free delivery of food orders or prescriptions, (usually valued between £3 – £5), twice a week for those in need of help, who are unable to source food and supplies for themselves. To order go to <https://gogetters.co.uk/> For elderly people that do not have access to the internet there is a direct hotline for people to call, 01279 799070

**Olympic Foods**, based in Harlow, deliver to the catering trade but have decided to branch out to home deliveries to help people get essential supplies. Lots of their items come in larger packaging, i.e. 2kg grated cheese, beans, tuna, pasta, bread products, bacon, sausages, water, fizzy drinks etc. They offer a Monday to Friday delivery service and have a £40 minimum order value. As long as you order before 5pm you can have the next (working) day. Get together with friends/family or neighbours to share the cost and decant into smaller containers. Email [marcus@olympicfoods.co](mailto:marcus@olympicfoods.co) or call 01279 425577

**Gardners Fresh produce** – Fruit, veg, Dairy, meat and frozen products to the public. Collection only currently or delivery through mutual aid group if you are vulnerable. You can send an order here for next day collection and then book an 8, 9 or 10-11am collection. We have mixed boxes of fruit and vegetables, £15, £20, £25, 25kg potatoes or boxes of jackets, eggs, milk and bread,

sausages, chicken, bacon at £10, and we can do all fruit and veg on request. To order please simply just message us on our page to begin! <https://www.facebook.com/gardnersfreshproduce/>

**Fox Inn, Matching Tye** are stocking essentials including bread, milk, eggs, cheese, fresh meat, fruit and veg. Open Saturday's 11am - 4pm and Wednesday 11am - 4pm

**The Orange Tree, Sawbridgeworth** are offering a takeaway service for collection and delivery as well as the opportunity to order in fresh groceries such as meat, fish, fruit, vegetables, eggs, milk etc <https://www.facebook.com/OrangeTreeSBW/>

## Fruit and Vegetables

**Mikes of Sawbridgeworth** – essential boxes of Fruit and veg for collection only, Monday to Friday and Saturday morning. <https://www.mikesofsawbo.co.uk/fruit-and-veg-packs>

## Meat, Poultry and Fish

**Meat and Cleaver**, White Roding. From Sunday 29th March 2020 will be offering meats for home delivery only. Please call 01279 876575 or email [info@meatandcleaver.co.uk](mailto:info@meatandcleaver.co.uk)

**Marrfish**, Frozen Fish delivered to your door Monday to Friday. <https://marrfish.co.uk/shopfront/> or call 01279 501051 to place an order

**Potter Street Fishmongers**, Bishop's Stortford is offering free home deliveries of fresh fish, bread, eggs, milk etc within a ten-mile radius of Bishop's Stortford on Wednesdays and Fridays with a minimum spend of £20. To order call 01279 652122 or email [james@potterstreetfishmongers.com](mailto:james@potterstreetfishmongers.com)

**Churchgate Sausage Shop** - online shop, with free delivery if you spend over £20 and you live within our free delivery area (Epping to Bishops Stortford) [www.churchgatesausage.co.uk](http://www.churchgatesausage.co.uk)  
Order before Wednesday 4pm for Friday delivery.

**Stickleback Fish** - Quality fresh and frozen fish delivered straight to your door the very next day FOR FREE! We are normally a wholesale business serving some of the best restaurants, pubs and hotels in your area and now you can have that same high quality fish in your home. Visit our website to pick and choose the products you like, mix and match or take advantage of the multi pack deals, it's your choice. [www.fish4home.co.uk](http://www.fish4home.co.uk)

## Bakery

**Dorringtons** have launched an online ordering for Click & Collect essentials including loaves of Bread, Bread Rolls & Sausage Rolls. 2 days' notice on all orders, bread loaves limited to 2 per order, bread rolls to 12 per order and sausage rolls to 8 per order.  
<https://dorringtons.com/shop/essentials/> If you are unable to order online call 01279 722375. If you are collecting for a friend or family member please have the order number with you. If you would prefer to collect your order from outside the shop, please phone your collection shop when you arrive to let them know. All shops phone numbers can be found here <https://dorringtons.com/our-shops/>

**Doves Farm** - Gluten Free Food Box is created for those who have been diagnosed with coeliac disease or gluten intolerance and are struggling to find gluten free foods in their normal

supermarket. The box contains a useful selection of flours, oat bars, breakfast cereals and pasta. Maximum order quantity one box per household per week. <https://www.dovesfarm.co.uk/#>

## Dairy

**Ongar Dairy Group** – delivering an essential pack; milk, eggs, bread, butter, fruit and veg to Harlow, Ongar, Epping, Theydon Bois and surrounding areas. Order online at <https://www.ongardairy.com/>

**Milk and More** 0835 606 3606. Delivery to Harlow and surrounding area of dairy produce, meat, eggs, bakery items and fruit and veg. Currently not accepting new customers due to high demand.

## Pharmacies & prescription delivery

- **Boots the Chemist**, Bush Fair (01279 426086), Broad Walk (01279 425771) and The Stow (01279 424049)
  - **Church Langley Pharmacy (01279 629065)**
  - **Harlow Pharmacy (01279 626786)**
  - **Metwest Chemist (01279 420658)**
  - **Potter Street Pharmacy (01279 422909)**
  - **Co-op Pharmacy (01279 445546)**
  - **Well Pharmacy**, (01279 722393)
- **The Independent Pharmacy** Repeat prescriptions delivered to an address of your choice, free of charge, whether you have an electronic, paper or private prescription. If you don't have a prescription you can use the Online Doctor service to get the prescription medication you require by consulting with prescribers. [www.theindependentpharmacy.co.uk/prescriptions](http://www.theindependentpharmacy.co.uk/prescriptions)

Electronic repeat prescriptions can be ordered online and delivered free by several companies:

- [www.lloydspharmacy.com](http://www.lloydspharmacy.com)
- [www.pharmacy2u.co.uk](http://www.pharmacy2u.co.uk)
- <https://onlinepharmacy.superdrug.com/>
- [www.boots.com/online/pharmacy/](http://www.boots.com/online/pharmacy/)
- [www.well.co.uk/](http://www.well.co.uk/)

## Prepared Meals

Essex County Council no longer provide a 'meals on wheels' service.

Ready meals can be ordered online from supermarkets. Alternatively, frozen meals are available from:

- Oakhouse Foods – 0333 370 6700
- Wiltshire Farm Foods – 0800 077 3100

**COOK - North Street, Bishops Stortford** (01279 501484) sell a wide range of frozen meals. Call to place an order and pay over the phone for friends or family to collect (no minimum order). Delivery only for those who are at risk, self-isolating or working for the NHS (minimum order £40). Slots

are likely to remain limited so if you can get to a COOK shop – or someone can get there for you – that's definitely the best option for now. <https://www.cookfood.net/>

## Newspaper delivery

**News Team** - UK wide newspaper and magazine delivery company. We provide early morning newspaper deliveries to over 55,000 addresses across the UK. [New Customer Enquiries](#)  
Phone: 01782 358998 Email: [orders@newsteamgroup.co.uk](mailto:orders@newsteamgroup.co.uk)  
<https://www.newsteamgroup.co.uk/>

## Church services

**Harefield Church** - Instead of meeting in our normal settings, we will be moving our Sunday Services online for you to listen with friends and family at home at [harefieldchurch.org/media/](http://harefieldchurch.org/media/). The online services will take place each Sunday at 11:00am, and will include a talk which can be listened as an audio and we are also going to try and produce a video. We will be pre-recording the talks so that they will be available.

**St Mary's Church, Old Harlow.** Ideas for worship from home can be found at <https://www.stmaryschgate.org.uk/worshipideas-virus.htm>

**St Pauls and St Mary's** - Live Streaming at 11 am every Sunday... Join us for Sunday Live on our Facebook page <https://www.facebook.com/stpaulsharlowstmaryslittleparndon/>

## Essex Library Service

Essex Libraries have been closed in response to the Covid-19 outbreak. All loans have been extended, overdue charges will be automatically waived, and reservations suspended.

They are working to enhance their digital service for people to continue using the library service. eLibrary is online 24/7 with thousands of eBooks, eAudiobooks, eComics, eMagazines and eNewspapers available through Borrowbox, RBdigital and PressReader. Access it through their website <https://libraries.essex.gov.uk/> New customers joining online will soon be able to access these services quickly without needing to collect a library card from a library.

## Opticians

You may qualify for a free eye test at home if you are unable to visit an optician due to a physical or mental disability and are also over the age of 60, registered blind or partially sighted, diagnosed with diabetes or glaucoma, receiving benefits or on a low income. [These services may be impacted by Covid-19 disruption.](#)

Opticians that usually provide this service are:

Specsavers Homecall - 0800 198 1132  
Visioncall – 0845 050 1831  
Homesight – 0800 080 6095