

Local support and voluntary services

Voluntary Services/ Community Support Groups

Age UK

Co-ordinating requests for help with issues relating to loneliness and isolation, or support in accessing items such as food, cash or medication. Food parcels also being organised. Each request will be individually assessed and categorised according to the individual's level of need. To request help email: enquiries@ageuknswd.org.uk or call 01202 530530 /01305 269444.

<https://www.ageuk.org.uk/bournemouthpooleeastdorset/>

Poole Covid-19 Support Group

<https://emma-lang.wixsite.com/poolecommunity>. Uses volunteers to help deliver shopping to those in isolation. Volunteers also able to talk on the phone or video call with those in isolation who wish someone/check in, as a way to tackle loneliness.

Email: PooleCommunityHelp@Gmail.Com

Facebook Page: www.facebook.com/PooleCovid19CommunitySupport

Facebook Group: www.facebook.com/groups/PooleCommunitySupport/

Phone: 07514122937 (call for advice or support if no internet access).

Community Action Network-

Community Action Network (CAN) is leading on coordinating support for anyone that wishes to volunteer to help during the Coronavirus pandemic across Bournemouth, Christchurch and Poole. We are also offering advice and guidance to all the new and emerging community groups. Contact us on 01202 466130 or email hello@can100.org. Website: <https://www.can100.org/>

SSAFA The Armed Forces Charity

(Live Chat) Poole and East Dorset Division 01202 742 934 (Tuesday and Friday 10.00 to 12.00) or via email: poole.division@ssafa.org.uk. Veterans gateway outside of above hours- 0808 802 1212.

Providing lifelong support for those who have served in the British Army, Royal Navy, Royal Marines, Royal air force and their families.

Silverline

Free confidential helpline for people aged 55+ which operates 24/7 and offers telephone friendship, connections to local services and information - 0800 470 80 90 and www.thesilverline.org.uk

Dorset Council's COVID-19 Response Hub

If you don't have family, friends or a support network that can help you get the things you need, the response hub has a dedicated helpline that can provide additional help and information.

From Monday 30 March, you can call 01305 221022, 8am to 8pm, 7 days a week. Alternatively, you can email communityresponse@dorsetcouncil.gov.uk.

BCP Council's Support Services- "Together We Can"

<https://togetherwecan.bcpccouncil.gov.uk/services/carepackageapplication/>

For Bournemouth, Christchurch and Poole areas, there is a service which can link you up with volunteers or council staff who can deliver you essential food or household items. There are volunteers available to talk to you on the phone or through video chat if you are feeling worried and lonely during this period of isolation. For people in vital need of food and essential household items, call us on 0300 123 7052. (Phone line open 8am-8pm 7 days a week)

Leonardos Carers Helpline

Charity that supports unpaid carers in Dorset who need help during COVID 19 pandemic- Practical, financial and emotional support. 10am -2pm. 012020 698325 or text 07742868002.

Food Parcels/ Bank

Hope for Food (Food Parcels)

Hope for Food are delivering emergency food parcels. Hope for Food is a local charity based in Bournemouth set up and run entirely by Volunteers. Donation boxes are available outside our storage unit at 8 West Howe Industrial Estate, Elliott Road BH11 8JX. The unit is open Tuesday and Thursday 9:30 – 12:30 and Saturday 10:00 – 12:00. info@hopeforfood.org.uk.

Food bank+

For information on food bank services, running in Christchurch, Poole, Southbourne, Wimborne and Blandford please visit <https://faithworksussex.org.uk/projects/foodbank/>. *If you need emergency food, have no money and have not used a Food Bank before, please phone 01202 001583 and speak with our team.*

Bournemouth Foodbank

Tel: [01202 394505](tel:01202394505) / Email: admin@bournemouth.foodbank.org.uk

Poole Food Bank- Tuesday- Friday 09.30- 12.30. 01202 669566. If food crisis out of these hours call Adult Social Care 01202 633713.

Supermarkets and Local Businesses offering support with Food and Essential Items:

Sainsburys- 0800 9178557 (option 1). Order and pay over the phone and they will deliver for £2.95./

Iceland- supermarket offering priority free food delivery (next day if over £35) to those self-isolating/ vulnerable. Various other supermarkets are offering priority shopping times for vulnerable (and NHS staff).

Poole Convenience Store- 72 High Street, Poole

Tel: 01202 677266 - ORDERS ONLY BETWEEN 7:00 - 9:00. Please have your shopping list ready.

Offering ordering and payment over the phone, working with us for volunteers to collect & deliver.

Offering essential items including a small frozen selection, canned goods and hygiene projects.

Turlin Moor Convenience Store- 189 Turlin Road, Poole.

Tel: 01202 674525 Offering ordering over the phone and free delivery within local area.

Compton Acres- 164 Canford Cliffs Road, Poole. Tel: 01202 700778 Offering groceries such as milk, bread, eggs, fruit, veg, tea bags etc and hot and cold meals. Delivery within 2 mile radius.

Green Label Kitchen- 7 Norwich Road, Bournemouth. Tel: 07880311560

Offering ordering and payment over the phone, free delivery for Bournemouth area, free collection and willing to liaise for volunteers to collect & deliver for further afield. A plant based catering company offering nutritious, healthy homemade meals for purchase, including ready meals.

Halfway Fish Bar- 112 Bournemouth Road, Poole. Tel: 01202 741778. Offering ordering and payment over the phone. Delivery via Deliveroo (small charge), but willing to liaise for volunteers to collect and deliver for those unable to use Deliveroo. Website: <https://halfwayfishbar.business.site/>
https://deliveroo.co.uk/menu/bournemouth/parkstone/the-halfway-fish-and-chips?utm_medium=affiliate&utm_source=google_maps_link

Grab & Go Eva's Café- Unit 61, 9 Dolphin Centre, Poole. Tel: 07850426441 Offering ordering and payment over the phone. Will liaise with volunteers to collect and deliver. Cafe offering food, but also other essential items subject to them being available.

Wrights dairy- They are offering a new service offering collection & delivery service to the public. Stocking a wide range of fresh produce, ambient, chilled and frozen products. To place an order, telephone 01202 730037 or email <mailto:orders@wrights-dairies.co.uk>

Meal Delivery Services

Oak House Foods- <https://www.oakhousefoods.co.uk/> /0333 370 6700 (accept cheques and you can place orders via phone)

Wiltshire Farm Foods- <https://www.wiltshirefarmfoods.com/> / 0800 077 3100

Cook- Bournemouth and Poole: 01202 765560 / <https://www.cookfood.net/>

Home delivery slots are available for people "at risk", self-isolating or working for the NHS. For everyone else, contact-free Click & Collect is available from all our shops, which are well stocked and open to walk-in customers

Pets

Pet Pals – Angelique Tienkamp- Care Agency for pets who provide pet taxi, social visits and walks. May be needed for key workers such as NHS and delivery staff as well as if any elderly pet owners need assistance if they are hospitalised. www.petpals.com/bournemouth 07986 680 016 / 01202 466 055

The Cinnamon Trust- A national charity which via volunteers helps to provide loving care/ walking/ fostering/ rehoming for pets at times of elderly owners poor health, terminal illness or hospital admission. 01736 757900/ www.cinnamon.org.uk.

Marshalls Pet Store- Station Road, Poole (Ashley Cross). Offering phone and internet orders and free local delivery. Tel: 01202 749849. Website: <https://marshallspets.uk/>