



Covid-19 Mutual Aid UK CHESTER

Directory of Information

Page 2: Council Advice

Page 3: Cheshire West & Chester Helpline

Page 4: Domestic Abuse

Page 5: Chester Wide Local Organisations

Page 6: Church Information & Member of Parliament

Page 7: Advice Against Scams & Working From Home Advice

Pages 8 - 10: Mental Health

Page 11: Resources for Children & Teens

Page 12: Advice to Mutual Aid Volunteers
Handling Requests

Pages 13 - 14: Guidance on Lone Volunteering, Confidentiality and Safeguarding

Page 15: Food & Charity Hubs

Pages 16 - 22: Local Suppliers

Page 23: Mutual Aid Local Support Hubs

Page 24: Mutual Aid Leafleting

Cheshire West & Chester Council Advice

Cheshire West & Chester Council

COVID-19
(Coronavirus)

If you're in need of help when isolating, you should ask...

Family first
Do you have any family/friends that are not isolating who can help with shopping?

Neighbour next
Lots of neighbourhoods are helping each other, can you call on a neighbour to help?

Then online
Find support on our website at: www.cheshirewestandchester.gov.uk/coronavirus

Or helpline
Contact us on: **0300 123 7031**

Remember... Family ▶ Neighbour ▶ Online ▶ Helpline

We've adapted many of our services to ensure our residents are supported during the COVID-19 (Coronavirus) pandemic.

Residents in crisis

If you find yourself in crisis as a result of COVID-19 infection, due to sudden loss of income and/or self-isolation, and do not have family, neighbours or friends who can help, please call our dedicated helpline number: **0300 123 7031**.

Shielding group

Anyone who falls into the priority group of extremely vulnerable people will have received a letter from the NHS. We are contacting borough residents directly to offer help and support if they are in this group.

Council tax

Support and advice are available if you are worried you cannot make your council tax payments. Contact the council tax team through our website or by emailing: counciltax@cheshirewestandchester.gov.uk. If your income has reduced you may be entitled to help through our Council Tax Reduction Scheme. To apply, visit the Council's website and search for **council tax reduction**.

Get HELP

If you are claiming council tax reduction but are experiencing hardship you may be entitled to financial and practical support through the Help in Emergencies for Local People (HELP) scheme. Search for **HELP** on our website.

Advice for our businesses

The Council is working with partners to ensure that local businesses are given the support and advice they need at this crucial time. Our website provides details about business rates support, grants for small businesses and links to guidance for employers and businesses. Search for **COVID-19 business support**.

Mental Health

The Coronavirus outbreak is affecting the way many of us live our lives, and it is normal for this to impact on our mental health. Good mental health and positive wellbeing can help us to cope better during this difficult period of uncertainty. For ways to help support positive mental health and wellbeing visit: livewell.cheshirewestandchester.gov.uk and go to the **coping with coronavirus** pages.

Domestic abuse

Some children and adults could face increased risks as we are all asked to stay at home. We are here to help. Search **COVID-19 domestic abuse** on our website for more information.

Free school meals

Schools continue to provide free school meals for eligible children if their parent/carer receives benefits. This could be a lunch in school, for collection or delivery from school or through government vouchers. Check if your child is eligible for free school meals at: www.cheshirewestandchester.gov.uk/freeschoolmeals and contact your child's school for more information.

Call out for carers

We need more carers and support workers to help the borough's most vulnerable residents. Full-time and part-time work is available immediately. For full information search for **COVID-19 jobs** on our website.

Inspire Cheshire West

Thank you to our inspiring communities

The Council would like to say an enormous thank you to all of you who are playing your part to help others affected by the Coronavirus crisis – from small acts of kindness to flourishing new community initiatives.

To share your stories of great community spirit, ideas for making the most of being at home or simply to say thank you, visit our new Inspire Cheshire West online hub at: www.cheshirewestandchester.gov.uk/inspire-cw.

To find out what support is available within your community, or to add information about how you are helping visit: livewell.cheshirewestandchester.gov.uk.

Visit our website for further details about all of the above services: www.cheshirewestandchester.gov.uk/coronavirus.

[facebook.com/cheshirewest](https://www.facebook.com/cheshirewest) [@Go_CheshireWest](https://twitter.com/Go_CheshireWest)

Play your part. Stay home and help save lives.



<https://www.cheshirewestandchester.gov.uk/coronavirus/>

<https://livewell.cheshirewestandchester.gov.uk/>

Cheshire West & Chester Helpline

Cheshire West
& Chester Council

Cheshire West and Chester Council and its partners, the NHS, local business and volunteers are co-ordinating a community response to the COVID 19 outbreak.

If you are self isolating and in need of greater support with getting:

- Food
- Medicine
- Social support

**please contact our
emergency helpline on
0300 123 7031
between 8am and 7pm**

We recognise that while everyone will be affected by self isolation, some people will have no friends, neighbours or family who are able to support them.

Please contact our helpline if you have an underlying health condition, or if you fall into a 'high risk' group and you do not have access to any other support arrangements.

Visit: livewell.cheshirewestandchester.gov.uk

Domestic Abuse

If you need us in an emergency, always dial 999. If it's not safe to speak, you may be asked to tap keys in response to questions.

#SafeTogether



#COVID19

Make Yourself Heard

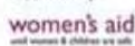
In danger, need the police, but can't speak?

- 1 **Dial 999**
- 2 **Listen** to the questions from the 999 operator
- 3 **Respond** by coughing or tapping the handset if you can
- 4 If prompted, **press 55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

Led by



Supported by



Chester Wide Local Organisations



Chester Mutual Aid are a new network of volunteers across Chester and the surrounding areas setup on the COVID-19 outbreak. If you need help with walking your dog; picking up shopping; a friendly phone call; posting your mail; collecting medication or topping up gas or electric you can request help here: <http://www.chestermutualaid.org>



This service is for everyone across Chester, not just supporters.



Snow Angels are a local social enterprise which supports older people to continue to live independently and keep well. We operate schemes across Cheshire and work with a range of local organisations.

Are you looking for help with shopping, collecting prescriptions or just need someone to talk to? Go to <http://www.snowangels.org.uk> and complete an application or self-referral.



Cheshire AgeUK continue to do their very best to support older people in Cheshire and respond to the challenges that the situation presents. They offer a variety of services and can be found online at <https://www.ageuk.org.uk/cheshire/> or on the phone at **01606 881 660**.



Chester & District Federation of the Blind are a small charity which exists to improve the quality of life of visually impaired people but during this crisis are helping everyone in need across the local community. They have set up a telefriending service offering practical and emotional support; food orders are taken and shopping is delivered; we fill prescriptions and offer a book service (audio and paperback); they have the facilities to hold a great deal of food of all kinds and so we are able to make up emergency food parcels at very short notice. They can be reached online www.cdfb.co.uk or on **07739801166**.

Please note that as the government advice and circumstances change, the information contained in this directory may change in turn. All the information has been collated by volunteers in good faith to help people during the COVID-19 crisis. Version 1.1 (06-05-2020)

Churches Across Chester Online

CHURCH ONLINE

FESTIVAL	https://festivalchester.online.church/
CITY CHURCH	Instagram live: citychurchchester
VINEYARD	vineyard53.org
AUDACIOUS	Facebook live: @audaciouschester
CHRIST CHURCH	Facebook live: @christchurchchester
FREEDOM	Facebook live: @FreedomChurchChester
HBC	hbc.org.uk/churchinthehome/live-video
NORTHGATE	https://northgate.org.uk/church-online/
ALL SAINTS'	Facebook live: @allsaintshoole
UBC	http://www.uptonbaptist.com/
ST. PETER'S	Facebook live: @chesterstpeter

CHESTER

Chris Matheson MP
Member of Parliament for City of Chester.



Member of Parliament

For help and support from **Chris Matheson, MP for City of Chester** continue to email **chris@chrismatheson.co.uk** or call **01244 343214**.

Chris also has a useful page about coronavirus on his website: <http://www.chrismatheson.co.uk/coronavirus>

Please note that as the government advice and circumstances change, the information contained in this directory may change in turn. All the information has been collated by volunteers in good faith to help people during the COVID-19 crisis. Version 1.1 (06-05-2020)

Advice Against Scams

Wash your hands of coronavirus scams!

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

Be aware of people offering or selling:

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

Protect yourself and others:

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

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

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

#Coronavirus
#ScamAware



Contact

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

NATIONAL TRADING STANDARDS

Scams Team

To learn more about the different types of scams visit www.FriendsAgainstScams.org.uk

Working From Home Advice

Working Remote - COVID 19 Principles

1. You are not "Working From Home", you are "At your home, during a crisis, trying to work".
2. Your personal physical, mental, and emotional health is far more important than anything else right now.
3. You should not try to compensate for lost productivity by working longer hours.
4. You will be kind to yourself and not judge how you are coping based on how you see others coping.
5. You will be kind to others and not judge how they are coping based on how you are coping.
6. Your team's success will not be measured the same way it was when things were normal.

Mental Health



Call 0300 303 3972

Local NHS Trust, Cheshire and Wirral Partnership (CWP), has launched a **new mental health helpline** for residents of Cheshire West, Cheshire East and Wirral.

Open 24 hours a day, seven-days a week, it is open to people of all ages including children and young people who need urgent mental health support.

The helpline is part of the NHS Long Term Plan to improve access to mental health support. Originally due to go live next year, it has been fast-tracked to be available to support local people during the Covid-19 pandemic.



<https://www.camhs-resources.co.uk/>

Child and Adolescent **M**ental **H**ealth **S**ervices

A website is to make it easy for young people, parents, carers and professionals to access the wealth of helpful resources across the internet to support their mental health and emotional well-being need.



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

NHS website helping to look after your mental health wellbeing because having good mental health helps us relax more, achieve more and enjoy our lives more. This website has expert advice and practical tips.

Are you experiencing increased anxiety or low mood due to COVID-19 or were already experiencing these symptoms and would like to be part of research?



What?

We want to test MoodBuster, a guided website and app that uses the principles of CBT (Cognitive Behavioural Therapy) for self-management of low mood.



Who?

- Aged **18 or older**
- Have **signs of low mood**
- Have **both** a computer and smartphone (Android or iPhone)
- and have never been diagnosed with depression

Where and when?

You will take part in the study in your own time from the comfort of your home.

Contact us for more information:
moodbuster@manchester.ac.uk
mentalhealth.org.uk/research/moodbuster

Additional Mental Health Resources & Organisations

Online

- **NHS** (Mental health and wellbeing advice and resources)
<https://www.nhs.uk/conditions/stress-anxiety-depression/>
- **Samaritans** (24 hour a day, 365 days a year support and information)
<https://www.samaritans.org/>
- **Silverline** (support for older people) <https://www.thesilverline.org.uk/>
- **7cups** (free emotional support from trained listeners 24/7)
<https://www.7cups.com/>
- **Young Minds** (children and adolescent mental health support resource)
<https://youngminds.org.uk/>
- **Headspace** (mindfulness, meditation/ relaxation and sleep resources)
<https://www.headspace.com/>
- **Mind** (online mental health support and information) <https://www.mind.org.uk/>
- **Cruse** (bereavement support and information) <https://www.cruse.org.uk>
- **Papyrus HOPElineUK** (confidential support and information for under 35s at risk of suicide or anybody worried about a young person at risk) <https://papyrus-uk.org/>
- **CALM** (confidential Emotional Support for Men) <https://www.thecalmzone.net/>
- **Switchboard LGBTQ** (confidential support from LGBTQ+) <https://switchboard.lgbt/>
- **Beat** (eating disorders support and information)
<https://www.beateatingdisorders.org.uk/>
- **Centre for Clinical Interventions** (self-help resources with mental health)
<https://www.cci.health.wa.gov.au/resources/looking-after-yourself>

Telephone

- **Childline** 0800 1111
- **Samaritans** 116 123
- **Domestic Violence Hotline** 0808 2000 247
- **Mind** 0300 123 3393
- **AgeUK** 0800 678 1602
- **Shout** (Text service for anyone in crisis) text 85258
- **La Leche League** (Breast feeding support) 0345 120 2918
- **Silver Line** (Helpline for older people) 0800 4 70 80 90
- **Papyrus Hopeline** (Helpline for under 35's thinking of suicide) 0800 068 41 41
- **Beat** (Helpline for eating disorders) 0808 801 0677
- **Cruse Bereavement** (Helpline for bereavement) 0808 808 1677
- **SOBS** (Helpline for survivors of bereavement by suicide) 0300 111 5065

Resources for Children & Teenagers

Free Daily Resources For Children



PE with Joe Wicks On YouTube

Week days at 9am but you can visit any time on youtube to view the workout.

Wildlife With with Steve Backshall On Facebook

Every day at 9:30am for answering all your wildlife, biology, conservation, geography and exploration questions.



Science with Maddie Moate on YouTube

Weekdays 11am. Maddie & Greg chat about science and nature!

Dance with Oti Mabuse On Facebook

Every day at 11.30am but children can view the class at any time.



Maths With Carol Vorderman

Free access to the her maths website:
www.themathsfactor.com

Music with Myleene Klass on YouTube

Twice a week. Next one Friday 27 March 10am, but can view any time.



Storytime With David Walliams

Free story everyday at 11am on his website:
www.worldofdavidwalliams.com

Have Fun At Home! <https://www.funathome.info/>
Activities for kids of all ages

**Chatter
Pack**

<https://chatterpack.net/blogs/blog>

A list of free, online, boredom-busting resources not only for children.

Advice to Mutual Aid Volunteers Handling Requests

You can register to be a Chester Mutual Aid volunteer here: <http://volunteer.chestermutualaid.org/>

Firstly, if the request is not one of the below, then we suggest the following:

Medical Advice: Ask them to use **NHS 111** online or via the phone or ask them to contact their GP. In the case of a medical emergency, always use 999.

Another crisis or more complicated request: Ask those in need to call the council helpline on **0300 123 7031**.

- **Dog Walking** Are you capable, confident and have time to help them walk a dog? If so, arrange a time - if not, use the WhatsApp/Facebook groups to find someone who can.
- **Picking Up Shopping** Does the person in need have the local supplier sheet? If not, help get it to them either digitally or via hard copy. Can they use the local supplier sheet independently? If not, can you help organise what they need from the local supplier sheet? Are there items which cannot be provided via the local suppliers? If so, can you do a trip to the shops for them? If you cannot, use the WhatsApp/Facebook groups to find someone who can. *Please remember for security we advise never doing larger than a £20 shop.*
- **A Friendly Phone Call** Are you the sort of empathetic person who can have a friendly phone call? If you are not confident about this, use the WhatsApp/Facebook groups to find someone who can.
- **Posting Mail** Can you collect and post someone's mail? If so, arrange a time - if not, use the WhatsApp/Facebook groups to find someone who can.
- **Collecting Medication** Has the person in need tried contacting **Snow Angels** or **AgeUK** in the first instance? If they have or if it is last minute and they still need assistance, can you collect for them? If so, you will need to speak to their pharmacy and together with the individual, arrange a collection on their behalf. If you can't, use the WhatsApp/Facebook groups to find someone who can.
- **Top Up Gas or Electric** Can you collect and top up someone's pay point card? If so, arrange a time to collect and get cash - if not, use the WhatsApp /Facebook groups to find someone who can.

It is very important to remember you are volunteer trying to help with the smaller issues, not a qualified social worker or crisis manager. Our advice is not to take on more than the tasks described above.

We recommend this free training course by the **British Red Cross** for volunteers who are responding to the COVID-19 outbreak.

https://rise.articulate.com/share/bOiebd5nNsS8qqBvYouYG_Ompki_m61e#/

Please also read our very important guidance on the pages 12 and 13 on Lone Volunteering, Confidentiality and Safeguarding.

Please note that as the government advice and circumstances change, the information contained in this directory may change in turn. All the information has been collated by volunteers in good faith to help people during the COVID-19 crisis. Version 1.1 (06-05-2020)

Guidance on Lone Volunteering, Confidentiality and Safeguarding

Lone Volunteering

What do we mean by *Lone Volunteering*?

Lone volunteering refers people who volunteer by themselves without direct supervision from members of the wider team. Your role as a volunteer may involve visiting the homes of strangers. In line with the current social distancing guidelines, you should not undertake this role with another volunteer unless that person is a member of your household.

The following guidelines are recommended to protect you as a volunteer.

Guidelines:

- It is recommended that you do not take on any additional responsibilities other than shopping, dog walking, a friendly phone call, posting mail, collecting medication or topping up gas. If a person is in need of anything else, then please signpost them to either the supplier list, Council Helpline (0300 123 7031) or one of the services listed in this guidance.
- You should not enter the inside of anyone's property. This is in line with social distancing and for your own personal safety.
- It is recommended you do not share any of your personal information beyond anything that is required for you to undertake the tasks for the person you are assisting.
- Prior to visiting a person in need, it is recommended that you use Google Maps Street View to familiarise yourself with available parking and any hazards in that particular area.
- If you are driving, it is recommended that you park as close to the property as possible and ensure that you park in a safe place with no obstructions.
- It is recommended that all tasks are completed during the hours of daylight.
- Prior to undertaking a task, it is recommended that you inform two people you trust. You should provide the name of the person you are assisting, their address and the task you are carrying out with an estimation of how long it will take to complete. This should be sent in a **Private Message**, please do not post it on a main Facebook page or in a WhatsApp group. You should inform both of your trusted people once the task is concluded and you are safely home. Your two trusted people should attempt to make contact, if they have not heard confirmation from you within the estimated task completion time. If they are unable to make contact with you after 30 minutes, then it is recommended that the Police are informed.

Confidentiality

What is Confidentiality? Confidentiality refers to the importance of keeping certain information safe or private.

Why is this relevant to my role as a volunteer? To undertake your role as a volunteer it will be necessary for you to have access to personal information, such as someone's full name, address and telephone number. A person may also choose to share their personal information with you, such as medical history or family dynamics.

It is important that you do **not** share this information on a public domain, such as a Facebook or a WhatsApp group, even if you do not mention their name. **It is important that this information is only shared when necessary e.g. in line with the Lone Volunteering or Safeguarding guidance.**

Useful links: Data Protection Act 2018

<https://www.gov.uk/government/collections/data-protection-act-2018>

Safeguarding

What is Safeguarding? In its simplest form safeguarding refers to protecting children, young people and vulnerable adults from abuse, harm or neglect.

To gain a better understanding of safeguarding, please see the below links:

Safeguarding adults:

<https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/adult-social-care/raising-concerns/adult-safeguarding.aspx>

Safeguarding children: <https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/children-and-young-people/report-a-concern-about-a-child/report-a-concern-about-a-child.aspx>

As a volunteer you may come into contact with vulnerable adults and children who are in need of additional support that extends beyond your role. It is not your role to crisis manage and where possible these people should be signposted to other services. However, if someone is in immediate danger then please call dial 999 and ask for the Police.

Cheshire West and Chester Adult Social Services can be contacted on **0300 123 7034** or for outside of office hours you contact the **Emergency Duty Team** on **01244 977277**.

Cheshire West and Chester Children's Social Services can be contacted on **0300 123 7047** or for outside of office hours you can contact the **Emergency Duty Team** on **01244 977277**.

There may be occasions where the person is not in immediate harm but you are concerned and want to discuss a particular situation in detail. If this is the case, please contact an admin via one of the **Chester Mutual Aid** WhatsApp groups in a Private Message.

Food & Charity Hubs



KidsBank
Chester

<http://www.kidsbankchester.com/>

At **KidsBank Chester**, they distribute resources from where they are abundant to where they are lacking, reducing parental stress, anxiety and depression, in turn helping children and instilling in them a sense of value and confidence.

Self-referrals can be made via the website.



<https://westcheshire.foodbank.org.uk/>

If someone is unable to buy food, then food aid is available from the **Foodbank**.

A referral is required to receive food aid. A referrer can arrange this over the telephone for you. Please contact one of the referrers listed below in your area.

ALL WEST CHESHIRE AREAS

Citizens Advice Bureau – Gaynor
Rowlands – 07736 621235 9am – 5pm
Monday – Thursday

Citizens Advice Bureau – Sam Robertshaw
07596 338067 9am – 5pm Fridays only

CWAC Help Scheme 0300 123 7065 9am – 5pm

CITY OF CHESTER

Forfutures – 0300 123 2442 (option 3)
9am – 5pm

BLACON

Blacon Beacon – Sheila Little – 07810
484359

For more information please visit the website above, call 0151 355 7730 or email info@westcheshire.foodbank.org.uk



This is a community led foodbank servicing people with financial difficulties across Chester. They don't just issue foodbank boxes, they add a variety of extras depending on the cooking facilities and needs.

Call now if you or someone you know needs food: 07598536904

Please note that as the government advice and circumstances change, the information contained in this directory may change in turn. All the information has been collated by volunteers in good faith to help people during the COVID-19 crisis. Version 1.1 (06-05-2020)

Local Suppliers

This list has been specifically prepared with local elderly and vulnerable people in mind, so that they do not have to put themselves or others more at risk by going out into public. You can support your community by not using delivery services for essentials if you are young/well/healthy enough to visit a supermarket, and by printing this list off or sharing this information with your local elderly and vulnerable so they know that these key support services are available. **This could be someone from your family so play fair and save lives!**

LOCAL FOOD SUPPLIERS

ExSqueezeMe Handbridge	www.exsqueezeme.co.uk / 01244 637960 / 07496464715	Fresh fruit juices, yoghurt, eggs, pasta, veg-boxes, beans, sauces, honey, oil, rice	Monday to Friday Deliveries	Payment by bank transfer
Handbridge Community Association	Call Sue on 07823447548 or Julie on 07474331781 to place your order.	A one-stop shop for all of the grocers in Handbridge, meat, fish, veg-boxes, milk, tins, cheese, etc	Deliveries within 3 mile radius of Handbridge	Payment by bank transfer or contactless card payment.
Bridge Community Farms	Mill Lane, Ellesmere Port CH66 3NE; 01244 732 842; 07446699995; www.bwgardens.co.uk; bridgevegbox@gmail.com	Mainly organic produce; Veg boxes £11.50, £16.50, £18.50; Fruit boxes £7.75, £11.25; Salad £12	Free delivery on Tuesdays & Thursdays	Order by phone/online, pay online.
Hoole Food Market	www.hoolefoodmarket.co.uk/new-products	A range of 12 different veg-boxes, eggs	Mon-Sat; Deliveries within 5 mile range of Chester	Orders online only
Cheshire Farm	Teuthill Farm, Frodsham; cheshirefarmchips.co.uk; Paul & Wendy 01928722622	Fresh fruit, veg, salad boxes; Chips & potato products; Honey	Free local delivery on orders over £20	Order by phone or online; Payment online or card details over phone.
Jaspers Catering	Unit B1, Evans Business Centre, Deeside CH5 2LR; 07791 995 270; www.jaspersonline.co.uk; customer@jaspersonline.co.uk	Boxes: veg/ salad /fruit /dairy eggs and bread. Combo box (all of the above); Weekly Shop Box: Includes breakfast items (cereal, milk, crumpets, sliced bread, butter, jam) Dinners (individual ready meals and desserts) Tea and biscuits. Packed lunches for key workers (for 10+ people)	Click and collect or free home delivery in Chester area for orders over £50 for elderly, vulnerable those isolating.	Order online or by phone, pay online or by card over the phone, or by weekly/fort nightly standing order.

On a Roll	41 Boughton; 01244 351 465; Sarah 07500338124; Sue 07912689033	Swiss Chalet Bread: Large sliced white £1.40; Large sliced brown £1.50	Pre-order and collect next day after 8am Mon-Fri	Will deliver in Chester area to anyone self-isolating
The Cheese Shop	116 Northgate Street, CH1 2HT; Find on Facebook; Ann: 07762 541 717; carole@chestercheeseshop.co.uk	Cheese, vegan cheeses; Also collaborating with Lifeworks Health Food Shop and with Handbridge Community Association.	Free delivery on orders over £10 in the Chester area and on the Wirral; Postal delivery available, P&P from £3.50.	
Mark's Milk	07876413374	Milk, bread, eggs,		
Lifeworx, The Granary Health Store	Michael: 01244 341 414; granary@lifeworx.co.uk; 108 Northgate Street CH1 2HT	Organic food: beans, pulses, grains, flour, vegan products; Vitamins & supplements; Soap, shampoo, toilet paper, handwipes.	Deliveries in Chester area	Contact free payment
Bricklands Fishmonger	01244 312222	Lemon sole, Dover sole, halibut, swordfish, tuna, stone bass, mackerel, trout, plaice, brill, sea trout, cod cheeks, salmon, sea bass, squid and more	Delivery	Order
The Organic Stores	Brookland Farm, Sealand Road, CH5 2LQ; 01244 881 209; Find on Facebook; www.theorganicstores.co.uk; Open Wed, Thurs 9.30 to 18.00, Sat 9.30 to 17.00.	Organic fruit and veg baskets; Small £20, medium £35, large £46; Organic meat, poultry & fish, dairy; Ecover household products; Tea and coffee; Nuts, beans & pulses; Vitamins and supplements; Vegan products.	Minimum order £20 delivery charge £3.50, Free delivery on order over £35; Delivery in Chester on Wednesdays, please give 48hours notice.	Order and pay by card over the phone.
Flaming Bean Coffee	0151 345 0637 / 07938 857 956; steve@flamingbeancoffee.co.uk	Coffee	Delivered by post	Order and pay online

Briscoe's Dairy	Austin's Hill Farm, Tarvin CH3 8NF; 01829740272; info@briscoesdairy.co.uk	milk, cream, butter, yogurt, fruit juices, mineral water, eggs, bread, wild bird seed, logs and kindling.	Daily deliveries	Phone contact preferred 7am to 5pm; Can pay online.
Ollie's Orchard	Eddisbury Fruit Farm, Yeld Lane, Kelsall CW60TE; 07549 529 323	Apple juice; Plum jam	Deliveries free for orders of 2 boxes or more	Pay cash
Caws Cenarth	Glyneathinog, Lancyh, Boncath SA37 0LH; 01239 710 432	Cheese; Gluten free pasta; Fridge Essentials boxes including sausages, bacon, meatballs, black pudding, cheese, fruit and veg.	Free delivery on orders over £40; Standard delivery £4.95	Pay online
Chester Milk Delivery	01244 880160; www.chestermilkdelivery.co.uk	Milk, bread, eggs		Bank transfer post invoicing
Francis Thomas Fruit & Vegetable shop	01244 322 968	Fresh fruit, veg, salads, eggs, butter, milk, sliced bread, jams, pickles, Belvoir cordials local apple juice, bedding plants	Free delivery for those in isolation, no min spend.	
Chestnut Meats	Longfield Farm, Nantwich, CW5; Tel: 01270 524 750; farmshop@chestnutmeats.co.uk	Cheshire beef and pork, lamb, chicken and poultry, veal, goat meat, offal, venison and game, spice and sauce mix.	Free delivery for orders over £80	Order by phone or online, pay online.
Sarah Dodd Body Shop	shiningbright85@gmail.com; www.shiningbrightartscraftsillustration.co.uk	Soap, shampoo, beauty products; Arts and crafts	Delivery from £2.50	Payment via bank transfer
Su Baird Herbalife	su.baird@btoopenworld.com; 07771 951 427	Soap, shampoo, moisturiser, vitamins, beauty products. Fitness/lifestyle.	Delivered by Su or by DHL	Payment by bank transfer
Upton Spar	01244 380572	Range of groceries	Deliveries for vulnerable people	

Little Bear's Fudgery	www.littlebearsfudgery.co.uk; 07533 683 518; info@littlebearsfudgery.co.uk	Fudge, Vegan fudge, Gifts, Baking kits	Home delivery	Order by phone or online; Pay contactless on delivery, or via an email link.
Chester Beer and Wine	Samantha Jackson; 20 Handbridge, Chester CH4 7JE; 01244 317 094; www.chesterbeerandwine.co.uk	Craft beers, speciality wines and spirits	Free local delivery	Order / pay online or by phone.
Noel Baker Butchers, Blacon	https://www.facebook.com/Noel-Baker-British-Meats-367140103808096/ 2 Carlton Precinct, Western Avenue, Blacon CH1 5PN; 01244 372572	Meat, cooked meat, vegetables, milk, eggs, pies and savouries.	Free delivery	Order / pay over the phone
Keepers Cottage Organics	https://www.facebook.com/keeperscottageproduce / 07753801369; keeperscottageorganics@gmail.com	Have fresh chicken, sausages and gammon available	Deliveries can be arranged.	Call, text or email is easiest.
Mortons Dairies	https://www.mortonsdairies.co.uk/	Mortons Dairies is based in Maghull, Merseyside for Milk, Drinks, Dairy, Bread, Fresh Food, Garden, Grocery and Seasonals.	Home delivery	Order online
Pen-y-lan Pork	Mike Ford; mikeford01@googlemail.com; Find on Facebook; 07809 419 348	Local pork sausages, meatballs, bacon, £3.99 per pack, 3 for £10; Freeze up to 6 months; Slow roasted hams £10	Free local delivery, minimum order £20; Deliveries Tues & Friday	Pay cash or by bank transfer.
Chester Market	These fresh produce traders are working together to get deliveries out			
Ian's 5 a day	01244 324 382; 07805 699 059	Fruit and veg	Free delivery for orders over £10	Order by phone
Geoff Hughes Butcher	Geoff/Debbie - 01244 324942 - find on Facebook for products and prices	Meat	Free delivery on orders over £20.	Order by phone.
David Joinson Quality Meats	Dave - 01244 323716 - find on Facebook for products and prices.	Mixed meat packs from £14.	Free delivery on orders over £15.	Order by phone. Can take cash/cheque on delivery or bank transfer.

The Cheese Wedge	Kev - 07917 384875	Cheese, eggs, butter, jam, chutney; £10 Cheese bundle: ½ lb Cheddar, ½ lb Cheshire, 1 dozen eggs, butter, choice of jam or chutney.	Free delivery on orders over £5	Order by phone.
Ardens Cooked Meats	Phil - 01244 318346	Cooked meats, cheese, eggs, honey, pies.	Free delivery on orders over £5	Order by phone.
SJ Cartridge Fresh Fish	Steve - 01244 322878	Fish	Free delivery on orders over £5	Order by phone.
Saughall Market				
John Jones Vegetables	johnjones57@btinternet.com	Basic veg box £10. Veg + salads £15		Order by email
Bake You Happy	Sophie 07741 536417; wilmansophie96@gmail.com	Cakes, brownies, traybakes		Order by phone
TAKE AWAY DELIVERIES	Please do continue to support local businesses with your custom. Please consider the click and collect option unless you need to stay home to shield yourself or someone in your household. Most restaurants now take contactless payment either online or with card details over the phone, or via delivery services like Deliveroo, Just Eat or Uber Eats. To check whether these delivery services cover your address, enter your postcode on their website. Some restaurants are setting up their own delivery services or looking into working with taxi companies to extend delivery coverage.			
La Fattoria	25 Lower Bridge Street, Chester CH1 1RS; 01244 317 330	Traditional Italian Menu: Pasta, Pizza, Fresh fish and meat dishes	Minimum order £20 for free delivery in Chester area; Delivery further afield by arrangement.	Cash only
Urbano 32	32 Bridge Street, CH1 1NQ; 01244 311 487	Pizza and Italian, (Vegan and gluten free menus)	Deliveroo Or order and collect	
Las Iguanas	Unit 4, Pepper St, CH1 1DF; 01244 313 932; www.iguanas.co.uk	Latin American, (dairy free, nut free, gluten free, vegetarian and vegan menus.) Open 12noon to 9pm	Deliveroo; Or click and collect 20% off. 50% off and free coke while stocks last for NHS workers.	Go to website and pay online via easypreorders.com for collection, or via deliveroo for home delivery.

Panini Press	7A Grosvenor St, CH1 2DD; 07984 184 169; chesterpanini@outlook.co m	Panini, wraps, sandwiches, pizza, vegan options; Open 11am to 3pm Mon; 11am to 9pm Tues to Sun	Deliveroo	Online payment via deliveroo
Koconut Grove	Ethos Court, City Road, CH1 3AT; 01244 325 888; www.koconutgrove.co.uk	South Indian cuisine; Open Mon to Fri 5pm to 11pm; Sat 12noon to 2.30pm and 5pm to 11pm; Sun 12noon to 10pm	Deliveroo	Online payment via deliveroo
Dough	66-68 Northgate St, CH1 2HT; 01244 314 016; www.eatdoughdough.com	Pizza; Vegetarian /vegan options	Deliveroo, Just Eat or Uber Eats; Or order for collection	Online payment via deliveroo, Just Eat or Uber Eats Or contactless card payment on collection; 50% discount for NHS/health care workers (show badge on collection)
Made in Italy	25-27 Faulkner St, Hoole CH2 3BD; 01244 340 495	Pizza; Dietary requirements catered for.	Minimum order £20 for free delivery in Chester area	Cash only
Artichoke	The Steam Mill, CH3 5AN; www.artichokechester.co. uk; 01244 329 229; drinksmonger@aol.co.uk	Tapas, salads, pizza, desserts; Open Mon, Thurs, Fri, Sat 4pm to 9pm; Sun 12noon to 6pm	Free delivery on orders over £25	Pay by card over phone
The Sticky Sausage	thestickysausage@gmail.c om	Cooked meals; Find on Facebook for this week's menu	Deliveries ; Up to 5 miles: min order £15; Up to 10 miles: min order £24; 10+ miles: min order £35	
Karai Lounge	10 Brookdale Place, CH1 3DY; 01244 322 288; 01244 638 499; www.karailounge.co.uk	Indian cuisine; See website for menu; Open Mon to Thurs 5pm to 11pm; Fri & Sat 5pm to midnight; Sun 4pm to 11pm	Free delivery in Chester area	Order and pay online

Please note that as the government advice and circumstances change, the information contained in this directory may change in turn. All the information has been collated by volunteers in good faith to help people during the COVID-19 crisis. Version 1.1 (06-05-2020)

TAXI/CAB DELIVERIES				
King Kabs	01244 343 434	Collect prescriptions from pharmacists (patient needs to authorise this by phone); Collect your "Click and collect" shopping and takeaway food orders; Pick up / post letters and parcels	Deliveries charged for (cost of one way taxi journey)	Requests by phone. Payment with card details over phone or pay driver, contactless on request.
Abbey Taxis	01244 318 318	Collect prescriptions from pharmacists (patient needs to authorise this by phone); Collect your "Click and collect" shopping and takeaway food orders; Pick up / post letters and parcels	Deliveries charged for (cost of one way taxi journey)	Requests by phone. Payment with card details over phone or pay driver, contactless on request.

All the information contained above has been collated from the public domain and shared in good faith. Much of it was taken from here

<https://docs.google.com/document/d/1moKulzckjKMuPGNmET75mu1TMew3D7wrqlB5BicOIQmA/edit?usp=sharing> and we'd like to thank the creator for their efforts.

Chester Mutual Aid does not have any responsibility for the businesses or services listed above. Please use your own judgement and research as you would do with any interaction you have with a business or service provider.

If your business or service would like to be added to the above list or you would like any amendments or corrections, please get in touch at

ChesterCOVID-19MutualAid@majorproblems.co.uk

Chester Together Digital High Street

<http://www.experiencechester.co.uk/chestertogether>

City centre businesses are stepping up to tackle the coronavirus crisis and keep the high street going. Over 70 services are still being offered in an effort to keep Chester's city centre strong and support the local community.

The Chester Together Digital High Street map shows Cestrians where services are available from with links through to details on how to access them whether by phone, email, website or social media networks.

Mutual Aid Local Hubs Across Chester

Chester Mutual Aid has setup a both Facebook and WhatsApp groups for the different areas in and around Chester. The WhatsApp groups are used to help volunteers communicate and coordinate the Mutual Aid – please do not use these to advertise or promote. The Facebook groups can be used to request help as well as coordinating Mutual Aid. If you would like to volunteer, please register your interest here:

<http://volunteer.chestermutualaid.org>

Chester Area	WhatsApp Groups
Blacon	https://chat.whatsapp.com/DZr91nakOgbJ9d8bk2Cwld https://www.facebook.com/groups/625571387990081/
Boughton	https://chat.whatsapp.com/FsJVJNtPQLpEyPTLOqBnVq https://www.facebook.com/groups/533369517370206/
Chester City	https://chat.whatsapp.com/IArm2UVKbxt0MZEbBtKk4m https://www.facebook.com/groups/272097003778800/
Christleton / Littleton	https://chat.whatsapp.com/E7OvFPjDyqKFFaBTKGtBph https://www.facebook.com/groups/518641108831482/
Curzon Park	https://chat.whatsapp.com/FVdcazfQtXO6lfnm5aZBtj https://www.facebook.com/groups/214531689659714/
Garden Quarter	https://chat.whatsapp.com/KqUTnhLXQaQ9TRjof56v1Z https://www.facebook.com/groups/506842580232054/
Great Boughton / Huntington	https://chat.whatsapp.com/KnkwMISzkVmKlwKOO829a https://www.facebook.com/groups/COVID19.Chester/
Great Sutton	https://chat.whatsapp.com/Gyi3eYljxVcGLRVBrUH7S2 https://www.facebook.com/groups/243477490023955/
Handbridge	https://chat.whatsapp.com/BWBjJoSQI0stF16MaxzPVSj https://www.facebook.com/groups/205051267396949/
Hoole	https://chat.whatsapp.com/DC7gkchQdtNLZ7plcw4dSs https://www.facebook.com/groups/204862737403791/
Lache	https://chat.whatsapp.com/GzWd2Yq1Mg07HNXGQw4H9G https://www.facebook.com/groups/202006994403149/
Mickle Trafford	https://chat.whatsapp.com/H8tba4hPH87GNZG8TO9D0d https://www.facebook.com/groups/665683414168850/
Newton/Kingsway	https://chat.whatsapp.com/IrOui9YBr0H1dJnQmtHcae https://www.facebook.com/groups/248233829675120/
Saltney	https://chat.whatsapp.com/DfytzDLir9V3nzo3wrZs2d https://www.facebook.com/groups/210189960220507/
Saughall	https://chat.whatsapp.com/C3k6fWR1d9rBPdAZyuK7Rr https://www.facebook.com/groups/242302943457669/
Tarporley	https://chat.whatsapp.com/IB0kSI0kQMdL0b23UbObkz https://www.facebook.com/groups/843176206146895/
Tattenhall	https://chat.whatsapp.com/JeZd3VZW0Et7zspJBVzni2 https://www.facebook.com/groups/510311966511003/
Upton	https://chat.whatsapp.com/BfiFFUUrfsjByllzHFarX2 https://www.facebook.com/groups/882087112236830/
Vicars Cross	https://chat.whatsapp.com/BqytfMLsIJA1LwfAngZntB https://www.facebook.com/groups/759097954618017/
Waverton	https://chat.whatsapp.com/lfFghDmlelPIU1bjfqTYDC https://www.facebook.com/groups/646448846135499/
Westminster Park	https://chat.whatsapp.com/Jv5NQIOYAyaEVUHvpDFYgk https://www.facebook.com/groups/2318481585122789/



Mutual Aid Leafleting

Chester Mutual Aid volunteers have attempted to leaflet Chester and the surrounding areas.

You can see where still needs to be done here <http://map.chestermutualaid.org/>

If you have the capacity to help flyer, please get in touch with and we can provide leaflets.

We have 5 main collection points. Please get in touch with the individuals for where to specifically collect.

- Dale Williams in **Hoole** – 07534 376 613
- Ann Charlton in **Kingsway** at the KANRA hub by Kingsway shops – 07966 220 150
- Liz Parry, Off Sealand Road in the **Garden Quarter** – 07730 578 608
- Adam Langan in **Newton** – 07902 390 224
- Ross Hutchinson in **Great Boughton** (near Sainsbury's) – 07930 450 832

The leaflets are not area specific, so you can collect them from any of the hubs and use them anywhere in the city or surrounding areas.

Once you have collected the leaflets, please enter your name and number in the space provided. We recommend only doing this for streets nearby to where you live. If you are leafletting further afield, or are not comfortable putting your own details, please add “Sue” for the name with “07739 801 166” as the number. Sue manages **Chester & District Federation of the Blind** and has been working closely with **Chester Mutual Aid** to provide support to those in need.

Once you have done the leafletting, please submit the streets which you have flyered. This can be done via a form on the map via this link again <http://map.chestermutualaid.org/>

Thank you!

This PDF has been collated by Chester Mutual Aid volunteers in good faith and mostly with information already in the public domain. Should you spot any errors or have any suggestions or amendments, please don't hesitate to get in touch via email ChesterCOVID-19MutualAid@majorproblems.co.uk