

# Buckinghamshire Council

## Wycombe Support Hub

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Information Bulletin 17 April 2020

This is the first bulletin that we are issuing. We hope that you will find some of the information useful.

The same information is contained in the email, and in the attachment. Depending on the device you are reading it on, you will prefer one or the other.

There are 8 hubs across Buckinghamshire. The Wycombe Hub covers High Wycombe town, Stokenchurch, Walters Ash/Naphill, Hughenden Valley, Holmer Green, but not Loudwater (which is in the Beaconsfield Hub).

So far we in the Wycombe hub have been in contact with about 450 people. Most of you are 'shielding' from the virus. Many of you are getting the support you need from family, friends, local groups and Parish Councils.

Where you do not have that support, we are here to link you with those in your community who can help – whether getting shopping, collecting a prescription, or walking your dog – during this very anxious time.

We would like to thank the hundreds of volunteers who have stepped forward to help.

## Contacting us

For those of you already 'on our books', when you want to contact us for support, we now have

- A dedicated mail box: [Wycombesupport@buckinghamshire.gov.uk](mailto:Wycombesupport@buckinghamshire.gov.uk)
- A direct number: 01494 421057. This may sometimes be set to voicemail, but where we can we will answer the call. If you leave a message, we will phone you back.

For more general inquiries, please contact the Council on 01296 395000.

There is also information on the Council's website at <https://www.buckinghamshire.gov.uk/coronavirus/>

# Food

## Why am I receiving a food parcel?

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If you are 'shielding' – in the extremely vulnerable group – you will have received a letter from the government, that then asked you to register on this website;;

<https://www.gov.uk/coronavirus-extremely-vulnerable>.

When you registered, you will have been asked a question about whether you have a way of getting food or essential supplies. If you said 'no' to this question, you will now be receiving a food parcel.

## How do I stop receiving a food parcel?

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The letter in with your parcel advises you to re-register (on the website above), and say that you are now able to get food and basis supplies. However, at the moment, we are not clear if this will have an impact on your ability to get a priority slot with online supermarkets. If you receive a food parcel you do not want, please email us at [wycombesupport@buckinghamshire.gov.uk](mailto:wycombesupport@buckinghamshire.gov.uk) or phone on 01494 421057, and we will come and collect it, either that day or the following day.

## Supermarkets

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The supermarkets are all adapting their on-line service to the current situation. If you have not yet managed to get an on-line slot, or prefer not to, there are some other ways to buy your groceries.

We have collected some of that information for you here, but please check the individual supermarket websites for the most up to date information.

### Morrisons

<https://www.morrisons.com/food-boxes/how-it-works>

- At risk and vulnerable customers who cannot visit a shop can place an order on 0345 611 6111 (and select option five).
- Customers will be able to choose up to 47 essential items (including milk, butter, eggs, potatoes, pasta, bananas, cornflakes and flour)
- Delivery will be made the following day
- Customers will pay on the door using their chip and pin.

### Asda, Marks and Spencer, Waitrose, Co-op and Sainsbury's

All these stores are offering a gift card scheme. If you need someone else to do your shopping for you, but find it hard to find a way to pay, these schemes may be of interest.

You go on line and buy a gift card, you print it off online or it is posted to you, and you pass it to a friend or volunteer to do the shop. Different stores have slightly different variations.

- **Asda:**  
[https://cards.asda.com/volunteer?utm\\_source=vanityurl&utm\\_medium=dmc&utm\\_term=volunteercard&utm\\_content=generic&utm\\_campaign=cards](https://cards.asda.com/volunteer?utm_source=vanityurl&utm_medium=dmc&utm_term=volunteercard&utm_content=generic&utm_campaign=cards)
- **Marks & Spencer:**  
[https://www.marksandspencer.com/all-in-this-together/p/p60282075?prevPage=srp&OmniureRedirect=were%20all%20in%20this%20together%20gift%20card&extid=em\\_s\\_200403\\_GC1&ep\\_mid=8556091&ep\\_rid=664349290&cvosrc=email.200403.8556091&cvo\\_campaign=s](https://www.marksandspencer.com/all-in-this-together/p/p60282075?prevPage=srp&OmniureRedirect=were%20all%20in%20this%20together%20gift%20card&extid=em_s_200403_GC1&ep_mid=8556091&ep_rid=664349290&cvosrc=email.200403.8556091&cvo_campaign=s)
- **Waitrose:**  
[www.johnlewisgiftcard.com](http://www.johnlewisgiftcard.com)
- **Co-Operative:**  
<https://www.coop.co.uk/terms-and-conditions>
- **Sainsbury's:** (Not available until 22/04/2020).  
<https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information-->

#### Other shopping options:

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- **High Street Vouchers.**  
[www.highstreetvouchers.com](http://www.highstreetvouchers.com)
- **Federation of Wholesale Distributers.**  
[www.fwd.co.uk/home-delivery](http://www.fwd.co.uk/home-delivery)  
The Federation of Wholesale Distributers includes farm shops and other small providers. They have set up for online orders and deliveries. If you have not yet got an on-line slot with a supermarket, you may find items here.

## Banks:

Each bank has its own scheme to help customers without on-line banking. We suggest you phone your bank and see what help they can offer you.

## Prescriptions:

There are lots of volunteers willing to collect prescriptions if you need help. Email or phone us and we will be able to link you up.

## Utilities:

If you are very short on your meter, let us know. To put longer term arrangements in place, contact your supplier.

- British Gas - <https://www.britishgas.co.uk/covid19>
- EDF Energy - 0333 200 5110; <https://www.edfenergy.com/coronavirus-advice>
- E-on - <https://www.eonenergy.com/coronavirus-update.html>
- Npower - <https://www.npower.com/help-and-support/coronavirus/>
- Scottish Power - <https://community.scottishpower.co.uk/t5/Extra-Help/Coronavirus-COVID-19-information-for-ScottishPower-customers/tap/15029>
- SSE - 0345 070 7373; <https://sse.com/newsandviews/allarticles/2020/03/coronavirus-covid19/>
- Thames water – if your bill is overdue and you are not sure what help will better suit your circumstances. Please call 0800 980 8800, the lines are open 9am to 5pm Monday to Friday.