



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@uttlesfordfrontline.org.uk

1st 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.

- **UDC, CVS Uttlesford and Volunteer Uttlesford** have brought their teams together to make sure people who need help during this crisis can receive it. If you need help with food, medicines, advice and guidance or befriending call Uttlesford Community Response Team on 03333 408218 between 8 am and 8 pm, Monday to Friday and you will be matched with a volunteer who can help. If you are able to volunteer please call the same number and provide details of how you can help.
- Members of your town or parish council may also be able to put you in touch with people offering local support.

Local community groups on facebook are good sources of information.

- Saffron Walden & villages Covid-19 Mutual Aid group
- Stansted Mutual Aid (Covid-19 Pandemic)
- Clavering & Langley Coronavirus Community Help Group
- HBO Assistance and Support
- Felsted Village & Surrounding Areas - Pay it Forward

If you can't access a local support group, contact the Essex Welfare Service on 0300 303 9988 or go to 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 or see www.facebook.com/essexcoronavirussaction/

Uttlesford 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 01799 618840 or email bureau@uttlesfordcab.org.uk

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.

Saffron Walden Market has been suspended until further notice.

- **Waitrose, Sainsburys, Ocado, Tesco, Morrisons and Asda** 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, Saffron Walden and Great Dunmow:** Priority for vulnerable customers from 9-10 am on Monday, Wednesday and Friday. Store open from 6am to 10 pm
- **Waitrose, Saffron Walden:** Priority for vulnerable customers between 7-8 am. Store open 7am to 7pm.
- **Aldi, Saffron Walden** – Store open 8 am – 8 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
- **The Co-op in Great Dunmow** offers a free, local delivery service for customers shopping in store, when staffing levels allow. There is a £25 minimum spend. Groceries will be delivered within a two-hour time slot to anyone living within a 5 mile radius of the store, later in the day.
- **Newport Village Stores** provide a free delivery service to anyone in self-isolation, for food and other essentials OR any elderly or person concerned about the virus that does not wish to leave their home. Quietest times to shop are 7 pm – 10 pm Monday to Saturday and Sundays 1 pm – 4pm. Deliveries within a 5-mile radius of the store after 4pm daily.
- **Fisher and Wood, Shirehill, Saffron Walden** is currently open to the public, selling baskets of essential items including Fruit, Veg, Milk and Cheese. Open until 4pm Monday to Friday. Call 0844 2092666 to enquire about deliveries if you are self-isolating.
- **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 or call 01279 425577
- **The Fighting Cocks, Wendens Ambo** are offering free deliveries of fresh produce to those in self-isolation, at risk groups, the disabled or any of you that feel it prudent to just stay at home during these unprecedented times. Collection also available from the back door of the pub by appointment. Orders taken from 9AM on Monday 23rd March 2020 by calling 01279 260075 Monday to Friday 9-5. For orders that are placed by 12 noon Mon-Thurs we will endeavour to deliver next day, for orders placed on Fridays we will deliver on Mondays.
Delivery within a 10 mile radius of CB11 4JN. Minimum order £28, card payments only at point of order. <https://www.thefightingcocks.biz/fresh-food-deliveries>
All Alcohol orders placed Monday to Friday will be delivered on Tuesday and Wednesday the following week to run in line with our weekly delivery.
- **Days Food Hall**, Great Chesterford are trialling a telephone order service; orders can be paid for over the phone or on collection. Volunteer led delivery service available to Great Chesterford residents. Call 01799 218060. Reduced opening hours Mon – Sat 8 am – 2pm, Sunday 8am – 12 noon.
- **Animall**, Littlebury are currently stocking a limited amount of fresh produce, bread and milk, subject to availability.

- **The Plough, Debden** are stocking a limited number of essential grocery items, to support the vulnerable; bread, cheese, eggs, milk and homemade soup.
- **Elder Street Café, Debden** are offering a weekly pre ordered retail service of core essentials; milk, bread, potatoes, eggs, sausages and bacon all sourced from local farms. Orders need to be placed by 12noon on a Wednesday for collection from Elder Street Cafe Friday mornings between 10am and 12noon, payment to be made by bank transfer or contactless on collection. Pre orders to be sent via Facebook private message or via e mail to info@elderstreetcafedeli.co.uk
- **Cammashall Farm Shop, Hatfield Broad Oak** is open for limited hours with bread, milk, eggs, dairy produce, meat, potatoes, fresh fruit & veg, jars and packaged goods, local wines, beer, spirits & cider, snack food, ice cream & confectionary for sale. www.cammashall.co.uk Check facebook page for opening times.
- **The Brewery Tap, Furneux Pelham** are running a pop up shop with a good range of fresh produce, dry goods, homemade sausage rolls, scotch eggs and quiches. Collection times are Monday, Wednesday and Friday between 11:30 and 1:30 from The Tap (we can deliver for a charge to those who cannot collect). Orders must be placed by 3pm the day before collection via email to info@brewerytapfp.com. We will only take phone orders for the elderly who do not have access to email. 01279 777604 Please send a contact number with you order as payment will be taken via card over the phone. www.brewerytapfp.com
- **Farm to Table** – Box of essential meat, poultry, eggs and veg delivered to your door; selection changes weekly. Minimum £50 order for delivery to all CM postcodes. <https://farm2table.co.uk/>

Meat, Poultry and Fish

- **Burtens Butchers** are now offering a delivery service from their Saffron Walden retail shop to the town and surrounding villages, only for anyone who is self-isolating and unable to leave their home. Minimum order £15. Email sales@burtensbutchers.com or call 01799 522270. For wholesale, meat hampers and meat packs, please call 01799520412. Minimum order £30. Collection or delivery available within a 20-mile radius of Saffron Walden.
- **Gilbey's Butchers, Saffron Walden** are now offering a delivery service within a 5-mile radius. Pre payment is required. Please call 01799 513704 or email gilbeyjohn497@gmail.com with your order by midday for same day delivery. Orders accepted Monday to Saturday 7 am to 4pm.
- **The Giggly Pig** are offering free home delivery of sausages, bacon, faggots and pork burgers to the Saffron Walden area. Call Steve on 07990 767893
- **Great Garnetts** are a family farm based in Barnston. Collection or delivery of bacon, gammon, pork and sausages Orders placed by 5pm Wednesday ready on Friday, after 5pm ready the following Friday. www.greatgarnetts.co.uk/ 01245 234331
- **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

- **Radwinter Wild Game Company.** Wild, free range game, sausages and burgers, collection or delivery Tuesday to Friday. 01799 599883 radwinterwildgame.com/
- **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
- **Kings Family Butchers,** Stansted. Free home delivery service on orders over £40, we offer a choice of meat boxes 01279 812219

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/>
- **Brown Bread** (Saffron Walden market) are now offering a free delivery service of all of our bread, pastries, and patisseries within a 10-mile radius of Saffron Walden. <https://www.brownbreadonline.co.uk/>
- **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/#>

Fruit and Veg

- **Berry Best Produce** are a family run fresh produce supplier to the catering trade. During these difficult times and to help those that are vulnerable or self-isolating, they can deliver fresh fruit and vegetables to homes in Saffron Walden and surrounding villages, Monday to Friday. Additional items such as Eggs, bread, juices and dairy products can be added to your order at an extra cost. To place an order or to find out whether they cover your area, email: berrybestproduce@yahoo.com Double fruit and veg box (10 varieties of fruit & veg): £12.50, Family fruit and veg box, (14-16 varieties): £17.50, Large Family fruit and veg box (at least 20 varieties): £22.50
- **Veg on your Step** is a local company who have adapted their normal business to offer a fruit a veg delivery to Clavering, Langley, Berden, Saffron Walden, Stansted, Bishop's Stortford, Arkesden and Elmdon. Mixed selection of fruit and veg; order by Sunday 5pm for a Monday / Tuesday delivery. Box prices £20-£25. Eggs, milk, bread and pasta also available. Ring Tom on 07534 959928.

- **Wildco.co.uk, Ickleton.** Pre-packed bags of 9/10 organic seasonal vegetables and salad leaves for collection or delivery. <https://shop.wildco.co.uk/>
- **The Fruit & Veg Market Stall and the Fish man from the Market** will be on the Common car park on Saturday 4th April from 1–3pm as a trial to see how it goes. Boxes will be ready made up. Fruit 'n veg at £20 and salad stuff £10. They will put box in your boot. Tel: Dave Lightly 07809 478449
- **The Modern Greengrocer, Great Dunmow.** Fresh fruit and vegetables delivered to your door. www.themoderngreengrocer.co.uk/

Dairy

- **Plumbs dairy, Linton.** 01223 893033. Deliveries of milk, fruit juice, honey and fruit and veg to Saffron Walden and surrounding area. www.plumbs-dairy.co.uk
- **Moo to you Dairy, Linton.** Dairy Products, eggs, fruit and veg delivery. 01440 848099 mootoyoudairy.co.uk
- **Milk and More** 0835 606 3606. Delivery to Saffron Walden and surrounding area of dairy produce, meat, eggs, bakery items and fruit and veg. Currently not accepting new customers due to high demand.
- **Rodings Dairy** covers Hatfield Broad Oak, Dunmow, Molehill Green, Broxted, Tilty, Great Easton, Little Easton, Duton Hill, All Rodings. Unfortunately not Stebbing, Barnston, Flitch Green. Call 01279 436555 or 07891 104084.

Other Food and Drink

- **Saffron Wholefoods** are now focusing their efforts to provide a delivery service to their more vulnerable customers – the elderly, disabled and those who are self-isolating in our community. Please email saffronwholefoods@gmail.com giving your name and number to ask about this delivery service or call 01799 526453. Products include beans, nuts, pulses, grains, nuts, seeds and eggs.
- **Coffee delivery** - Charlie and Ellen who sell coffee on Saffron Walden market are doing a "Roast & Post" service for their customers! Call them on 07495 09 10 38 or email them on whitehousecoffee@btinternet.com
- **Joseph Barnes Wines, Saffron Walden** offer free local delivery. Payment taken by telephone, delivery within a few days. 01799 528019. www.josephbarneswines.com
- **Hill Street, Saffron Walden** are bringing Easter to their local, loyal customers by offering a Local Contactless Doorstop Delivery to Cambridge - Saffron Walden - Bishop's Stortford and everything in-between. Enter the code LOCAL at the checkout. Order online at www.hill.st, call 01799 52155 or email enquiries@hill.st

- **The Saffron Ice Cream Company** - Fresh ice cream delivered to Saffron Walden and nearby villages! To place an order: Please text Dom on 07792409381 with your flavour + quantity list and address. We can accept payment via bank transfer (please use your address as the payment reference) or cash on delivery.

- For up to date information on shops and other businesses open in Saffron Walden see

www.supportsafronwalden.co.uk

<https://www.residents4u.org/coronavirus-information/uttlesford-business-status/>

Pharmacies & prescription delivery

- **Boots the Chemist** Saffron Walden (01799 522342), **Stansted** (01279812278) or **Bishop's Stortford** (01279 653294).
- **Well Pharmacy**, Saffron Walden. 01799 528344
- **Thaxted Pharmacy** offer a free prescription delivery service. 01371 830260
- **Newport Pharmacy**, 01799 540968. Will deliver prescriptions.
- **Newport Surgery** will deliver prescriptions locally for patients who need to self-isolate.
- **Ropers the Chemist**, Great Dunmow 01371 872669
- **Yogi Pharmacy**, Great Dunmow 01371 873325
- **Stansted Pharmacy**, 01799 816323
- **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

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

- www.lloydspharmacy.com
- www.pharmacy2u.co.uk
- <https://onlinepharmacy.superdrug.com/>
- www.boots.com/online/pharmacy/
- 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 - King Street, Saffron Walden (01799 796101) and **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). Online ordering remains turned off for now. We're working flat out on getting it back up and will be prioritising those who are at risk, self-isolating or working for the NHS. 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/>

Wiggly Willow – Home cooked meals, £20 for 4. Delivery on Monday in Hatfield Heath and Broadoak, Wednesday in Birchanger. All food is made the same day as it is delivered so suitable to keep for four days or to freeze.

Takeaway Food

With local pubs and restaurants closed to eat-in customers, many are offering takeaway and / or delivery services instead. The restaurants on this list are in addition to the take-away restaurants that are already well-known in the area. Opening hours, delivery charges and areas vary; some have minimum orders. Please call direct for menus and details or visit the restaurant's website or facebook page.

The Plough, Great Chesterford. 01799 531651 <https://www.theploughgc.co.uk/>
MAZE by day MEZE by night, Saffron Walden 01799 525429
The Restaurant on Church Street, Saffron Walden 01799 526444. www.trocs.co.uk
The Crown, Little Walden (Fri and Sun only). 01799 522475 www.thecrownlittlewalden.co.uk
The Bell Inn, Wendens Ambo 01799 540382 www.thebellinnpub.co.uk
White Hart, Wimbish (Sat, Sun only) 01799 599030 info@whitehartwimbish.co.uk.
The Plough at Debden 01799 541899 theploughatdebden.com
Axe and Compasses, Arkesden <https://www.axeandcompasses.co.uk/>
Fleur de Lys, Widdington 01799 543280 www.TheFleurDeLys.co.uk
Anantas, Wicken Bonhunt 01799 543519 <https://www.anantathaifood.com/pub/>
Fox and Hounds, Clavering 01799 550321 www.foxandhoundsclavering.co.uk
Farmhouse inn, Thaxted 01371 830864 <https://www.farmhouseinn.org/>
The Stag, Little Easton 01371 870214 www.thestaglittleeaston.co.uk
2 Eddies, Great Dunmow 01371 876289 www.2eddies.com
Edwards Fish and Chip Shop, Great Dunmow. Delivery 5pm to 10pm. Call 07956 604068.
Flitch of Bacon, Little Dunmow 01371 821660 www.flitchofbacon.co.uk
The Black Lion, High Roding 01371 872847 www.theblacklionhighroding.co.uk
Cock Inn, Henham 01279 850347
The George Inn, Little Hallingbury Fri/Sat evenings and Sunday lunch time

Books and Newspaper delivery

Glovers Newspapers or magazines delivered to your door. You can choose to have a daily paper, just weekends or any particular day to suit. Covering Saffron Walden, Wendens Ambo, Arkesden, Little Walden, Littlebury, The Chesterfords, Hinxton. Call 07725 518806 or email gloversnewspapers@hotmail.co.uk

May and Brett in Great Dunmow can deliver newspapers across Uttlesford. Call 0871 2227805. Open 8.30 am – 4 pm Monday to Saturday.

Harts Books in Saffron Walden is offering a delivery service. Payment can be made over the phone. Call 01799 524552

Talking Newspapers

If you are blind or visually impaired, a talking newspaper can keep you up to date with local news. Memory sticks are sent on a weekly basis by Royal Mail. The service is free to use.

Saffron Walden talking Newspaper - 07949 201612

Herts and Essex talking Newspaper - 01279 505654

Church services

The Saffron Walden and Villages Team Ministry have created a 'virtual church service' on YouTube for Sunday March 20th. The hope is that this will be a regular weekly service in these rather troubled times. You will find the service here: <https://www.youtube.com/watch?v=pW-vobBlk..>

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