

Maintaining Independence & Wellbeing Waverley

Transport

Voluntary Good Neighbours Scheme: Takes people to hospital, GP and other health appointments. Some groups offer other services such as befriending, shopping and prescription collections. For more information, T: 01483 566 072 E: info@surreyca.org.uk

Hoppa Transport: Provides a number of door-to-door transport services across Waverley. There are some scheduled bus stop routes, all of which are wheelchair accessible and available to residents of Waverley. To use the Hoppa service, you need to register as a member.

W: www.hoppa.org.uk/register T: 01428 681 701.

Food Support Services

Community Meals Service: A hot, freshly cooked and healthy meal, available five days a week. You can request frozen meals for weekends. For more information, please contact your local provider listed below:

- Farncombe Day Centre, Godalming T: 01483 426 685 E: info@farncombedaycentre.org.uk
- Rowleys Community Centre, Cranleigh T: 01483 277 155 E: tina@rowleyscranleigh.co.uk
- Haslewey Community Centre, Haslemere T: 01428 648 716 E: info@haslewey.org

Food Banks: Provide emergency food parcels to individuals and families in need. The following food banks are available within the Waverley borough.

- Haslemere Food Bank service is offered by referral. Contact CAB Waverley
T: 07818 692 389 E: haslemerefoodbank@gmail.com
- Godalming Food Bank, St Mark's Church & Community Centre, Godalming, GU7 2LD
T: 01483 418 741
- Cranleigh Food Bank, Cranleigh Baptist Church, 262 High Street, Cranleigh, GU6 8R
T: 07596 277 742 E: cranleighfoodbank@gmail.com W: www.cranleighfoodbank.org

Home Support

Careline: A 24-hour emergency call system, helping people live independently in their own home. It provides reassurance if you feel vulnerable or are nervous about having an accident in your home or garden T: 01483 523535 or E: careline@waverley.gov.uk

Handy Person Scheme: Offers a free Home Safety Check. If you are over 60, disabled or vulnerable, minor works can be carried out to the home free of charge such as, the installation of hand and grab rails, internal Bannister rails, external galvanised railings and the installation of key safes. Contact the Guildford & Waverley Care & Repair Team T: 01483 444 476.

*For more information on **Maintaining Independence and Wellbeing** at home and to access free falls prevention advice, visit:

www.surreyheartlandsccg.nhs.uk/your-health/family-health/maintaining-independence-and-wellbeing

To speak to the Guildford and Waverley Independence and Prevention Team
E: syheartlandsccg.independence@nhs.net T: 0300 561 1555

Social Interaction

The Virtual Wellbeing Hub: Offers a variety of events from coffee mornings to Zumba. You can join events and support services virtually, from the comfort of your own home. Staying connected is so important and you will be made to feel welcome. www.virtualwellbeing.healthysurrey.org.uk

Reconnections by Independent Age: A volunteer-led service that supports over-65s in rediscovering their love of life in the communities where they live. If you, or someone you know, is over 65 years of age and would like some companionship, encouragement and ideas to help you rediscover old interests and make new friends T: 01483 654422 or E: GW@ReconnectionsLocal.org. **Service available from November 2020.**

Community Point: A service that can help you to find fun, social activities. Whether you are looking to meet like-minded people, take up a new hobby, join a support group or improve your fitness, they can help you find something that suits you. T: 01483 565 456 / 07468 690 834 E: communitypoint@vasws.org.uk W: www.voluntaryactionsws.org.uk/community-point

Social Prescribing: Supports people with a wide range of social, emotional or practical needs. Life events such as bereavement, an illness or a fall, can all trigger a downward spiral in our personal well-being. Social Prescribing can help to address these things by putting you in touch with people and activities that might help you to feel better. Please ask your GP or healthcare professional for a referral in to this service.

Day Centres: Offer an opportunity to meet friends and socialise in a welcoming environment. There are various services and activities available which include chiropody and hairdressing.

- Clockhouse Day Centre, Chapel Lane, Milford. T: 01483 420 668
- Farncombe Day Centre, St John's Street, Farncombe. T: 01483 426 685
- Haslewey Community Centre Lion Green, Haslemere. T: 01428 648 716
- Rowleys Community Centre, Victoria Road, Cranleigh. T: 01483 277 155

All activities are subject to COVID-19 restrictions

Information, Advice & Advocacy Services

Age UK Surrey: Provides information and advice on benefits available such as attendance allowance, pension credit or carers allowance. T: 01483 446 627 for more information.

Citizens Advice Bureau (CAB): Supports you to make informed decisions by advising on your specific needs. T: 0300 330 9013 Location: 15-21 Haydon Place, Guildford, GU1 4LL

Healthwatch Surrey: Provides and signposts to information about local health and social care services and how to access them. T: 0303 303 0023 / 07592 787 533 E: enquiries@healthwatchsurrey.co.uk W: www.healthwatchsurrey.co.uk

Action for Carers Surrey: Provides free, confidential independent information, advice and advocacy for carers. T: 0303 040 1234 or E: CarerSupport@actionforcarers.org.uk

The Illegal Money Lending Team: Investigate and prosecute illegal moneylenders, while supporting those who have borrowed money from a loan shark. Loan sharks are unlicensed and usually lend money with no paperwork, charging huge amounts of interest. They often use

threatening behaviour whilst demanding payments. T: 0300 555 2222 or
E: reportaloanshark@stoploansharks.gov.uk W: www.stoploansharks.co.uk

SCAMS – Surrey & Buckinghamshire Trading Standards: It is important to protect ourselves and others against scams. Be aware, know who to trust and remember that not everyone out there is trustworthy. The most common scams are fake lotteries, deceptive prize draws, clairvoyants, computer scams and romance scams. To stay updated on the latest tricks and scams you can visit **Trading Standards webpage** W: <https://www.surreycc.gov.uk/business-and-consumers/trading-standards>

For consumer advice, to report a scam to trading standards or request a scam or No Cold Calling pack, E: trading.standards@surreycc.gov.uk T: 01296 388788.

*This is not an exhaustive list of what is available in your community. For more information, visit the Surrey Information Point website www.surreyinformationpoint.org.uk

Whilst every care has been taken to ensure the information in this document is correct, we are not responsible for the services provided or the accuracy or content taken from external websites.

Please advise us if you find that any of this information is incorrect or out of date

E: syheartlandscg.independence@nhs.net T: 0300 561 1555 to speak to the Independence and Prevention Team.