

## USEFUL CONTACTS

For advice, assistance and support you may need now

### Shropshire Council Coronavirus Helpline

0345 678 9028  
Email [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)

### Child Welfare & Safety

0345 678 9021

### Adult Welfare & Safety

0345 678 9044

### Schools & Education

0345 678 9008  
Email [customerfirst@shropshire.gov.uk](mailto:customerfirst@shropshire.gov.uk)

### Job Seeking

01939 232 299  
Email [sarah@wemtowndhall.co.uk](mailto:sarah@wemtowndhall.co.uk)

### Mental Health Support

Shropshire/Telford & Wrekin ACCESS service  
0300 124 0365 or Mental Health Social Work Team  
01743 255 895

### Shropshire Mind

01743 368 647

### The Samaritans

116123 24hrs 365 days a year

### Domestic Abuse Support

National Helpline  
0808 200 0247 (24hr)

### West Mercia Woman's Aid Shropshire

0800 783 1359 (24hr)

### Respect (Men's Advice Line)

0808 801 0327 (24hr)

### Housing Support Including Homelessness & Prevention

0345 678 9005  
Email [housing.options@shropshire.gov](mailto:housing.options@shropshire.gov)

### Council Tax & Benefits

0345 678 9002  
Email [council.tax@shropshire.gov.uk](mailto:council.tax@shropshire.gov.uk)  
Email [benefits@shropshire.gov.uk](mailto:benefits@shropshire.gov.uk)

### Business Support & Advice

**Business rates & enquiries**  
Email [business.rates@shropshire.gov.uk](mailto:business.rates@shropshire.gov.uk)  
For business related enquiries  
Email  
[COVID19businessenquiries@shropshire.gov.uk](mailto:COVID19businessenquiries@shropshire.gov.uk)  
For help & support for businesses visit  
[www.investinshropshire.co.uk](http://www.investinshropshire.co.uk)

### Financial Support

Shropshire Council Welfare Support Team  
0345 678 9078

### Citizens Advice Shropshire

03444 99 11 00

### Wem Good Neighbours

01939 231 181  
Email [wemgoodneighbours@gmail.com](mailto:wemgoodneighbours@gmail.com)

## LOCAL BUSINESSES OFFERING DELIVERIES

### Fruitful Deli

Home Deliveries 01939 232 682

### Maypole Court Cafe

Home Delivery Roast Dinner & Dessert Tuesdays and Thursdays  
01939 235 802  
07855 827 313

### North Shropshire Domestic Services

Home Made Ready Meals 07903 889 532

### Wem Butchers

Home Delivery Service 01939 232 435

### Co-Op Food Store

Home Delivery/Call & Collect 0800 435 902

## A MESSAGE FROM WEM TOWN COUNCIL

### Covid-19 Response Update Winter – Spring 2021

Since our first 'Public Notice' leaflet sent out nearly a year ago, Wem Town Council has continued to actively monitor all that has been happening with regard to the Covid-19 pandemic and how this impacts locally and this is our fourth leaflet updating our advice to you. It is particularly important that it reaches those who have no computer/email facility and is why we are using the Royal Mail to distribute the leaflet to reach as many homes as possible.

Our NHS is under increasing pressure particularly with this new and faster spreading variant. Vaccinations have begun but this will take some time to reach everybody. Wem & Prees and Clive Medical Practices will get in touch with you when you are eligible for the vaccine. Please be patient and do not contact the surgery as they are still maintaining normal day to day services. There is no charge for this vaccine so please do not respond to scam emails or calls, you will be contacted only by your surgery when you are eligible for the vaccine.

**Please note that vaccination arrangements may be subject to change at very short notice, please take the advice of your GP in the first instance, they will advise you of any change.**

Please continue to check on your neighbours in a safe way, find out their phone/contact detail(s) for easier communication, and make sure they have food, essential items and whether they need help in some way. Anxiety, loneliness, poverty and work-related issues are the experience of so many during the last few months. Please find ways to support people safely and find out whether any extra help is needed.

The new projects and services implemented after the last lockdown will continue and more details can be found in the body of this leaflet.

We urge you to continue to follow Government Guidance in the hope that some restrictions can be lifted in the coming months. This leaflet has been produced to provide residents with updated information during lockdown. If there is something you are struggling with please telephone Wem Town Council and we will try and point you in the right direction of someone who can help. Please note our telephone line is not 24 hours and in times when the office is not staffed please leave a message and someone will return your call Telephone **01939 232 733** or email [info@wem.gov.uk](mailto:info@wem.gov.uk)

Thank you



# CORONAVIRUS – WE’RE HERE TO HELP

## Covid -19 Vaccination Information

**Wem and Press Medical Practice** are currently inviting patients over 80 to have their vaccine for COVID19. The vaccine has been safely delivered to the Robert Jones and Agnes Hunt Hospital in Oswestry and patients will need to travel there for their vaccine. The vaccine is the Pfizer vaccine and once delivered cannot be safely moved hence why patients must travel there.

**Clive Medical Practice** are inviting patients eligible for the vaccine to attend the Shropshire Education Centre at the Royal Shrewsbury Hospital.

**Please note that vaccination arrangements may be subject to change at very short notice, please take the advice of your GP in the first instance.**

### Transport to Oswestry for Vaccination.

**North Salop Wheelers** are offering transport to the Robert Jones & Agnes Hunt Hospital in a Covid prepared & secure bus which can transport 6 people at a time. Face covering must be worn. To book this service please call **01948 880 037**.

**If you are experiencing difficulties with transport to a vaccination site please telephone the Town Council on 01939 232 733 for help and advice.**

## Medical Information

### Doctors Surgeries

Wem & Prees Medical Practice **01939 233 476** Clive Medical Practice **01939 220 295**  
Both practices are OPEN for telephone consultations. Call the practice as you normally would and a clinician will call you back.

### Prescription Ordering

**Wem and Prees Medical Practice** -Telephone **033 33 583 509** or email [shropshire.pod@nhs.net](mailto:shropshire.pod@nhs.net)

A limited Prescription delivery service is being offered by Rowlands Pharmacy for the most vulnerable (by the co-op **01939 234 004** or behind the GP Surgery **01939 232 361**)

**Clive Pharmacy** Telephone **01939 220 532** for prescription requests only. A delivery service is being offered by Clive Surgery on **01939 220 295** for delivery to the most vulnerable residents.

## COVID Test and Trace Support Payments

If you're on a low income you may be entitled to a test and trace support payment of £500 if you: Have been told to stay at home and self-isolate by the NHS Test and Trace service, either because you've tested positive for coronavirus or have recently been in close contact with someone who has tested positive, and **1.** Are employed or self-employed, **2.** Are unable to work from home and will lose income as a result, and **3.** Are currently receiving universal credit, working tax credit, income-based employment and support allowance, income-based jobseeker's allowance, income support, housing benefit and/or pension credit.

## Local Food and Financial Support

### Wem Food Share

Leftover food which is still good to eat but would otherwise go to waste is collected regularly by volunteers from local supermarkets. It is usually shared with partner groups and organisations across the town but due to the pandemic this service is open to everyone.

We need your help to get this good food eaten. We never know what food we're going to get. There will usually be fruit, veg and sometimes eggs. Some days we have lots, some days less, but everyone is welcome to come and have a share. The food shares are run on a pay what you can afford basis. No worries if you don't donate – you're helping by getting the food eaten. Food shares are usually held fortnightly on a Saturday morning 10-12 at Wem Scout Hut SY4 5AP (opposite Wem Swimming Pool). Details of the next food share can be found by telephoning **01939 232 733** or checking Wem Town Council's or other community facebook pages. Please do not come if you or a household member have Covid symptoms or have had a positive test. Everyone is required to wear a face covering (unless exempt) and we ask you to sanitise your hands when you arrive. Many of the food shares take place outside (under gazebos) but if indoors, numbers will be limited. There are markers so everyone can queue 2m apart.

### Wem Meals on Wheels

Following the success of the 3 month pilot scheme, the Wem Meals on Wheels service will be continuing into 2021. The service provides a hot mid-day meal & pudding for £5.50 per person per delivery (special diets cannot be catered for at this time except vegetarian). These are freshly cooked by local businesses, delivered to your door twice weekly on Monday & Friday by local volunteers. The scheme is open to residents of Wem town only at present.

For more information and to find out if you are eligible to receive this service, or would like to refer someone you think it could help, please contact Pam King at Wem Town Hall on **01939 232 299** or email [pam@wemtownhall.co.uk](mailto:pam@wemtownhall.co.uk)

### Local Authority Emergency Assistance Grant - Winter Grant Scheme

Shropshire Council has been allocated the above grant available to residents in Shropshire. These funds will be able to help the most vulnerable with the cost of food, energy and water bills and other essential outgoings. If you or someone you know is having difficulty due to Covid-19, get in touch with a specialist advisor on **0345 678 9078** for more information. **Please note that this is limited funding and once it's spent assistance will no longer be available, so please don't delay.**

### Food Donations

Whitchurch foodbank provides food for those in need in Wem. Please help by leaving items in Wem Co-op. Families in Wem have received nearly 3 times the amount of food that is donated in the crates at the co-op. **Financial Donations** - can be made through the website [www.whitchurch.foodbank.org.uk](http://www.whitchurch.foodbank.org.uk) or cheques payable to Whitchurch Foodbank posted to Whitchurch Foodbank, Bargates Hall, Church Street, Whitchurch SY13 1LB