

COMMUNITY GROUPS

These are self-organised community groups. FLVC has been in contact with these groups to ensure they have reasonable safeguarding measures in place to protect the public and their volunteers and are offering them support. However, these groups are run by resident volunteers and are not affiliated or endorsed by FLVC.

In order to ensure these groups aren't overwhelmed unnecessarily, before signposting the public to these groups, please ask the following questions:

- 1. Is there a friend/ family member/neighbour who is able to help you?*
- 2. Have you thought about the exact things you need (need and not want!)?*
- 3. Please let the person know that the delivery may not be immediate. It may take a couple of days.*

Organisation	Contact Name (if known)	Telephone/Email	Support offered Payment Method for shopping etc. (If individuals are able to do click & collect online volunteers may be able to collect it for them)	Area Covered	Date Added	Date Updated
Rhydymwyn Service Station	Gemma Newall	01352 741 232 07878 405 254	Shopping/prescriptions. The person rings Gemma on her mobile. She will talk to them about what they need and she will then place the order with the service station if it is shopping. The person then rings the service station to pay and then Gemma then sends a volunteer out to deliver their order. Can also collect prescriptions from Mold. Payment over the phone to the service station shop.	Rhydymwyn and surrounding areas	24.03.2020	25.3.2020 14.04.20
Buckley Emergency Response Team – working in conjunction with the Buckley	Ann Farnsworth Rev, J McPeters Rev. M Batchelor Linda Jones Rev K Price	01244 641 286 07482 188 873 07922 110 891 07761 152 755 07790 312 610	Shopping, errands etc. Safeguarding procedures in place. Payment is by cash to volunteers.	Buckley	24.03.2020	14.04.20

Residents Group						
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Organisation	Contact Name (if known)	Telephone/Email	Support offered Payment method for shopping etc. (If individuals are able to do click & collect online volunteers may be able to collect it for them)	Area Covered	Date Added	Date Updated
Nanny Biscuit		07726 230 989 info.nannybiscuit@gmail.com	Food deliveries and telephone befriending. Safeguarding procedures in place. Payment is by chip and pin via card readers or cash on delivery, or over the phone.	The whole of Flintshire	24.03.2020	15.04.20
Informal Volunteer Group	Jill Pearson	07729 780 050	Volunteers get people's shopping/run errands etc. All volunteers are DBS checked and are in education or health care roles. Payment by cash to volunteers.	Cymau, Caergwrlle, Cefn y Bedd, Ffrith, Hope and surrounding areas	24.03.2020	14.04.20
Trelogan COVID-19 Village Volunteer Support Team		01745 561 098 https://www.facebook.com/groups/101100653311817/	Picking up basic shopping supplies, telephone befriending, dog walking, collecting prescriptions. Payment by cash to volunteers.	Trelogan	27.03.2020	14.04.20
Feeding Flintshire Online Directory		http://www.deeside.com/feeding-flintshire-new-online-directory-aimed-at-helping-local-residents-during-covid-19-pandemic-launched/	See web link for further information.	See web link for further information	30.03.2020	
Trelawnydd & Gwaenysgor	Linda Ellis	07771 571 396	Shopping and picking up prescriptions for people living in Trelawnydd and Gwaenysgor only.	Trelawnydd & Gwaenysgor only	30.03.2020	14.04.20

Community Council			Payment by cash to volunteers.			
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Organisation	Contact Name (if known)	Telephone/Email	Support offered Payment method for shopping etc. (If individuals are able to do click & collect online volunteers may be able to collect it for them)	Area Covered	Date Added	Date Updated
Sychdyn Group	Cara	07506 975 357	Offering support and prescription collection and pen pals for the elderly. All volunteers are key workers and DBS checked. Payment is by cash to volunteers.	Sychdyn area only	31.03.2020	14.04.20
Good Neighbour Scheme Gwernaffield	Kate Johnson Adele Davies-Cooke Fr Daniel Stroud	07890 646 870 01352 759 034 01352 810 694 Kay Roberts: gwnaffieldclerk@outlook.com	Support with groceries; medication; or urgent supplies. Payment is by cash to volunteers.	Contact for details	31.03.2020	14.04.20
Ysceifiog Community Group	Cllr. Tudor Jones	07833 070 218 07546 224 736 07936 829 165	Assisting those who need help with errands for groceries and collecting prescriptions. Payment is by cash to volunteers.	Lixm, Babel, Ysceifiog	02.04.2020	14.04.20
Cilcain Community Support	Andrew Parkhurst	Cilcain@hotmail.com	Predominantly collecting prescriptions but will also do shopping if needed. Payment is by cash to volunteers.	Cilcain but will travel to Mold for collection of prescriptions.	02.04.2020	14.04.20

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Jones Coaches		01352 733 292 Help@jonesholidays.co.uk	Our drivers and vehicles are available FREE OF CHARGE 7 days a week to help with early morning shopping trips, picking up prescriptions or errand running.	Please contact for details	06.04.2020	
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Organisation	Contact Name (if known)	Telephone/Email	Support offered Payment method for shopping etc. (If individuals are able to do click & collect online volunteers may be able to collect it for them)	Area Covered	Date Added	Date Updated
Mold Community Shop		01352 754 792 Danielowencmold@hotmail.com	Delivering in stock essentials you may need such as bread, milk, eggs, yoghurts, bacon, fruit and veg. Shop open 10am until 3pm, Mon-Sat at the Daniel Owen Centre, Mold. All volunteers are DBS checked. Payment can be made over the phone.	Mold area only (4 mile radius) £2.50 charge.	06.04.2020	14.04.20
Rhesycae Village Helpers	Rosie Wendy	07563 372 440 07922 181 313	Help with shopping, collecting prescriptions, mail etc. Payment by cash to volunteers.	Contact for details	08.04.2020	14.04.20

THIRD SECTOR GROUPS/ ORGANISATIONS

These organisations are well established and are registered charities with their own safeguarding procedures in place.

Organisation	Contact Name (if known)	Telephone/Email	Support offered	Area Covered	Date Added	Date Updated
NEWCIS (carers)		01352 752 525	The office is closed and no home visits are being done. Phone support instead, running and keeping in touch service for those at risk. Respite is stopping so funds will be diverted to helping individuals with what they need.	North East Wales	24.03.2020	
SHARE – Homeless & Refugee		01352 759 563	Shut down for all but urgent referrals for people moving out of supported accommodation – providing pots and pans etc.		24.03.2020	
Age Connects N.E.W (support for over 50s)	Maria Heron	mheron@ageconnectsnewales.org.uk	Toenail cutting still happening but only in Flint and Wrexham. Home Solutions – still delivering this service – obviously the cleaning demand may reduce but they can do shopping. It is a chargeable service but they do have capacity to take on more clients so might be an option for elderly people needing shopping who can afford to pay. Telephone referrals.	North East Wales	24.03.2020	

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Organisation	Contact Name	Telephone/Email	Support offered	Area Covered	Date Added	Date Updated
Flintshire Food Bank	Sue Leek	projectmanager@flintshire.foodbank.org.uk		Flintshire	24.03.2020	
Silver Line			Support and company call line for over 50s.		24.03.2020	
British Red Cross	Karen Cross	KarenCross@redcross.org.uk	Please contact Karen Cross		24.03.2020	
Welsh Border Community Transport	Brian	01244 544 474	Community transport service. Ceased operations on 20th March for one month.		24.03.2020	
Macmillan Cancer Support	Paula Strugnell	01745 448 788 ext 3935 Paula.strugnell@wales.nhs.uk	Cancer support. All cancer support events are now cancelled.	North Wales	24.03.2020	
Barnardo's	Sandra Edwards	01352 755 422 Sandra.edwards@barnardos.org.uk	Support for children and families. Currently stopped young carer groups but still running substance misuse programmes and support services.	Flintshire	24.03.2020	
Home-Start Flintshire	Sharon Windsor	01352 744 072 Sharonwindsor@home-startflintshire.org.uk	Support for children and families. Ceasing home visits but offering support over the phone.	Flintshire	24.03.2020	
St. Vincent De Paul	Brian	brianr@svp.org.uk	Support for older people		24.03.2020	

Organisation	Contact Name (if known)	Telephone/Email	Support offered	Area Covered	Date Added	Date Updated
Community Support Initiative	Debra Jumar	07985 217 214	During the current pandemic, support will be delivered via phone, text, email or virtual meetings.	Flintshire	24.03.2020	31.03.20
N.E.W Mind	Jenny Murphy	01352 974 430 enquiries@newmind.org.uk	Mental health support		24.03.2020	
CAIS	Rebecca Williams	01492 863 000	Substance misuse		24.03.2020	
Warm Wales North Wales Team	Joanna Seymour Karen Hughes	Office: 01352 711 751 for front line staff but not for residents. Joanna.seymour@warmwales.org.uk Karen.hughes@warmwales.org.uk	Telephone service for those that need a chat and for advice and support on keeping their homes warm/can they afford their heating/paying the rent/mortgage or are worried about income. Signposting to other organisations who can help with shopping etc. To make referrals, set up an account via www.warmwales.org.uk . When you have done this, you can make referrals via: www.warmwales.org.uk/site-login/	North Wales	24.03.2020	
Citizens Advice Flintshire	Salli Edwards	0300 3302 118 To claim Universal Credit: 08000 241 220 Textphone: 18001 08000 241 220 Salli.edwards@flintshirecab.org.uk	Currently planning services on a day-to-day basis. Contacted the Foodbank and offered to collect food and parcels to deliver to people's homes. For general advice, visit: www.flintshirecab.org.uk	Flintshire	24.03.2020	30.03.20
ICAN	Ruth Robinson		Offering service through the CALL Helpline. Mental health support		24.03.2020	
Care & Repair N.E.W		01352 758 700 enquiries@careandrepairnew.co.uk	Can offer urgent repairs, assistance with hospital discharge, shopping, picking up prescriptions and urgent errands for		24.03.2020	06.04.20

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			people living in Flintshire and Wrexham. Specific support for vulnerable and isolated military veterans. All age range covered. All staff are DBS checked. Telephone support. See weblink for further information: https://www.careandrepairnew.co.uk/coronavirus-information			
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Organisation	Contact Name (if known)	Telephone/Email	Support offered	Area Covered	Date Added	Date Updated
The Samaritans of Rhyl and North East Wales		0330 094 5717	Offering support for anyone who needs to talk to them.	N.E Wales	31.03.2020	
The Wales Mobility & Driving Assessment Service	Gary Jones – Centre Manager	01745 584 858 gpjones@btconnect.com	<p>Offering support to partner organisations at no extra cost.</p> <p>We have a fleet of vehicles including a Wheelchair Accessible Vehicle which we are keen to offer with an accompanying driver to your service users or the opportunity for our staff members to complete collection or delivery of essential items on your behalf during this uncertain period.</p> <p>Using our charitable funds we can offer this service to you at no charge, making use of our staff team who are all DBS enhanced checked, hold advanced driving qualifications and are trained in the use of Wheelchair Accessible Vehicles and wheelchair restraint equipment.</p> <p>We have a range of standard production vehicles that will allow transport for 4 passengers, as well as a Wheelchair Accessible Vehicle that allows transport for one wheelchair seated passenger and 2 support workers or family members.</p>			

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			As safety remains our priority, all processes will undergo a thorough risk assessment and transport will only be provided if all parties can confirm they remain Covid-19 symptom free.			
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Organisation	Contact Name (if known)	Telephone/Email	Support offered	Area Covered	Date Added	Date Updated
The Salvation Army	Alice Swain	01352 756 821 Mold.orc@salvationarmy.org.uk	Working in the community with the vulnerable and isolated people. Unable to work from our centre at present but we can offer emotional, pastoral and spiritual support via the telephone. We are trained in pastoral care and have lots of crisis intervention experience, as well as having full DBS checks.	Contact for details	31.03.2020	
ADHD Advice Line	Alan Roberts	07717 300 311	Alan is a specialist ADHD advisor employed by the NHS for Flintshire and Wrexham. With the current situation, Alan has set up an advice line for professionals and parents from 9am to 4pm, weekdays.		06.04.2020	

CALL COMPANIONS – NEW RE-ENGAGE PROGRAMME

This is a pan Wales programme aimed at reducing loneliness and social isolation in those aged 75 or over.

In response to the COVID-19 crisis, at Re-engage (formerly Contact the Elderly) we have suspended our regular social gatherings and have created a new service for older people called [call companions](#).

The guests in our existing groups are receiving calls from volunteers and we now have volunteer capacity to reach more older people and want call companions to be a permanent addition to our work. Our call companion's idea is very simple: a volunteer call companion calls the same older person between two and four times a month at a mutually agreed time for an informal chat. Calls will last for around 30 minutes.

Just like our social gatherings, the call companions programme is aimed at people who are

- 75 or older
- living alone or in sheltered housing with little or no contact with family or friends
- struggle to leave their house in normal times

In addition, for call companions, we ask that the older people have sufficiently good hearing to take on regular phone conversations.

At the time the older person is referred, we'll ask a general question about the older person's interests or hobbies to make sure we match them with a volunteer and to help spark conversation.

Our volunteers all receive training, which includes safeguarding, signposting to other services, and how to engage in difficult conversations. Call companions are supported by call coordinators who monitor the success of the partnership for both the older person and volunteer. If an older person takes part and subsequently decides it is not for them, there is an easy way for them to leave.

If you know anyone who would benefit from call companions, please refer them using our simple online form. Don't forget to get the older person's consent first. You can find the form on our [website here](#). Once we receive the application, we will start the process of matching the older person with a volunteer and you will hear back from us shortly. Call companions offers a crucial link to older people who are at risk of falling further into social isolation as a result of quarantine measures. We look forward to receiving referrals from you.

Tom Williams

Wales project manager/Rheolwr Prosiect Cymru

Telephone: 01978 788877/ www.reengage.org.uk

FOODBANK VOUCHERS

VOUCHERS CAN BE ISSUED ELECTRONICALLY OR BY POST. IN CERTAIN CIRCUMSTANCES, THE VOUCHER AND A FOOD PARCEL CAN BE DELIVERED TO THE RECIPIENT.

ALL REQUESTS FOR VOUCHERS ARE TO BE DIRECTED TO THE FLINTSHIRE SPOA on 03000 858858. E-mail: SSDUTY@flintshire.gov.uk

PLEASE FIND A LIST OF ASO HUBS BELOW WHERE VOUCHERS CAN BE REQUESTED FROM. IF ANYONE NEEDS A VOUCHER, PLEASE PHONE IN ADVANCE.

HUB LOCATION	CONTACT NUMBER
CASTLE HEIGHTS FLINT	01352 762 898
ACACIA CLOSE, MOLD	01352 758 801
COPPA VIEW, BUCKLEY	01244 641 537
WOODSIDE CLOSE, EWLOE	01244 638 973
PANTON PLACE, HOLYWELL	01352 218 841
CHAPEL COURT, CONNAH'S QUAY	01244 638 930
ELMWOOD CLOSE, SHOTTON	01244 638 675