



Welcome to Charnwood



The Council want you to feel at home here and hope that you will settle in quickly. We thought that you might like to know some facts about Charnwood so have provided some information about the borough.

Where is Charnwood?

Charnwood is situated in northern Leicestershire, England with an estimated population of 180,000. Loughborough is the largest Town in the Borough with an estimated population of 66,000. To the South borders the culturally diverse city of Leicester, approximately 20 km away from Loughborough. Charnwood has many villages and hamlets, each with their own character.



Loughborough

Loughborough has a wide variety of shops and services including two cinemas, cafes and restaurants, sports facilities, excellent schools, local medical facilities, museums, parks and many places of worship, including a mosque. The centre of Loughborough's shopping area is the pedestrianised and a large outdoor market is held in the town centre every Thursday and Saturday. A vintage market is held every Friday.

Helpful links

Charnwood Borough Council www.charnwood.gov.uk/ukraine

Leicestershire County Council www.leicestershire.gov.uk/support-for-ukraine/information-for-leicestershire-sponsors and www.leicestershire.gov.uk/support-for-ukraine

Government website www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

British Red Cross - Help for Ukrainian nationals www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine. Information and support for people from Ukraine, including the family migration visa and the Ukrainian family scheme.

Travel and Transport

The region boasts excellent transport links including a train station with an extensive rail network with daily services to London, Leicester and Nottingham. Public transport network including several bus companies helps you get to and from local amenities including direct routes to Loughborough and Leicester city.

www.arrivabus.co.uk/midlands

www.kinchbus.co.uk/kinchbus-universe-maps/loughborough

www.eastmidlandsrailway.co.uk



Arriva UK Bus

Three-month Free Bus Travel with Arriva Leicestershire for Ukrainian guests.

Please provide Arriva with a copy of your passport page, and they will issue you a complimentary travel card. These travel cards will be valid for three months, and are for Leicester, Leicestershire and part of Derbyshire.

Please also confirm your full postal address to have these sent to you.

Arriva kindly ask you to send all responses to the following email address:

customerservice@arriva.co.uk.

Alternatively, please contact Arriva Customer Services on: 0344 800 4411 (Monday to Friday, 8am until 5pm).

Due to high demand, please be advised that there could be a wait of a few weeks before you receive the card, although the three months will only begin once the card is sent out to you, and not from day of application.

Parks and leisure

Within Charnwood these are a number of amazing parks and green spaces that are great for families, walking and cycling.

Visit www.discovercharnwood.co.uk for full details on these amazing places.

Loughborough has several parks with children's play areas, exercise equipment and skate parks.



Fitness and Swimming

We have three leisure centres that offer a range of activities including swimming and gyms.

Loughborough www.fusion-lifestyle.com/centres/loughborough-leisure-centre

Soar Valley Leisure Centre in Mountsorrel www.fusion-lifestyle.com/centres/soar-valley-leisure-centre

South Charnwood Leisure Centre in Syston www.fusion-lifestyle.com/centres/south-charnwood-leisure-centre



Loughborough Markets

Loughborough's award-winning retail market has been part of the town's history for over 800 years and is rich in character, atmosphere and colour.

The market stalls sell an eclectic range of products from fresh produce to confectionary, clothing to household goods.

The retail market runs every week in the Market Place on Thursday's and Saturday's from 8am until 4pm. A vintage market takes place every Friday from 8am until 4pm.



Emergency services – for urgent help

999 is the main phone number to use if there is an emergency and you need to speak to the police, fire service or you need emergency medical care.

Please only use this number in an emergency and need help immediately.

Please do not use the number if it is not an emergency and you can wait for assistance, for example, if you need to book a doctor's appointment or report a crime that has already taken place.

Other numbers

101 - to contact the police when it isn't an emergency

111 for health non-emergency. You can also visit 111.nhs.uk (for people aged 5 and over only)

When calling 999 or 111, if you speak a foreign language stay on the phone and repeat the language you need, and an interpreter will be provided

Loughborough walk-in centre for urgent medical care

Loughborough Urgent Care Centre. Tel: 01509 568800. Address: Loughborough Hospital, Hospital Way, Loughborough, Leicestershire, LE11 5JY.

Website: www.dhuhealthcare.com

Email: dhu.patient-experience@nhs.net

To register with a local Doctor, visit: www.nhs.uk/Service-Search/find-a-gp.

To register with a Dentist, visit: www.nhs.uk/service-search/find-a-dentist.

Booking a coronavirus vaccination

You are eligible for a free Covid-19 vaccination through the NHS. If you are registered with a GP, you can book your vaccination through the NHS website. 'Walk in' sites are also available and can offer help to those who have not yet registered with a GP.

Please visit www.nhs.uk/covidvaccination to either book a vaccination or to find a local 'walk in' site.

You should also tell the NHS about any COVID-19 vaccinations that you have had outside of the UK.

This is so the NHS can update your vaccination record. Bookings to make an appointment to get your previous vaccinations recorded can be made online using the National Booking Service or by calling 119.

119 will also have translators available.



Free English classes for Ukrainian visitors

Go Learn! in Leicestershire are offering free English classes for visitors from Ukraine. Full details can be found on the leaflets below:

Go Learn leaflet in English www.charnwood.gov.uk/golearn1

Go Learn leaflet in Ukrainian www.charnwood.gov.uk/golearn2

Go Learn leaflet in Russian www.charnwood.gov.uk/golearn3

Available support

There are a few Facebook pages for both hosts and guests that can provide some useful support and answers to questions. (Please note that these are suggestions only and we are not monitoring the content or advice given)

[Host Ukrainian refugees Leicestershire Network - www.facebook.com/groups/1013008649322712/](https://www.facebook.com/groups/1013008649322712/)

[Homes for Ukraine – Leicester & Leicestershire \(Private Group\) - www.facebook.com/groups/659796245080478/](https://www.facebook.com/groups/659796245080478/)

[Leicester Ukrainian Club - www.facebook.com/leicesterukrainianclub/](https://www.facebook.com/leicesterukrainianclub/)

Other useful services

Citizens Advice Charnwood

Website: www.charnwoodcab.org.uk/loughborough

Address: Woodgate Chambers, 70 Woodgate, Loughborough, LE11 2TZ

Local enquiry line: 01509 649605 - Mondays 9.30am - 3pm, Tuesday 9.30am – 12pm, Thursdays 9.30am – 3pm. General telephone advice line: Freephone 0800 144 8848 (Closed on public holidays) Monday to Friday 9am - 5pm. Text phone 18001 0800 144 8884.

Online advice is always available

The aim of Citizens Advice Charnwood is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

Job Centre Plus Loughborough

Website: www.jobcentrepplusoffices.co.uk/loughborough-jobcentre-plus-office

Address: 2 Lemyngton Street, Loughborough, LE11 1UY.

Telephone: 0845 604 3719

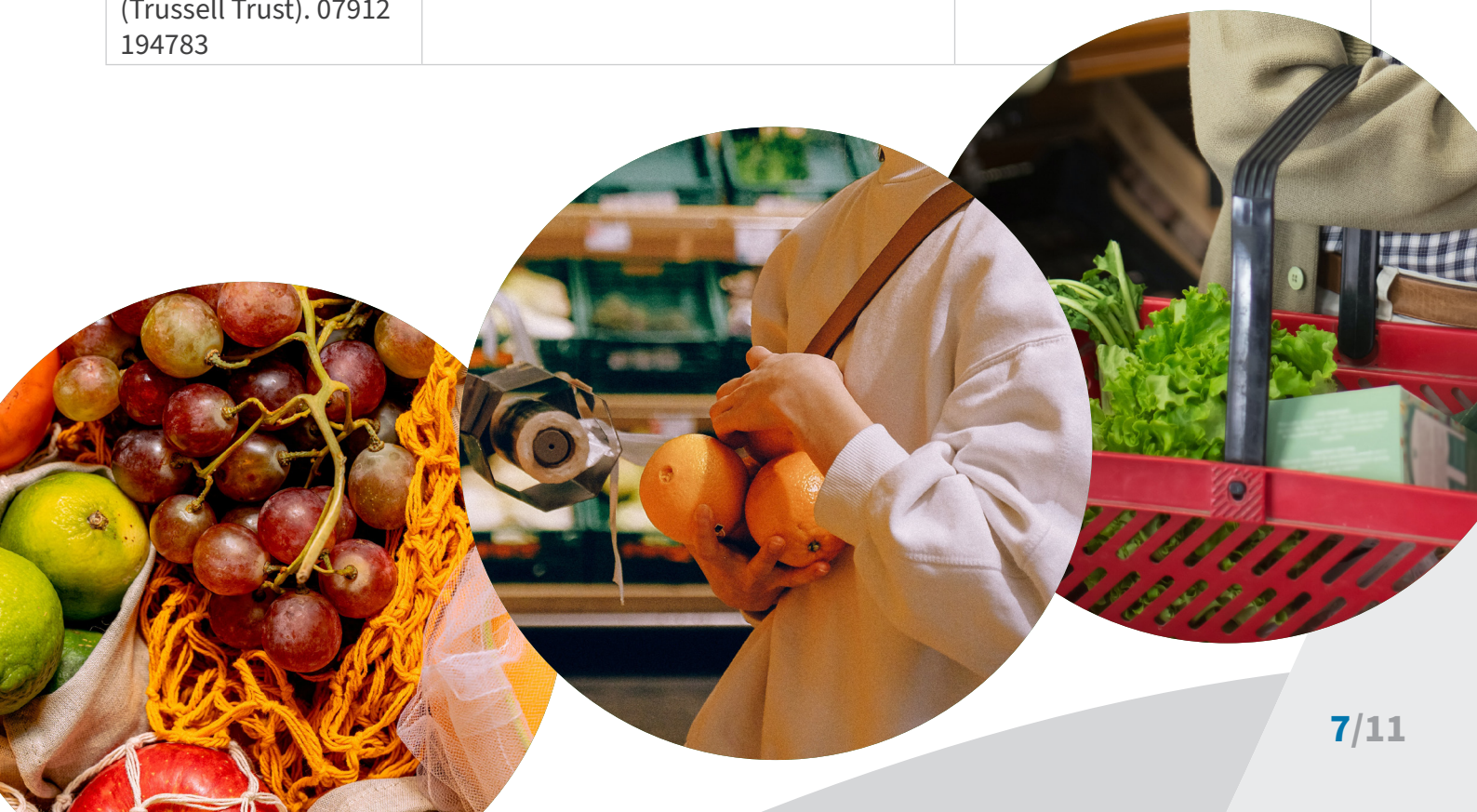
Textphone: 0845 608 8551

Forming part of the Department for Work and Pensions (DWP), Jobcentre Plus helps jobseekers find employment, supports them from welfare into work, and also helps employers fill vacancies.

Foodbanks

There are a number of food banks and social supermarkets across the borough – all information including opening times and how to be referred for help are on the Charnwood Food Poverty Group pages: www.charnwood-fpg.org.uk/copy-of-need-help.

Food Bank	Address	Opening times
Loughborough Food Bank (Trussell Trust). 07495 561408	New Life Community Church, 2 De Montfort Close, Loughborough, LE11 4RL	Mon 1pm - 3pm, Weds 6.30 - 8.30pm, Friday 10am - 12pm
Rothley Foodbank. 07743 765958	Rothley Baptist Church, Woodgate, Rothley LE7 7LJ	Mondays 11am to 12.30pm
Thurmaston Foodbank. 07789250529	Thurmaston Parish Church, Melton Rd, LE4 8ED	Mondays 1-2pm
Salvation Army. 07341636293	Burleigh Road, Loughborough, LE11 3BA	Tuesdays 10.30am – 1.30pm
Barrow Baptist Food Bank. 07395 902961	Barrow Baptist Church, Beveridge Street, Barrow Upon Soar LE12 8PL	Tuesdays 11am to 12pm
Sileby Food Bank. 07814 536648	Sileby Church, St Mary's Church Centre, Little Church Lane, Sileby, LE12 7NE	Tuesdays 10-11am
Syston Foodbank. 07395 054771	Syston Evangelical Baptist Church, 1111 Melton Road, Syston, LE7 2JS	Open Tuesdays 11am to 12pm
Shepshed Foodbank. 07594639668	The Glenmore Community Centre, Shepshed, LE12 9LU	Tuesdays 11.30am to 1pm
Pace Food Bank. 07536987989	Pace, New Springs Arena, Belton Rd W Ext, Loughborough LE11 5XH	Thursdays 10am to 1pm
Syston Leicester South (Trussell Trust). 07912 194783	The Hub Café, High St, Syston, LE7 1GP	Thursday 2-3.30pm



Your Store

Your Store is for people not in crisis but those that are struggling to live on their income and need extra support.

The website address is <https://yourstorecharnwood.org.uk> where you will find a self-referral form.



your store

Shop. Save. Connect.

Location/Contact	Address	Opening times	Email
Loughborough Central. 01509 631750	John Storer House, Wards End, Loughborough, LE11 3HA	Mon 12-4pm, Tuesday - Friday 9.30am-4pm	yourstore@ jscharnwood.org.uk
Shelthorpe. 01509 230629	Good Shepherd Church, Park Road, LE11 2HJ	Saturday 11am-12pm	yourstore@ jscharnwood.org.uk
Fearon Hall. 01509 230629	Fearon Hall, Rectory Road, Loughborough, LE11 1PL	Tuesday 2-4pm	yourstore@ jscharnwood.org.uk
Mountsorrel. 07720680473	Mountsorrel Memorial Centre, Leicester Road, Mountsorrel, LE12 7DB	Thursday 11am-1pm	yourstore@ jscharnwood.org.uk

Barnardo's free helpline to support Ukrainian families

The conflict and ongoing violence in Ukraine has caused families to forcibly leave their homes, in search of safety, with many arriving in the UK.

In response to this, following discussion with the Association of Ukrainians in Great Britain, Barnardo's has set up the Ukrainian Support Helpline to provide a holistic support service. The helpline is available to anyone fleeing the conflict in Ukraine.

Barnardo's free helpline (0800 148 8586) is staffed by English, Ukrainian and Russian speakers, to offer support to children and families arriving in the UK from Ukraine.

The helpline is open Monday – Friday (10am – 8pm) and Saturday (10am – 3pm). Callers will be able to get help and advice on a range of issues.

A dedicated email address ukrainiansupport@barnardos.org.uk and webpage have been set up for those assisting with the Ukraine response.

More information at www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline.

Schools Information

Please visit the Leicestershire County Council website for information regarding schools and education:
www.leicestershire.gov.uk/education-and-children.

Children's support

Children and family wellbeing centres (formerly known as Sure Start children's centres) are local centres that offer help and support to all families with babies and children from pregnancy until they go to school.

Midwives, Health Visitors and other staff are often on hand in the centres to provide help and guidance to support you and your child's development.

Some examples of the services our centres provide are:

- baby clinics
- play sessions
- parenting support, including breast feeding, weaning and nutrition and behaviour management
- baby massage
- immunisation and vaccinations
- drop-in sessions
- Some extra services are targeted and restricted to families who need additional support.

The centre will:

- support parents before and after birth to help them feel prepared and ready to cope with being a new parent
- give help and advice for parents and their babies including breastfeeding support, baby massage and support to access their free childcare
- help support children's speech, language and communication give support to families experiencing anxiety or depression during pregnancy and their child's first year
- help to develop parent's skills and experiences to build confidence in learning new things and preparing for work
- give support to families affected by Domestic Abuse
- give support for young parents

Please contact the centre at the website to find out what local support is available in your area:
www.leicestershire.gov.uk/popular-now/directories/information-and-support-directory/charnwood-borough-children-family-wellbeing-centre.



Community venues

There are a number of community centres and venues in Charnwood which hold events, activities and where a number of organisations use as a meeting place. Here is a list of some of them.

Loughborough

- Ashby Road Estate Community Centre, 'The Hut', Ashby Road, Loughborough - Tel. 01509 233243. Website: <https://sites.google.com/site/thehutashbyroadeste/home>
- Charnwood College, Thorpe Hill, Loughborough. Website: www.charnwoodcollege.org
- Fearon Hall Community Centre, Rectory Road, Loughborough. Website: www.facebook.com/pages/Fearon-Hall/251766004855412
- Gorse Covert Community Centre, Maxwell Drive, Loughborough. Website: www.gorsecovertcommunitycentre.co.uk
- John Storer House, Wards End, Loughborough. Website: www.johnstorercharnwood.org.uk
- Marios Tinenti Centre (MTC), Community House, 91 Russell Street, Loughborough. Website: www.facebook.com/MariosTinentiCentre
- The ARC Community Hub, 22 Knox Road, Loughborough. Website: <http://thearccommunityhub.org.uk/>

Other community centres in Charnwood

- Barrow upon Soar Community Centre, Humphrey Perkins School, Cotes Road, Barrow. Website: www.humphreyperkins.org.uk/about-us/services/facilities-community
- Shepshed Community Centre, Charnwood Road, Shepshed. Website: www.shepshedtowncouncil.org.uk/community-centre.html
- Hind Leys Community College, Forest Street, Shepshed
- Hathern Community Centre, Pasture Lane, Hathern - Tel. 01509 842569
- Queniborough Village Hall, Rearsby Road, Queniborough
- Rawlins Academy, Loughborough Road, Quorn. Website: www.rawlinsacademy.org.uk
- Sileby Community Centre, High Street, Sileby - Tel. 01509 813075
- St Michael's Old School, Melton Road, Thurmaston - Tel. 0116 2611419
- Swithland Memorial Hall, Main Street, Swithland
- Syston Community Centre, School Street, Syston. Website: www.systontc.org.uk/community-centre.html
- The Rothley Centre, Mountsorrel Lane, Rothley - Tel. 0116 2374544
- Thrussington Village Hall, Hobby Road, Thrussington
- Thurmaston Community Centre, Thurmaston
- [Woodhouse Eaves Community Facilities](#), Woodhouse Eaves

