

COVID-19 COMMUNITY RESOURCE

DEC 2020





THANK YOU

As we transition from a second lockdown to tier 3 we want to say a massive thank you to everyone who has given their time to help others.

This year has been like no other and here in Northumberland we have seen extraordinary acts of kindness as communities have come together to support one another.

Whether you have given your time to a voluntary group, helped in your community or reached out to a neighbour we want to thank you for all your hard work.

Working in partnership with voluntary and community groups means we can reach out to residents across Northumberland and provide essential support especially on the run-up to Christmas.

We want to support you. Please give us a ring and tell us what works so we can continue to improve.

**With best wishes,
The Northumberland Communities Together Team**

This is the fifth edition of the online community pack, our previous editions can be found [here](#).

If you can't find the information you're looking for here, please contact us. You can speak to us on 01670 620015 between 9am - 6pm, seven days a week. You can also find information on our [website](#).

INTRODUCTION

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NCT UPDATE

As we're reaching the end of 2020 it's a good time to reflect on all the amazing work that's been going on across the county.

Building strong and sustainable partnerships with voluntary groups, charities and volunteers will make our communities safer and more resilient. With your help we want to encourage any resident needing a bit of extra support, to pick up the phone and get in touch.

Help & Advice for volunteers

Across the UK people are playing their part and providing essential support to their friends and family who are in isolation. It's so important while you're helping others to keep yourself safe and well too.

Find out more about staying safe while volunteering:

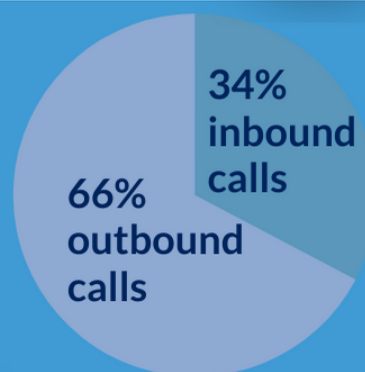
<https://bit.ly/309fZl9>

Northumberland Communities Together (NCT) has been working alongside fantastic volunteers, community groups and other partners across Northumberland. Here is how together, we've supported communities through this crisis...



19,000+ Calls made and received

Out of those calls approximately...



In December we launched our **Northumberland COVID Community Champions** initiative to help spread trusted messages virtually



2,239 unique households helped



406 self isolation grants



12,000+ business grants



57 key partners connected with eg. community groups



900+ people connected to GoodSam- the NHS volunteer network to help with things like prescriptions



100+ pop-up enrichment events



30+ partners worked alongside us at our events



3,500+ residents attended our events

Contact us:

(01670) 620015

9am-6pm,

7 days a week

or email:

NCT@northumberland.gov.uk

What are the new measures?

On Wednesday 2nd December, the National Lockdown ended, and Northumberland was placed in Tier 3 (very high tier) and new guidelines were released. See next page for a double-sided A5 leaflet you can share with your community.

For further detailed information please click on the links below:

LOCAL RESTRICTIONS

- Meeting family and friends - including restrictions on meeting indoors, outdoors, support and childcare bubbles, meeting in larger groups, and keeping your friends and family safe
- Going to work - everyone who can work from home should do so, where people cannot do so, they should continue to travel to work
- Going to school, college and university - all pupils should continue to attend school and colleges, unless required to self-isolate
- Childcare - including a list of where you can get childcare support from, such as childcare bubbles
- Visiting relatives in a care home - visits to care homes can take place with arrangements such as substantial screens, visiting pods, and window visits
- Travel - including where you can travel to, travelling into or out of a Tier 3 area, and overnight stays
- Weddings, civil partnerships, religious services and funerals - including how many people can attend each ceremony
- Sport and physical activity - including guidance on team sport, outdoor sport, grassroots sport and gym/leisure facilities
- Moving home - you can still move home
- Financial support - find out if you're eligible for financial support

VERY HIGH ALERT (TIER 3) RULES FOR NORTHUMBERLAND



We're here to keep you safe and well.

If you or anyone in your family needs a bit of extra support, please get in touch...

- Perhaps your financial circumstances have changed with reduced hours, redundancy or benefit changes.
- Worried about winter bills or financial pressures.
- You may have concerns around shopping, or making sure prescriptions are delivered on time.
- Feeling lonely, overwhelmed or struggling with mental health.
- Worried about someone experiencing domestic abuse or concerned about a neighbour.



Phone us on **01670 620 015** 9am-6pm, 7 days a week

northumberland.gov.uk/communities-together NCT@northumberland.gov.uk



Northumberland restrictions:



You can't mix with anybody you do not live with, or who is not in your support bubble, indoors, in private gardens or beer gardens.



Bars, pubs, cafes and restaurants are closed, except for takeaway, click-and-collect, drive-through or delivery services.



Indoor entertainment venues such as cinemas, theatres and tourist venues are closed.



Accommodation such as hotels, B&Bs, campsites and guest houses are closed.



People are advised not to travel to and from tier three areas.



Northumberland
County Council

www.northumberland.gov.uk/coronavirus

Protect yourself • Protect others Protect Northumberland



Wash your hands



Keep your distance



Wear face covering

What you can do:



Meet in a group of up to six in outdoor spaces, such as parks, beaches or countryside.



Organised outdoor sport, and physical activity and exercise classes can continue, however, higher-risk contact activity should not take place.



Walk or cycle where possible, plan ahead and avoid busy times and routes when travelling.



Attend schools, universities and colleges.



Visit Places of Worship but you must not attend with anyone outside your support bubble.



Provide care or assistance to someone vulnerable, provide respite for a carer or as a volunteer.



Shops, gyms and personal care services (such as hairdressing) can reopen (if Covid-secure).



Attend weddings ceremonies with up to 15 people and funerals with up to 30 people.



Single adult households can still form exclusive support bubbles and children will be able to move between homes if their parents are separated.

For more information on the new restrictions visit www.northumberland.gov.uk/coronavirus
If you need help or support phone **0345 600 6400**



[facebook.com/
northumberlandCC](https://facebook.com/northumberlandCC)




[twitter.com/
N_LandCouncil](https://twitter.com/N_LandCouncil)



[instagram.com/
NLandCC](https://instagram.com/NLandCC)



[youtube.com/
NorthumberlandTV](https://youtube.com/NorthumberlandTV)



When meeting people you do not live with, it is important to do so outdoors where possible, or to make sure that any indoor venue has good ventilation (for example by opening windows so that fresh air can enter).

There is updated government guidance on how to help safely in your community, you can find this here:
<http://bit.ly/HowToHelp-Safely>

HEALTH ADVICE

Remember, 'Hands. Face. Space':

- Hands: wash your hands regularly and for 20 seconds
- Face: wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet
- Space: stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

Clinically extremely vulnerable people

There is additional advice for clinically extremely vulnerable people in Tier 3 areas.

[Click here to view the additional guidance for those who are clinically extremely vulnerable to coronavirus.](#)

Find an easy to read poster of Tier 3 restrictions:

https://www.northumberland.gov.uk/NorthumberlandCountyCouncil/media/COVID-19/COVID-19_Tier_3_Very_High_Poster.pdf

When following these new rules, we must each continue to take personal responsibility to limit the spread of the virus and protect our loved ones, particularly if they are vulnerable. For many, this will mean that it isn't possible to celebrate Christmas in the way you normally would.

CHRISTMAS BUBBLE

Between 23 and 27 December:

- You can form an exclusive 'Christmas bubble' composed of people from no more than three households (only two households are advised to mix in Wales)
- You can only be in one Christmas bubble you cannot change your Christmas bubble
- You can travel between tiers and UK nations for the purposes of meeting your Christmas bubble
- You can only meet your Christmas bubble in private homes or in your garden, places of worship, or public outdoor spaces
- You can continue to meet people who are not in your Christmas bubble outside your home according to the rules in the tier you are meeting in
- If you form a Christmas bubble, you should not meet socially with friends and family that you do not live with in your home or garden unless they are part of your Christmas bubble

You should travel to meet those in your Christmas bubble and return home between the 23 and 27 December. Anyone travelling to or from Northern Ireland may travel on the 22 and 28 December.



CHRISTMAS BUBBLE

A fixed bubble is a sensible and proportionate way to balance the desire to spend time with others over the Christmas period, while limiting the risk of spreading infection. However, the more people you see, **the more likely it is that you will catch or spread coronavirus (COVID-19).**

You can spread coronavirus to others even if you and the people you meet have no symptoms. You and the other people in your Christmas bubble need to consider these risks carefully before agreeing to form a bubble. You should consider ways to celebrate Christmas in other ways, such as the use of technology and meeting outdoors, without bringing households together or travelling between different parts of the country.

Forming a bubble if you are vulnerable or clinically extremely vulnerable carries additional risks - [see advice for clinically vulnerable people](#).



HELP & SUPPORT

Financial support during winter

We are working in partnership with Citizens Advice Northumberland to support residents with their financial wellbeing.

Citizens Advice are able to respond quickly to emergency hardship with fuel vouchers and are able to give preventative support, such as information on debt reduction. If a resident does require help and advice, please contact your Community Connector who will refer them to Citizens Advice.

Residents who need advice on energy and fuel poverty can call **01670 339960** or email **energy@citizensadvicenorthumberland.org.uk**.

For more information about energy supply:
www.citizensadvice.org.uk/consumer/energy/energy-supply/

Citizens Advice Northumberland has also compiled a list of helpful contact information, find out more on the next page.

Some of our face to face offices are temporarily closed at the moment but we are still here for you.

Telephone **0800 144 8848**

Mon to Fri 9.00am - 4.30pm

Email advice via our online form at
www.citizensadvicenorthumberland.org.uk

Online advice www.citizensadvice.org.uk

Universal Credit Help to Claim service

Telephone **0800 144 8444**

Mon to Fri 8.00am - 6.00pm

Or **01670 339985**

Email uc@citizensadvicenorthumberland.org.uk

Debt and money advice

Telephone **01670 339960**

text "DEBT" to 81400 for a call back

Email debt@citizensadvicenorthumberland.org.uk

Energy advice

Telephone **01670 339960**

Email energy@citizensadvicenorthumberland.org.uk

Macmillan benefits advice

Telephone **01670 339985**

If you are interested in volunteering for us, email
volunteer@citizensadvicenorthumberland.org.uk





HELP & SUPPORT

Domestic Abuse

During this difficult time it is important to remember that domestic abuse and controlling behaviour doesn't stop.

What is domestic abuse? Domestic violence or abuse is used by someone to control or obtain power over another person. It can include physical, sexual, psychological, verbal, emotional and financial abuse.

For people experiencing domestic abuse, it is important that they know they are not alone. Here are some useful resources to follow when giving support and advice:

The Domestic Abuse Support Service in Northumberland provides 24 hour specialist support and advice for women and men who are at risk of domestic abuse. Call **01670 820199** or find out more:

<https://bit.ly/PFPDomesticAbuse>

Northumberland Domestic Abuse Service offers a free and confidential service providing emotional and practical support. Call **01434 608030** or find out more: <https://www.nda.services/>



HELP & SUPPORT

Safe Lives have support around domestic abuse and Covid-19. Find out more: <https://bit.ly/safelivesDA>

Women's Aid offers a confidential online chat service, find out more <https://bit.ly/WomansAidLiveChat>

If you are worried about the immediate welfare of an adult or child, please contact Onecall on **01670 536 400**

Northumberland COVID Community Champions

With the health service working hard to meet the demands of winter on the NHS, we want to help communities understand the rules around COVID-19 so they can stay well through the COVID-19 crisis. We're creating a network of COVID Community Champions to help spread trusted messages for us virtually. If you know anyone who would like to volunteer to receive regular updates please visit this website: www.northumberland.gov.uk/champions



HELP & SUPPORT

Mental Health and Loneliness

The current situation has meant that more people across all ages are experiencing mental health issues including loneliness.

We're fortunate in Northumberland to be working with lots of partners, charities and services that have excellent resources that you can signpost residents to, or use yourself, to stay well. Talk to your connector or single point of contact for more information.

Find out more about tackling loneliness:

<https://letstalkloneliness.co.uk>

Watch: <https://youtu.be/px3dEACs3hE>

Feeling Connected Webinar

On 29 January 2021 you're invited to join an online event; Feeling Connected. The webinar will include a talk from Olivia Field, Head of Health and Resilience Policy at the British Red Cross who oversees several policy, research and advocacy programmes focusing on emergency response, tackling loneliness and health and social care. We'll also host a panel discussion with partners from the voluntary sector in Northumberland. Please keep the date free and there'll be more information to follow.



HELP & SUPPORT

Something's not right

The Home Office has created a campaign, 'Something's Not Right', to help secondary children in England who suffered a range of harms, such as sexual and physical abuse, during lockdown.

The campaign aims to build awareness of the support services available to victims and encourage disclosure of abuse to a trusted adult. 'Something's Not Right' has been developed in close collaboration with the NSPCC, Barnardo's, The Children's Society, Internet Watch Foundation and the Marie Collins Foundation.

Find out more about the campaign and how you can support those affected: www.childline.org.uk/somethings-not-right

Safe Places

Safe Places is a national project which approves local High Street shops, cafes and community venues bus stations and similar areas to provide support where needed. An approved Safe Place will have completed training in how to help anyone feeling anxious, scared, or lost, and will show a sticker in the window with the Safe Places logo.

For more information visit: www.safeplaces.org.uk/member-schemes/northumberland/



HELP & SUPPORT

Northumberland Early Help Team

The Early Help Family Workers team have an important message, you are not alone, they are here to help.

The Early Help team are here to support local families, you can contact the North team- **01670 620461** the West team- **01434 601698** the Central team- **01670 819988** the South East team- **01670 798800** five days per week, 9.00am-5.00pm Monday-Thurs and 9.00am-4.30pm Friday.

Areas of Advice they can offer:

- Education, Employment and Training
- Benefits
- Support in Managing Young People's Behaviour
- Keeping Children Safe
- Substance Misuse
- Domestic Abuse
- Dealing with Difficult teenagers

Support is available to all families with children up to the age of 19 years and all calls are dealt with in the strictest confidence.



ONLINE TRAINING

We have created a page where you can find a range of free online digital learning modules.

Including:

- Safeguarding Children
- Safeguarding Adults Recognising and Responding to Domestic Abuse
- Stress Awareness
- Alcohol and Drug Awareness
- Health and Safety Awareness
- Equality and Diversity
- Prevent Adverse Childhood Experiences
- Early Help for Children and Families
- Covid 19

Volunteers and voluntary groups can get access to online learning by creating an individual learning account, please follow the steps below:

1. Go to **ncc.learningpool.com**, click on **Create New Account**
2. Choose a username (we recommend using your email address, as this is always unique and easily remembered)
3. Choose a password (please see the on screen guidance regarding the format of your password)

4. Enter your email address (you must enter an email address, if you do not already have one, you can easily create one through Google, Hotmail, etc)
5. Please enter your first and last names
6. Please click on **Choose Organisation**, you will see a white text box with two tabs at the top
 - i. Click on the Search tab, type “**Northumberland Communities Together**” into the search box, and click **Search**
 - ii. Select “**Northumberland Communities Together**” from the result beneath
 - iii. Click OK
7. Please click on **Choose Position**, and select “**Volunteer**” from the list that appears, then OK
8. Click Request New Account

You will receive an email confirming that your account has been approved (please note, you will receive an earlier email confirming your email address, this does not mean your account is approved. Please wait for that email before logging on)

Once your account is approved, you can log in to the system at ncc.learningpool.com, using the username and password you created.

You will then be able to access the learning resources from your home page.

Should you encounter any difficulties, please email Learningandod@northumberland.gov.uk.



TRANSLATIONS

We want as many people as possible to have access to trusted and reliable information in all languages.

British Sign Language users can now contact Northumberland County Council using SignVideo Web Access, an online sign language interpreting service.

Find out more here:

<https://www.northumberland.gov.uk/About/Contact/contacts.aspx#contactus>

Latest COVID-19 guidance, information in multiple languages are included at the link below.

<https://www.northumberland.gov.uk/covidlocal#languages>

More health advice can be found on Doctors of the World, who in partnership with the British Red Cross, Migrant Help and Clear Voice, have produced advice on Coronavirus (COVID-19) in 36 languages.

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>

The latest national guidance can be found online here:

<https://www.gov.uk/coronavirus> with each web page able to be translated into 36 languages.



FOOD PARTNERSHIP

The food partnership builds upon the excellent work already being done by an army of voluntary and community groups along with local business and food delivery providers across Northumberland.

The vision for the Food Partnership is to create a future that delivers safe, healthy, affordable food solutions for communities; helps to break the cycle of dependency in relation to emergency food assistance; encourages positive behavioural change around food and is robust in the face of future demands.

The five voluntary organisations involved in the initiative are:

- Berwick upon Tweed Community Development Trust (North),
- Northumberland Community Enterprise Ltd (Castle Morpeth),
- Adapt Northeast (West),
- Sustainable Community Enterprises North East (SCENE - Ashington, Blyth)
- SCENE (Cramlington, Bedlington & Seaton Valley)

SHARE YOUR GOOD NEWS

We love seeing the many different ways you have helped your community, so keep on sharing your good news stories so we can continue to celebrate you!

There are lots of ways to get involved across our social media and see all the fantastic work other groups are doing. Tag us in your tweets and posts, send us an email and connect with us on social media.



[@NlandTogether](https://twitter.com/NlandTogether)



[NlandTogether](https://www.facebook.com/NlandTogether)



NCT@northumberland.gov.uk



- **Covid-19:** For more information: bit.ly/healthmattersblog
- **Social Distancing:** Staying more than two metres apart from anyone who is not in your household.
- **Self Isolation:** Staying at home and not seeing anyone else in person, except for those you live with. You can find guidelines on this here: bit.ly/govstayhome

GLOSSARY

- **Personal Protective Equipment (PPE):** Equipment worn to minimize exposure to hazards that could cause illness or injury . It is now compulsory to wear face coverings in shops & on public transport in England: <https://bit.ly/PublicTransportFaceMask>
- **Support bubble:** If you live alone or are a single parent with dependent children, you can form a 'support bubble' with one other household. All those in a support bubble will be able to act as if they live in the same household - meaning they can spend time together inside each other's homes and do not need to stay 2 metres apart. Support bubbles should be exclusive - meaning you should not switch the household you are in a bubble with or connect with multiple households
- **Contact Tracing:** Government scheme to reduce coronavirus infection. If a person tests positive for coronavirus, they speak to a contact tracer or complete an online form giving details of who they have been physically close to. People who have been in close contact will be told to isolate for 10 days. This also works in conjunction with the 'NHS COVID-19' app. Find out more here: [http://bit.ly/TrackAndTraceApp](https://bit.ly/TrackAndTraceApp)

A woman with long dark hair is talking on a white corded telephone. She is wearing a black and white striped shirt. In the background, there is a laptop and a notebook on a desk.

CONTACT

- The community response hub has been set up for groups, volunteers and residents to get in touch, be connected and find support **01670 620015** or email **northumberlandcommunitiestogether@northumberland.gov.uk** between 9am to 6pm, seven days a week
- Onecall **01670 536 400** - If you are worried about a child or adult's immediate welfare. For more information: bit.ly/NHSONeCall
- Business Support - we are working to support businesses through this challenging time. Our businesses are vitally important to our county. For more information: bit.ly/NCCBizHub
- NHS 111 - Only call **111** if you cannot get an answer from the online site <https://111.nhs.uk>
- In an emergency always call **999**



WEB LINKS

- Guidance on setting up a mutual aid group : www.covidmutualaid.org/resources
- Follow the latest stay at home advice at: bit.ly/NHSIsolationAdvice
- Overview of COVID-19 and up-to-date advice: bit.ly/NHSup-to-date
- NHS 111: <https://111.nhs.uk>
- Northumberland County Council's volunteering hub: www.northumberland.gov.uk/communitiestogether
- Northumberland County Council's COVID-19 information page: www.northumberland.gov.uk/coronavirus
- Government guidance on cleaning: <https://bit.ly/GOVcleaning>
- For the latest posters, videos and social media graphics you can go to the Public Health Campaign Resource Centre, for which you'll need to register: bit.ly/PHECovidResources

Northumberland Communities Together Team December 2020

Other formats: If you need this information in any other format or language please call us :
01670 620015 9am to 6pm, seven days a week or email : NCT@northumberland.gov.uk



Northumberland
County Council

Northumberland *communities together*

