


COVID-19 COMMUNITY RESOURCE

24 APRIL 2020 VERSION TWO



Northumberland
County Council





Thanks to everyone who is helping in whatever way you can by volunteering, whether you are a street champion, helping your neighbours, or giving your time to a voluntary or community group.

We know that many organisations and groups have had to close their doors but have offered their staff, services and support in different ways, a huge thank you to all of you.

THANK YOU

We have had over 1000 people fill in our Communities Together volunteering form across Northumberland, and many of them have already been placed within voluntary groups and charities, while others are waiting to be placed. This is a sensational number, thank you to everyone who is giving their time and energy to keeping their community safe.

We know we keep thanking you, but we want to make sure we're listening to you too. We want you to be supported, and make sure you're in touch with your connectors. We have created this resource to help facilitate the work you're doing in your communities. Let this to be a collaboration, please pick up the phone and tell us what you want to see. We're all supporting each other and we'd like to get it right.

Take care,

The Northumberland Communities Together Team

We have launched Northumberland Communities Together to strengthen and connect the volunteering networks responding to COVID-19. We are here to support residents, groups, and volunteers through practical help with food supply, financial support, safeguarding information, reassurance, or anything that we can do to empower your communities to keep themselves safe and well.

INTRODUCTION

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

We're here as a support for you if you have any questions that are not answered 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](#).

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SHARE YOUR GOOD NEWS

As you and your organisations continue to do amazing work, we want to hear and shout about it!

We'd like to celebrate the work that goes on all across Northumberland. If you or your group have a story you'd like to share send us a tweet, email or you can join our Facebook page and post your own stories as well as see all of the fantastic work other groups are doing from Seahouses to Prudhoe.



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



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



northumberlandcommunitiestogether@northumberland.gov.uk





SAFEGUARDING

Safeguarding is about:

- Assessment of risk
- Taking appropriate precautions
- Having systems for reporting, reviewing and for accountability

Safeguarding is both for volunteers and for the people you're helping, and is in place to help you manage risks. This can include financial risk, risk to a volunteer, risk to an individual or risk to an organisation's reputation. Generally, we refer to safeguarding in relation to risks that come from interactions between people. Everyone should think through the risks of their actions when working with others, and act in order to prevent harm.

To find out more about safeguarding and DBS go to:
bit.ly/GOVsafeguarding

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

If you want more information on safeguarding and DBS, or need an answer to a specific question, please contact us.



HELP & SUPPORT

Information on utilities companies

During this difficult time, many of the people you work with may be concerned about paying their bills, or whether their services will be interrupted. Here are a few links that you can direct them towards.

Ofgem has released guidance for energy suppliers during Covid-19 in order to give extra protection to consumers at this time.

This includes support to top up prepayment meters if you are unable to leave the house. Coronavirus (COVID-19) and your energy supply:
<https://bit.ly/OfgemCOVID19>

Citizens Advice Northumberland's Energy Project have noted additional delays in contacting suppliers in general with some companies only accepting contact from consumers regarding emergency situations and those who are vulnerable or shielding.

Consumers should check their own supplier's website for further information and webchat (if available) may prove to be a more successful method of contact.



HELP & SUPPORT

With people spending more time at home during lockdown, they may wish to review energysavings by considering switching tariff or supplier, or by exploring ways to be more energyefficient at home.

The Energy Project can support Northumberland residents with all household energy queriesand continues to deliver a service remotely during Covid-19 with home based advisers.

Referrals can be made by telephone **01670 339960** or by emailing energy@citizensadvicenorthumberland.org.uk

It is also important that vulnerable residents identify themselves as such by signing up to thePriority Services Register for energy and water: https://bit.ly/NPG_COVID19

Information on Ramadan

If you, or the people you are helping, are of the Muslim faith, see the following for more guidance during Ramadan:

<https://bit.ly/RamadanVolunteering>

YOU SAID WE DID

You said 'can we have a black and white version of the community pack so if I want to I can print it out?'

We have created a printer friendly document, alongside our online community pack, in case you would like to print it out. Please bear in mind that our pack contains a lot of internet links, so it is less accessible when in a printed format.

We have created this resource to help facilitate the work you're doing in your communities. We want this to be a collaboration, so please tell us what you think, email us or let your community connectors know. We're here to support you, and we want to get it right.





HEALTH & WELLBEING

Mental health is incredibly important, especially during these uncertain times. From families to farmers, everyone can need support. We're fortunate in Northumberland to be working with lots of 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.

Remember, Northumberland Communities Together is here to help support you. If someone you know could benefit from a call or a chat, get in touch and let us know and we can connect them to a trusted phonecall service. You can contact us on **01670 620015** between 9am to 6pm, seven days a week.

There are also some great mental health apps that you can find here: <https://bit.ly/AppsMentalHealth>

Where can I find out more about how to stay safe while volunteering?

We have advice for volunteers [here](#) but if you have any questions that aren't covered in this or previous packs, you can contact us on 01670 620015 between 9am to 6pm, seven days a week

FAQ

I completed the volunteer form and haven't heard anything back. Do I need to get in contact?

No, if you have completed the form then we have your details. We have had an amazing number of offers of help, over 1000 people so far. We have passed all these details on to local community groups, and when they need you they will be in touch. In the meantime, we know that you are keen to help. There are some simple things you can do to make a difference:

- Remember that by staying at home and observing social distancing you are already helping your community stay safe.
- Be a street champion: wave to your neighbours, keep an eye out for someone who may need help, and pass on reliable information.
- Stay connected: ensure you connect on social media with your friends and family, and with your community. Share things that make people smile, feel safe, and know that there is support available to them.

What should I do if I start to feel ill or overwhelmed while volunteering?

Keeping our communities safe and well is important and this starts with you. If you're affected by any of the symptoms please tell your connector or single point of contact and follow the national guidelines.

I'm worried about someone's welfare, what should I do?

If you think a child or adult is in immediate danger, you should call Onecall 01670 536 400. If you have noticed something suspicious but are not sure yet, do not investigate yourself. Instead pass the information on to your group organiser or single point of contact.

FAQ

I am in receipt of Jobseekers Allowance/Pandemic Unemployment Payment, can I volunteer?

Yes you can.

Do I need a DBS check to help my neighbours?

No, you don't need a DBS Check, however, you will need to read instructions on basic safeguarding, and how to protect yourselves and others while volunteering: <https://bit.ly/GOVSafeguardingFAQ>

When would I need a DBS check?

Many common coronavirus-related volunteer roles are not regulated, and therefore do not require a DBS check or barred list check. These include:

- shopping for people who are voluntarily self-isolating
- picking up prescriptions
- driving (with the exception of transporting patients)
- befriending
- posting mail
- delivering items or dog walking

Only a few roles need a DBS check by law. These are roles involving 'regulated activity'. Regulated activities include transporting, teaching and caring, including personal care, to those who are vulnerable due to age, illness or disability.

The language around Covid 19 can be quite confusing, so we've included this glossary to help you get to grips with some of the common terminology.

GLOSSARY

- **Shielded group:** A list of people who are very at risk of being infected due to specific health conditions, defined as critical by NHS England. They will receive a letter or text message from NHS England to identify them as part of this group. These people can access help from the Shielding Hub. You can find out more information about the shielded group here: bit.ly/govsocialdistancing
- **Those at increased risk, but not shielded:** This includes pregnant women, people over 70, and those with underlying health conditions. If you are in this group and unable to get help from family or friends, you can speak to Northumberland Communities Together, Community Response Hub: **01670 620015**
- **Northumberland Communities Together:** This a hub to support volunteers and those in our communities that need support. It organises the **Community Response Hub** which responds to those enquiries. Find out more information: www.northumberland.gov.uk/communitiestogether
- **Covid-19 :** For more information: bit.ly/healthmattersblog



GLOSSARY

- **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
- **Lockdown:** A government-imposed ban on any movement inside the country, and the closing of all nonessential businesses.
- **Quarantine:** Staying home and not seeing others in order to prevent the spread of disease.
- **Social Distancing:** Staying more than two metres apart from anyone who is not in your household.
- **Flattening the curve:** By practicing social distancing, avoiding unnecessary travel, and taking basic precautions, healthy individuals can help slow the spread of the disease — or “flatten the curve.”
- **Personal Protective Equipment (PPE):** Equipment worn to minimize exposure to hazards that could cause workplace illness or injury e.g. a builder wearing a hard hat, or a doctor wearing disposable gloves.



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: bit.ly/PHEcleaningguide
- 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 24 April 2020

Other formats: If you need this information in any other format or language please contact us on : **01670 620015** or:
northumberlandcommunitiestogether@northumberland.gov.uk



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Northumberland *communities together*

