

COVID-19 COMMUNITY RESOURCE

JAN 2021



Northumberland
County Council





THANK YOU

Last year we have seen extraordinary acts of kindness as communities have come together to support one another. We want to extend a heartfelt thank you to everyone who has given their time to help others during this lockdown and all throughout 2020.

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 during the winter months.

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 sixth 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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In 2021 we want to grow strong and sustainable partnerships, with voluntary groups, charities and volunteers. Together we 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.

NCT UPDATE

We've been working collaboratively with partners such as Northumberland CVA who have a great bank of resources to support the voluntary sector, click here to see their newsletters for more information: <https://bit.ly/2LDdHHe>

We have an exciting project on the horizon with the opening of our new Community Link Building in Cramlington. We'll invite Cramlington based groups, residents and organisations to get in touch so we can collaborate and develop activities for the community. We'll share more news on this project very soon.

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

We'd like to invite you to the 'Feeling Connected: Northumberland Communities Together' webinar on Friday 29 January at 9:30am to 11:00am. The webinar will bring together local and national leaders in the field to discuss how our communities are tackling loneliness and social isolation, especially in these trying times. We'll be looking at the incredible work already going on in our communities and how we can build on it.

FEELING CONNECTED

Our keynote speaker, Olivia Field, has vast experience in this area. She is currently the Head of Health and Resilience Policy at the British Red Cross where she oversees policy, research, and advocacy programmes focused on talking loneliness, amongst other issues. She has also worked as a Senior Policy Adviser to the government on tackling loneliness.

We'll also be hosting a panel discussion to hear about the great work going on at a local level. Our guests are:

Amy Whyte - Amy is the Head of Charitable Services with Age UK Northumberland. She has a distinguished career and has been a strong advocate and fundraiser for the elderly in the region, working tirelessly to help ensure that older people enjoy later life.

Fareeha Usman - Fareeha is the founder of the Being Woman charity, as well as being a board member for HealthWatch Northumberland, and a Trustee for YMCA Northumberland, amongst many other roles. She has been a prominent advocate for the promotion of equality and diversity and supports BAME, asylum seekers and refugee women and families.

Liz Prudhoe - Liz is the director of Adapt, a community-based organization providing services across the whole of the North East with the aim of promoting an inclusive society. Throughout her career, Liz has been awarded honours such as the 'Best Social Enterprise in the North East Woman of the Year Award' and has been involved in many events including the PM's Social Enterprise Roundtable.

FEELING CONNECTED

Jane Pannell- Jane retired from local government as a CEO and is now a well-respected community activist in North Northumberland. Jane is involved with several groups including North Northumberland Voluntary Forum, Glendale Connect, Wooler Warm Hub, and KeepingLowick and District Connected.

Thom Bradley- Thom is the Chief Executive of Community and Voluntary Action Blyth Valley (CVABV), as well as the chair of Blyth Valley Enterprise Limited and of Sustainable Community Enterprises North East (SCENE) supporting communities across the North East to develop more sustainable practices to ensure long term goals.

The webinar will include short speeches by Cath McEvoy-Carr, Executive Director of Adult and Children's Services at Northumberland County Council, Councillor Veronica Jones and Councillor Richard Dodd. We'll also be taking this opportunity to showcase some of the phenomenal work going on around the County.

Please [click here](#) to access the invitation form to register to attend. If you have a question or observation about social isolation, please complete the attached invitation. Feel free to share this invite with others you think may be interested. We hope you'll be able to join us for this exciting event.

What are the new measures?

On Monday 4 January at 8pm, the Prime Minister explained that given the alarming increase in positive COVID-19 cases, more was needed to bring the new faster-spreading coronavirus variant under control and support the vaccination roll-out in the UK.

A summary of the guidelines for the national lockdown can be found below:

LOCKDOWN

- People cannot leave their homes except for certain reasons, like the first lockdown last March (by law).
- These include essential medical needs, food shopping, exercise and work for those who cannot do so from home.
- All schools and colleges will close to most pupils from Tuesday 5 January with remote learning until February half term.
- Early years settings such as nurseries will stay open.
- End-of-year exams will not take place this summer as normal.
- Elsewhere, university students will not return to campuses and will be taught online.
- Restaurants can continue to offer delivery for food, but takeaway alcohol will be banned.
- Outdoor sports venues - such as golf courses, tennis courts and outside gyms - must close.
- Amateur team sports are not allowed, but elite sport such as Premier League football can continue.

View detailed guidance here: <https://bit.ly/39E79je>

A large crowd of people, seen from above, forming a circular shape on a light-colored surface. The people are wearing various colored clothing, and their shadows are cast on the ground. The background is a solid dark blue.

VACCINATIONS

Vaccination programme

Both the Pfizer and the Oxford/AstraZeneca vaccines are now in wide circulation, and nationally over two million people have now been vaccinated, with a third vaccine Moderna approved on Friday 8 January for roll-out in the Spring.

Vaccination Centre – Centre for Life

You may know that the Government announced that the Centre for Life in Newcastle would be one of the seven mass vaccination centres across England, and the site has now been transformed into a mass vaccination site. This is being managed by Newcastle upon Tyne Hospitals Trust, and vaccinations have now started there. Letters have been sent to people living within a 45-minute drive of the Centre for Life, and appointments are being arranged through a national booking website.



VACCINATIONS

Local Vaccination Services (Primary Care Networks)

Vaccinations in Northumberland are being delivered through 10 Primary Care Networks (PCN) identified across the county. Phase one category groups include over 80's, healthcare and care staff, care home staff and care home patients.

Vaccine second dose – policy change

You may also be aware that NHS England have now changed their policy around administering the second dose of the COVID-19 vaccine, which should now be given between three to 12 weeks - a change from 21 days (with delivery in the twelfth week being preferable). This applies to those scheduled to have their second dose after the 4 January, which are now being re-scheduled by PCNs. This policy change is about ensuring that as many people as possible receive a first dose to provide a degree of protection and asks that second doses are now booked up to 12 weeks later.

UK COVID-19 Vaccines Delivery Plan

On Monday (11th January), the Government published its plan for the largest vaccination programme in British history, and you can view this [here](#).

This sets out how the Government will work with the NHS, devolved administrations, local councils and the armed forces to deliver the vaccination programme.

VACCINATIONS

By the end of January, everyone in England will be within 10 miles of a vaccination site or, for a small number of highly rural areas, the vaccine will be brought to them via mobile teams. There will also be capacity to deliver at least 2 million vaccinations in England per week by the end of January and all residents and staff in over 10,000 care homes across the country will be offered a vaccine by the end of the month.

This will be made possible by the rapid expansion of the programme, including:

- 206 active hospital sites
- 50 vaccination centres
- around 1,200 local vaccination sites – including primary care networks, community pharmacy sites and mobile teams

This will mean every at-risk person has easy access to a vaccination centre, regardless of where they live. The expansion of the programme will also mean all adults will be offered a vaccine by the autumn.



KEEPING SAFE

Keeping yourself and others safe

The Government guidance is clear - stay home, protect the NHS, save lives.

You must only attend your workplace when it is absolutely necessary, and where you cannot do your job from home – work from home if you are able to do so and when out in your community volunteering please be extra vigilant and prioritise your own health.

Given positive cases both in the county and in neighbouring authorities, it's more important than ever to adhere to the national guidance by:

- ✓ Washing your hands regularly
- ✓ Keeping your distance
- ✓ Wearing a face covering - this is now mandatory (by law) in the workplace in communal areas
- ✓ Getting tested if you feel unwell

This is particularly important as we continue to see significant community transmission, which will inevitably have an impact on our ability to support our communities.



SELF-ISOLATING

If you have COVID-19 symptoms or have received a positive test result
Stay at home and begin to self-isolate for 10 days from when your symptoms start. Arrange to have a test for COVID-19 if you have not already had one. The result of the test will determine how long you must stay at home and self-isolate.

Please remember:

- Stay at home while you are waiting for a home test kit or a test site appointment.
- A positive test result means you must complete a 10-day isolation period.
- If your test is negative, you can stop self-isolating as long as you are well.
- If you do not have symptoms but have tested positive for COVID-19, stay at home and self-isolate for 10 days from the day the test was taken.
- If you develop symptoms after your test, restart your 10-day isolation period from the day the symptoms start.



SELF-ISOLATING

If you live in the same household as someone with COVID-19

Stay at home for 10 days. The 10-day period starts from the day the first person in your house developed symptoms or, if they do not have symptoms, from the day their test was taken.

If you do not have symptoms of COVID-19 yourself you do not need a test. Only arrange a test if you develop COVID-19 symptoms.

If you develop symptoms and your test result is positive, follow the same advice for people with COVID-19 to stay at home and self-isolate for 10 days from when your symptoms started.

You could be fined if you are identified as a contact of someone with COVID-19 and you are notified by NHS Test and Trace that you need to self-isolate and do not to stay at home and self-isolate.



HELP & SUPPORT

Clinically Extremely Vulnerable (CEV or previously known as shielded)
The Government has updated its guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19. Further information is available on the Council's website-
<https://bit.ly/396eOYV>

All CEV residents will have received (or will receive) a letter from the Government. As outlined in national guidance, the clinically extremely vulnerable will get priority access to vaccination against COVID-19 before the general population and in line with the priority ordering set by the Joint Committee on Vaccination and Immunisation (JCVI). CEV residents will be contacted again by the NHS with more information on when and how they will be invited to get the vaccine.

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>



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



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.

HELP & SUPPORT

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/>

Safe Lives have support for 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



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>

Or watch: <https://youtu.be/px3dEACs3hE>

Job Opportunity- Key Worker Berwick

Rise is recruiting a Key Worker to support those aged 16-30 from across the Berwick area who are at risk of isolation, poor mental health or experiencing barriers to services and support.

Find out more: www.wearerise.co.uk/news/vacancy-keyworker-2021

Free School Meals

Schoolchildren in receipt of free school meals are continuing to receive support whilst learning at home and in school.

Northumberland County Council is continuing to use the arrangements it had in place for the Christmas break following its success in ensuring all 9,500 eligible children received much-needed food over the school holiday period.

HELP & SUPPORT

The online platform continues to be managed by the council for all schools in Northumberland including academies, but the arrangements that schools have in place may differ:

- 8% of schools already have alternative local arrangements in place.
- 18% of schools have signed up to EdenRed the national provider.
- The additional remaining schools will be supported by arrangements the council has in place via Huggg - an online platform which allows parents to download a supermarket voucher, giving them the choice where they would like to shop. There are nine supermarkets to choose from and the vouchers are flexible so parents can choose to use them every day or weekly. Vouchers can be accessed via email or phone, and for those who do not have access via this option can ask their school to print the vouchers in advance.

To apply for free school meals, click here: <https://bit.ly/39Vcm6D>

If you're not eligible and feeling financial pressures we're here to support, please contact our team so we can explore the range of support and help available to you.



LOTTERY

Northumberland Lottery is an exciting weekly lottery that raises money for good causes in Northumberland. All good causes supported by the lottery benefit Northumberland and its residents.

During what has been a challenging time over 100 registered causes have benefitted from funding through the Northumberland Lottery. Since April 2020 there has been £21,000 raised for communities across the county and given away £7,200 in prizes there have been 977 winning tickets, with 129 of those winners winning a cash prize of £25 or more. One lucky winner scooped £2000.

Find out more about how the Northumberland Lottery can support your local community group, charity or good cause:

www.northumberlandlottery.co.uk/

Two online activity portals have been set up by Northumberland County Council to assist parents with education and leisure activities for children and teenagers who are being homeschooled.

Find homeschooling resources here: <https://bit.ly/3bZxQ51>

LOCKDOWN RESOURCES

The leisure portals will provide a timetable of free, daily online exercise and dance classes, craft, arts and story-telling sessions that will be delivered by the library service and by Active Northumberland.

The aim of the portal is to assist parents to keep children occupied and help build some routine into their day by letting them know in advance what activities are coming up and providing them all in one place. It is aimed at children and young people aged 16 and under.

A variety of live exercise sessions will be provided by Active Northumberland instructors which will be geared specifically to younger children and teenagers. A story-telling session from the library service will help children have some quiet time during the day. A bank of stories, activity sessions and exercise videos will be stored on the portal and can be accessed at any time.

For exercises classes go to: <https://padlet.com/Northumberland/workouts>

For the story telling and library activities go to:
<https://padlet.com/Northumberland/storytelling>



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.

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)



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 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 January 2021

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*

