

# COVID-19 COMMUNITY RESOURCE

3 APRIL 2020 VERSION ONE

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# THANK YOU

We appreciate all the amazing work that you and other volunteering groups are doing to support the people of Northumberland during this time. We know it can sometimes be hard, but we are all working to keep people safe. We could not be more grateful for all that you do, and we will support you in whatever way we can. We are here for you, if you have any queries at all you can speak to us on **01670 620015** between 9am & 6pm, seven days a week.

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

We have included all the information we think you would like to see, but if you have any questions that are not answered here, please contact us at:

[northumberlandcommunitiestogether@northumberland.gov.uk](mailto:northumberlandcommunitiestogether@northumberland.gov.uk)


or visit our website:

[www.northumberland.gov.uk/communitiestogether](http://www.northumberland.gov.uk/communitiestogether)

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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 pick up the phone and tell us what you want to see: We're here to support you, and we want to get it right.

# 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](mailto: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](https://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](https://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**



### **How we can help:**

- Practical help such as sending volunteers your way or signposting to food suppliers.
- Facilitating financial support and other resources.
- Offering safeguarding information and advice.
- Anything else that we can do to empower your community to keep safe and well.

# **HELP & SUPPORT**

This will support your volunteers to provide:

- Help with shopping, food and prescriptions deliveries.
- Calling and listening to people who may be on their own in your communities.
- Transport.
- Other practical help of all kinds.

### **Keep in mind**

- There is support available for you and your community and we are always here for you to talk to or to help to connect you with others across Northumberland.
- We all have a part to play whether that is self isolating, volunteering or being a great neighbour.
- You are visible in your communities so please be careful and follow the NHS guidelines and encourage those around you to do the same.
- It's important not to say yes to more volunteer work than you can manage, or to carry on if you feel ill or overwhelmed, you can always offer more support later. At a basic level, we want you to stay safe and well.



# HEALTH

## Health Advice

- We understand that as a volunteer it may not be possible to stay at home, so follow social distancing when you do have to leave the house. You can find guidance here: [bit.ly/govstayhome](https://bit.ly/govstayhome)
- When you do go out, practice social distancing. This means staying at least two metres from anyone who is not from your household.
- If you have a high temperature, or a new continuous cough, follow the NHS guidelines and halt any volunteering work.
- Wash your hands with soap and warm water often – do this for at least 20 seconds.
- Use hand sanitiser gel if soap and water are not available.
- When you cough or sneeze, cover your mouth and nose with a tissue or your sleeve. Do not sneeze into your hands if at all possible.
- Put used tissues in the bin straight away and wash your hands afterwards.
- Do not go to a GP surgery, pharmacy or hospital if you have symptoms of coronavirus, unless you are in immediate danger. Use the [111 online](#) coronavirus service to find out what to do instead.





# WELLBEING

## Wellbeing advice:

- Don't give yourself information overload. If you are finding yourself overwhelmed or anxious, take a break from watching the news or checking social media.
- Keep active as much as is feasible. It is still okay to go for one daily walk, jog, or cycle around your local area, but do not drive anywhere for the purpose of exercising. Or you can stay inside and follow a workout routine online: there are a variety of free online resources for doing this, including YouTube.
- Stay social. Call friends and family members for a chat over the phone or by video message.
- You can find more advice to take care of your mental wellbeing here: [bit.ly/NCCmentalhealth](https://bit.ly/NCCmentalhealth) or for more general wellbeing tips: [www.nhs.uk/oneyou/everymind-matters](https://www.nhs.uk/oneyou/everymind-matters)



# 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](https://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:  
**[northumberlandcommunitiestogether@northumberland.gov.uk](mailto:northumberlandcommunitiestogether@northumberland.gov.uk)**

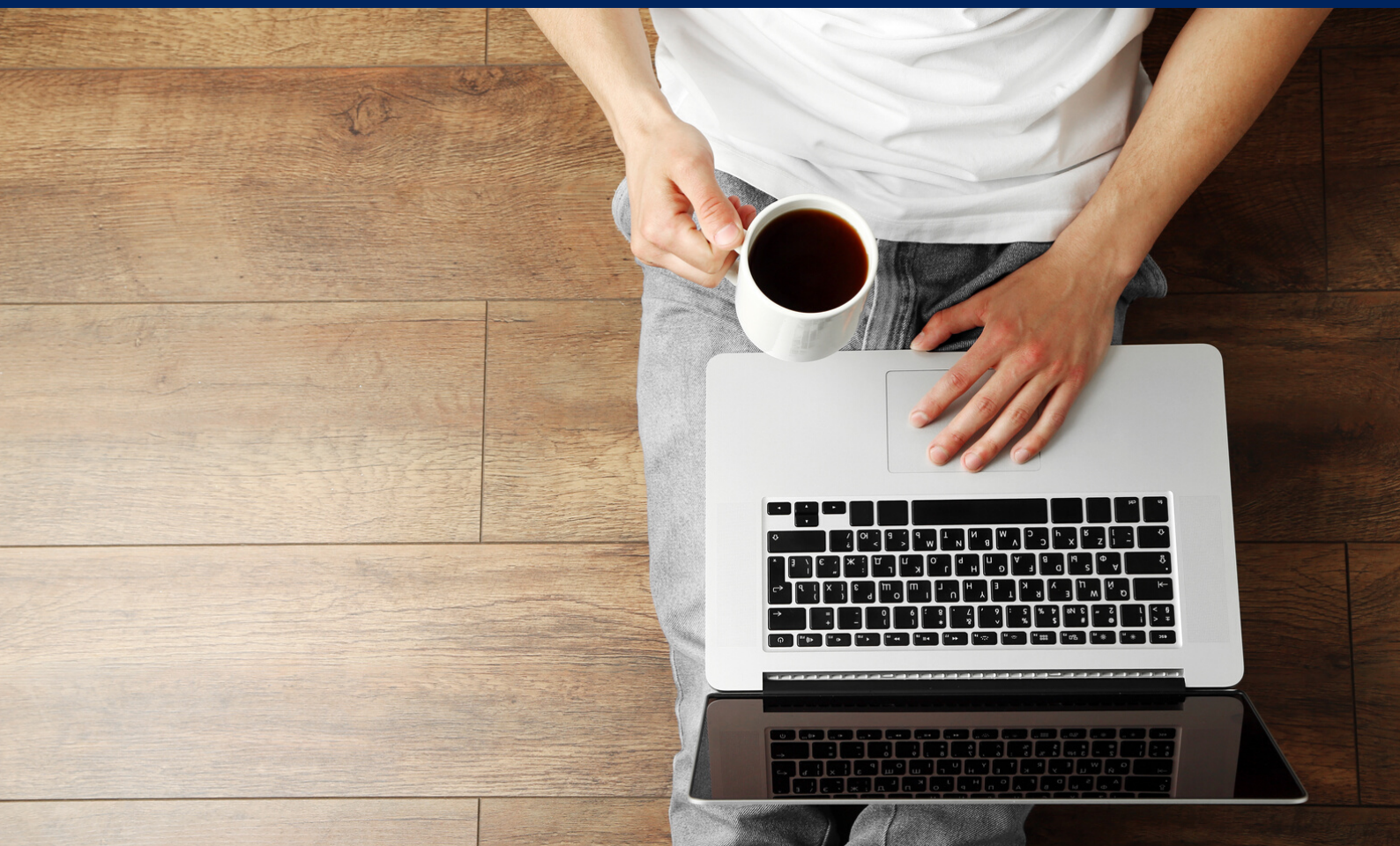


# SOCIAL MEDIA

For reliable information always remember to go to a reputable source. We've launched a twitter account so we can all stay connected and share good news stories.

Here are some twitter profiles that you can trust to pass on accurate information:

- Northumberland Communities Together: [@nlandtogether](#)
- Northumberland County Council :[@N\\_landCouncil](#)
- Public Health England: [@PHE\\_UK](#)
- Department of Health and Social Care: [@DHSCgovuk](#)
- NHS England: [@NHSEngland](#)





An aerial photograph of a rural landscape. In the center, a large face is formed by the patterns of agricultural fields, with a pond acting as the eye. The entire image has a dark blue overlay.

# COMMUNITY

## **What we can do as a community**

We know you are all rallying round to solve problems and keep spirits high. Here are some of the ways you can help support your community:

- Think about what you might like to do for community and please keep in touch, we'd like to help.
- Keep in contact with those who are self-isolating. This is not just about checking whether they are okay, but also about keeping them entertained and cheerful.
- Be careful what you post on social media. Make sure you only post information from reputable sources like the ones previously listed. If you hear someone repeating mis-information, point them towards some of the social media sites listed above.
- The names of those with COVID-19 are kept confidential. Please respect these people's privacy, and do not post any information or speculation on social media.
- Public Health England has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door.



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 the NHS. They will receive a letter or text message from the NHS 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](https://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](https://www.northumberland.gov.uk/communitiestogether)
- **Covid-19 :** For more information: [bit.ly/healthmattersblog](https://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](https://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.





# WEB LINKS

- Guidance on setting up a mutual aid group : [www.covidmutualaid.org/resources](http://www.covidmutualaid.org/resources)
- Follow the latest stay at home advice at: [bit.ly/NHSIsolationAdvice](http://bit.ly/NHSIsolationAdvice)
- Overview of COVID-19 and up-to-date advice: [bit.ly/NHSup-to-date](http://bit.ly/NHSup-to-date)
- NHS 111: <https://111.nhs.uk>
- Northumberland County Council's volunteering hub: [www.northumberland.gov.uk/communitiestogether](http://www.northumberland.gov.uk/communitiestogether)
- Northumberland County Council's COVID-19 information page: [www.northumberland.gov.uk/coronavirus](http://www.northumberland.gov.uk/coronavirus)
- Government guidance on cleaning: [bit.ly/PHEcleaningguide](http://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](http://bit.ly/PHECovidResources)

We are all working together to keep Northumberland safe and well during this difficult time. We know that you will be doing all you can to keep your community safe and well, and we want to do everything we can to support you.

**Tell us your stories:** we'd like to celebrate the amazing work that goes on all across Northumberland. If you or your group have a story you'd like to share, tweet **@NlandTogether** or email us on:  
**northumberlandcommunitiestogether@northumberland.gov.uk**

Northumberland Communities Together Team 3 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](mailto:northumberlandcommunitiestogether@northumberland.gov.uk)



**Northumberland**  
County Council

Northumberland *communities together*

