

# COVID-19 COMMUNITY RESOURCE

2 OCT 2020 VERSION 4

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We want to say a massive thank you to everyone who has given their time to help others. 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, donated food or other essentials or helped a neighbour with their shopping we want to thank you for all your hard work.

# THANK YOU

Volunteers have delivered more than 2000 food parcels, picked up over 1500 prescriptions and carried out over 2000 shopping trips for those who are shielding or self-isolating. Working in partnership with voluntary and community groups means we can reach out to residents across Northumberland and provide essential support.

We want to support you as much as we can, so let's work together. Please give us a ring and tell us what works best for you so we can continue to improve our service and support.

Don't forget it's Gift Aid Awareness Day Thursday 8th October and is a great opportunity for charities to promote and encourage their donors to tick the box. Find out more here:

<https://cfg.org.uk/GAADtoolkit>

Take care,

The Northumberland Communities Together Team

**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 fourth 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](#).

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# NCT UPDATE

Working alongside **you** our amazing volunteers, community groups and partners, the initiative has helped co-ordinate and connect residents with the support they needed.

Northumberland Communities Together will continue connecting residents to amazing local organisations, volunteers, charities and council services to improve health and wellbeing and build strong resilient communities.

With your help we want to encourage any resident needing support, to remind them they're not alone, to pick up the phone, we're here to listen. Perhaps their financial circumstances have changed with reduced hours, redundancy or benefit changes; they may have concerns around shopping, getting out and about again, or making sure prescriptions are delivered on time. Or, they may be worried about someone experiencing domestic abuse or concerned about a neighbour. They may simply want to call and ask us a question about how we are connecting to communities and our residents. We're here to listen and support, Find out more on the next page.

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...



1,100+  
volunteers  
signed up  
in the first  
3 weeks



17,000+  
Calls made  
& received

Out of those calls approximately...

40%

**Food & Shopping**

30%

**Prescriptions**

12%

**Wellbeing & Finance**

18%

**Other**

(eg. Domestic abuse,  
mental health)



2,227 Government  
food provisions  
delivered



3,751 bridging food  
provisions by our team  
and volunteers



53 key partners  
connected with  
eg. community  
groups



2,196 home  
wellbeing  
checks



3,145 people  
directed to  
support by the  
NCT team



17,604 shielded or  
vulnerable residents  
with 9,323 accessing  
Government support



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



£14K+ in small  
grants distributed to  
31 community  
organisations



£5K+ in individual  
hardship grants  
given to residents

208 residents connected to financial support  
and advice



25+ partners  
worked  
alongside us at  
our events



100+  
pop-up  
enrichment  
events



3,000+  
attendees  
at our  
events

**Contact us:**  
(01670) 620015  
9am-6pm,  
7 days a week

## **What are the new measures?**

On Friday 18th September, local precautionary measures were put in place, across the LA7 footprint, which includes North Tyneside, Newcastle, Northumberland, Gateshead, County Durham, Sunderland and South Tyneside, in a bid to contain the spread of coronavirus across the region and to avoid more stringent Government interventions. These were then updated on **Wednesday 30th September**.

# **LOCAL RESTRICTIONS**

## **Regulations lawfully ban the following:**

- Residents must not socialise with other people outside of their own households in private homes and gardens.
- All hospitality for food and drink will be restricted to table service only Late night restriction of operating hours will be introduced, with venues required to close between 10pm to 5am.
- Residents must not socialise with other people outside of their own households or support bubble indoors, such as pubs and restaurants.

## **Residents are also advised to adhere to the following guidance to further reduce rates of infection:**

- Residents should not socialise with other people outside of their own households or support bubble in all public venues.
- Residents are advised to only use public transport for essential purposes, such as travelling to school or work.
- Holidays should be taken within your own household or support bubble.
- Residents are advised against attending amateur and semi-professional sporting events as spectators.

## **Here are some FAQ about the new guidelines:**

<http://bit.ly/LocalGuidelinesFAQ>

- 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, a new continuous cough or a loss or change to your sense of smell or taste, follow the NHS guidelines and halt any volunteering work.

## HEALTH ADVICE

- 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.
- In England, it is a legal requirement to wear a face covering in several indoor settings and unless you're exempt. This now includes: - retail staff - users of taxis & private hire vehicles - staff & customers in indoor hospitality (except when sat at a table to eat or drink) . Not doing so will result in fines starting at £200
- There is updated government guidance on how to help safely in your community, you can find this here: [http://bit.ly/HowToHelp-Safely](https://bit.ly/HowToHelp-Safely).

It is required by law for certain businesses and venues to collect visitor's information for the national track and trace system. The new NHS COVID 19 app makes this easier and is available nationally from 24 September from the Apple App Store and Google Play Store.

By maintaining records of staff, customers and visitors, and displaying an official NHS QR poster, you will help NHS Test and Trace to identify and notify people who may have been exposed to the virus.

# NHS TRACK & TRACE APP

You must register for an official NHS QR code and display the official NHS QR poster from 24 September 2020. You can create a unique QR code here: <https://www.gov.uk/create-coronavirus-qr-poster>

If people choose to check-in using the QR code poster they do not need to log in via any other route but an alternative method of taking records must be made available for those who do not have access to the app.

The NHS COVID-19 app has a feature that allows users to quickly and easily 'check in' to your venue by scanning the code. The information stays on the user's phone (not held externally). In England, you do not have to ask people who choose to 'check in' using the official NHS QR code to provide their contact details another way. If there is an outbreak associated with a venue, a message will be sent to the relevant app users with the necessary public health advice.

You can find out more about the app here:  
<https://www.covid19.nhs.uk/>



# LOCAL TESTING SITES

You may be aware that The Government have opened two new testing sites here in Northumberland, one in Ashington and one in Blyth.

Why have they opened these testing sites?

Infection rates have risen significantly across Durham, Newcastle, North Tyneside, Northumberland, Gateshead, South Tyneside, Sunderland (7LA), with increased numbers of outbreaks, leading to more community transmission across the region. While our rates of infections are different, all local authorities in this area are seeing significant rises in positive cases.

If you or anyone you know displays symptoms, please pre-book your test online [www.gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test) or by calling NHS 119.

County lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of “deal line”. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

# COUNTY LINES

County lines is a major threat to young people and vulnerable adults throughout England, Scotland and Wales, that is expanding and progressing at fast pace. With a growing number of County Lines operating throughout England and Wales putting thousands of young people and vulnerable adults at risk.

Here's a number of behavioural warning signs that you should be looking out for:

- Repeatedly going missing for long periods of time and whereabouts unaccounted for
- Sudden rise in truancy/staying out unusually late
- Returning home with money, clothes or accessories which they are unable to account for
- Carrying more than one mobile

Please note this list is not exhaustive, you should always seek advice if you are concerned. You can find out more about County Lines here: <http://bit.ly/NlandCountyLines>



# 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**

## Youth mental health- Kooth

Kooth is a mental health app aimed at those aged 11-25. It's a free, confidential, anonymous safe online wellbeing service offering professional support, information and forums that you can access through mobile, tablet or laptop.

You can find out more here:  
[www.kooth.com/video](http://www.kooth.com/video)



# HELP & SUPPORT

## Information on utilities companies

We are working in partnership with Citizens Advice to support residents with their utilities.

Residents who need advice on energy and fuel poverty can call **01670 339960** or email [energy@citizensadvicenorthumberland.org.uk](mailto:energy@citizensadvicenorthumberland.org.uk)

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.

For more information about energy supply:  
[www.citizensadvice.org.uk/consumer/energy/energy-supply/](http://www.citizensadvice.org.uk/consumer/energy/energy-supply/)

Citizens Advice Northumberland has also compiled a list of helpful contact information, find out more: <https://bit.ly/CABleaflet>



# HELP & SUPPORT

There is also help and advice for people struggling to pay essential bills because of coronavirus. Advice for those in difficulty with utility bills, or repayment commitments on credit cards, loans and mortgages, as a result of coronavirus (COVID-19)

In the first instance, people struggling to pay essential bills are encouraged to:

- contact your provider: if you think you might have a problem paying a bill, contact your provider as early as possible to explain, and receive help with paying your bills
- ask for help if you need it: if you are struggling with your bills or credit commitments, free advice is available. coronavirus has affected the entire nation and many of us need support now, even if we never have before
- explore payment options: if you are struggling with bills, it is better to agree a payment plan with your provider and keep making regular instalments, rather than cancelling direct debits and letting debt build

More information can be found here:  
<http://bit.ly/StrugglingToPayBills>

# SHARE YOUR GOOD NEWS

We love hearing about the work you're doing in your community, so please keep sharing your good news stories so we can continue to celebrate together

Watch this video celebrating volunteers and community groups in Northumberland: [https://youtu.be/WIAPyiH\\_Vrs](https://youtu.be/WIAPyiH_Vrs)

There are lots of ways to get involved across our social media and see all of 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](mailto:NCT@northumberland.gov.uk)



- **Covid-19:** For more information: [bit.ly/healthmattersblog](https://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](https://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 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 14 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](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**



# 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: <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](http://bit.ly/PHECovidResources)

## Northumberland Communities Together Team October 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](mailto:NCT@northumberland.gov.uk)



**Northumberland**  
County Council

Northumberland *communities together*

