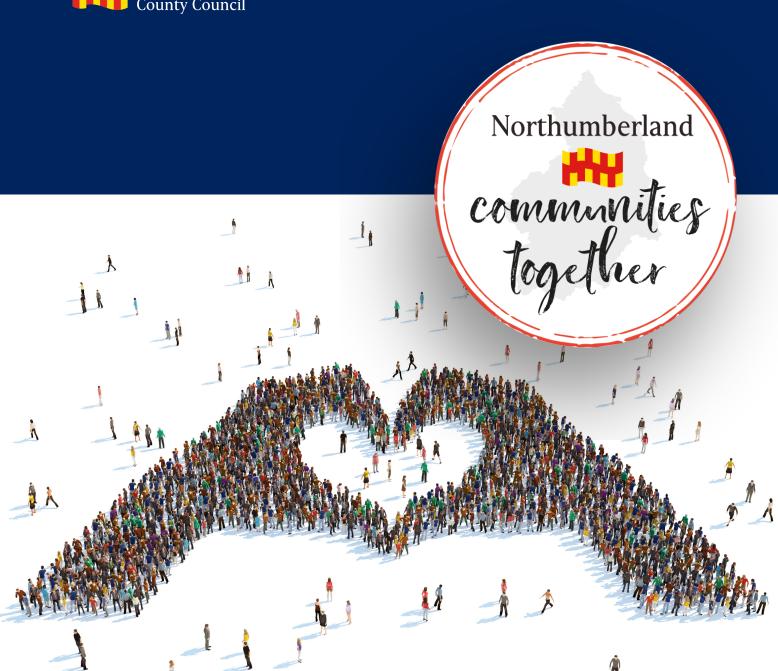
# COVID-19 COMMUNITY RESOURCE

19 JUNE 2020 VERSION 3





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.

The 1st - 7th June marked Volunteers Week 2020, so we would like to say a special thanks to everyone who is volunteering.

### **THANK YOU**

Whether you have given your time to a voluntary group, donated to your local food bank or helped a neighbour with their shopping we want to thank you for all your hard work.

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.

The dedication and generosity shown by volunteers is truly amazing. Throughout Volunteers Week we celebrated all the fantastic work that you do, but we don't want to stop there. 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.

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 third edition of the online community pack, our previous editions can be found <u>here</u>.

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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# SHARE YOUR GOOD NEWS

We love seeing the fun and creative ways you have helped out in your community, so keep on sharing your good news stories so we can continue to celebrate you!

Watch this video celebrating volunteers and community groups in Northumberland: <a href="https://youtu.be/WIAPyiH\_Vrs">https://youtu.be/WIAPyiH\_Vrs</a>

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



<u>NlandTogether</u>



northumberlandcommunitiestogether@northumberland.gov.uk





### **POLICING**

We know that safety is a concern for voluntary and community groups, so we are working with Northumbria Police, who have a message from their Northern Community Engagement Team:

Northumbria police Northern Community engagement team work within Northumberland and the North Tyneside areas. The main focus of the team is to build and maintain strong community contacts with vulnerable groups.

Could I please ask that if you would like to develop a working partnership with our team or have any information about your community you'd like to share, you can contact us at:

NorthernCEOMailbox@northumbria.pnn.police.uk

If you are worried about the immediate welfare of a child or adult, please contact Onecall on: **01670 536 400** in an emergency always call **999**.



### **HELP & SUPPORT**

#### **Domestic Abuse**

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

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 to know you 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: <a href="https://bit.ly/PFPDomesticAbuse">https://bit.ly/PFPDomesticAbuse</a>

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

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

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

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

### **HELP & SUPPORT**

#### **Loan Sharks and Scams**

Many of the people you work with may be victim to, or worried about fraudulent activity such as loan sharks and scams.

Northumbria Police have reported a rise in online fraud attempts, so it's important to address this in order to keep our communities safe and well.

#### Some key signs to look out for:

- Unexpected phone calls or emails asking for personal or financial details
- Emails which ask you to click on links or attachments which could be malicious.
- Being pressured into making a decision regarding an investment

#### How to spot a loan shark:

- Offers a cash loan
- No paperwork, such as record of payments
- Has become threatening

For more information and to report loan sharks:

https://www.stoploansharks.co.uk/



### **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** 

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: <a href="https://www.citizensadvice.org.uk/consumer/energy/energy-supply/">www.citizensadvice.org.uk/consumer/energy/energy-supply/</a>

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



## DEAF COMMUNITIES

If you, or the people you are helping are deaf or hard of hearing, the following information may be of use.

British Sign Language users can now contact the Northumberland Communities Together Response Hub using SignVideo Web Access, an online sign language interpreting service.

To contact us using this service click here: <u>northumberlandcc-cs.signvideo.net</u>

The SignVideo service is available 9am - 5pm, Monday to Friday. For troubleshooting and technical guidance, please contact help@signvideo.co.uk or call **020 8463 1120**.

If you have speech or hearing difficulties you can use Relay UK to contact us by dialing **018001 01670 620015**. You can find more information about Relay UK here: <a href="https://bit.ly/TextRelayHow-To">https://bit.ly/TextRelayHow-To</a>

If you are part of our deaf community, we'd love you to get in touch. Please send us an email or use the SignVideo service to let us know how we can work together.

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. You can find out more information about the shielded group here: <a href="mailto:bit.ly/govsocialdistancing">bit.ly/govsocialdistancing</a>
- 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
- Covid-19: For more information: bit.ly/healthmattersblog
- **Social Distancing:** Staying more than two metres apart from anyone who is not in your household.
- Lockdown: A government-imposed restrictions on movement inside the country.
- Quarantine: Staying home and not seeing others in order to prevent the spread of disease.

- 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: <u>bit.ly/govstayhome</u>
- Flattening the curve: By practicing social distancing, avoiding unnecessary travel, and taking basic precautions, healthy individuals can help slow the spread of the disease.

### **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: <a href="https://bit.ly/PublicTransportFaceMask">https://bit.ly/PublicTransportFaceMask</a>
- 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. For more information: https://www.bbc.co.uk/news/explainers-52442754

### 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: <a href="https://doi.org/10.2016/bit.ly/NHSOneCall">bit.ly/NHSOneCall</a>
- Business Support we are working to support businesses through this challenging time. Our businesses are vitally important to our county. For more information: <u>bit.ly/NCCBizHub</u>
- NHS 111 Only call 111 if you cannot get an answer from the online site <a href="https://iththub.uk">https://iththub.uk</a>
- In an emergency always call 999



- 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: <u>bit.ly/NHSup-to-date</u>
- NHS 111: https//:111.nhs.uk
- Northumberland County Council's volunteering hub: <a href="www.northumberland.gov.uk/communitiestogether">www.northumberland.gov.uk/communitiestogether</a>
- Northumberland County Council's COVID-19 information page: www.northumberland.gov.uk/coronavirus
- Government guidance on cleaning: <a href="https://bit.ly/GOVcleaning">https://bit.ly/GOVcleaning</a>
- 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: <u>bit.ly/PHECovidResources</u>

#### Northumberland Communities Together Team 19 June 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



