



Welcome

This document has been compiled by members of the Public Health team from Middlesbrough Council, The Princes Trust and Groundwork NE to inform people of the some of the services and groups that are continuing to deliver in Middlesbrough, or are changing their normal service delivery schedule, due to the COVID-19 outbreak.

This is not an official document but has simply been put together to highlight changes in service delivery at present to assist those that may need signposting. Please note – this document aims to support the main **Making Every Contact Count** signposting website for services within South Tees which offers brief intervention advice, support and signposting to local and national services : www.meccgateway.co.uk/nenc.

The Team will compile and release updated versions of this COVID Service Directory weekly, however, if you know of any services or information that should be included or you would like to contribute to this document, please contact document owner;

beth_taylor@middlesbrough.gov.uk

If you have trouble accessing this document or would prefer a hard copy, we will try our best to get hard copies to you, but with current restrictions in place this may not always be possible. To request a hard copy, please send an email to any of the above contacts.

This information is correct as of Wednesday 10/06/2020.

Let's all work together to Live Well!



Contents Page

Page 4 - Key Information for Carers/Older People

Page 7 - Mental Health & Emotional Wellbeing Support / MIND / North East Suicide Prevention Network

Page 12 - Bereavement Care

Page 13 – Local Community Group Information Pages

- MVDA
- South Tees Stop Smoking Service
- Sexual Health Service – Virgin Care
- CGL (Change, Grow, Live) addiction support service
- Recovery Connections
- TRAC UK
- The Bungalow Partnership
- Hart Gables
- Hemlington Linx
- Domestic Abuse Helplines
- A Way Out
- ARCH NE
- GOV – Domestic Abuse COVID19 Campaign
- VRF Emergency Fund - Homelessness
- The Hope Foundation
- Step Forward Tees Valley
- Keeping People Connected Service; learning disabilities and autism.
- Cleveland Fire Brigade
- Health Watch South Tees
- County Durham Community Foundation – Funding for Middlesbrough Community Groups
- Daisy Chain Project
- Middlesbrough Community Learning Service



- Healthy Start Vitamins
- Thirteen – Employability Service

Page 24 – Foodbanks and Financial Support (Welfare Advice & Benefits)

Page 27 – Housing

Page 28 - Young Peoples Support

- Princes Trust
- Darlington College
- People Plus
- The Link
- Groundwork

Page 32 - Handy Helplines

Page 33 - Useful Links

Annex A - Mental Health Foundation Advice - Look after your mental health and wellbeing if you are staying home

Annex B - Handy Tips on working from home

Other literature to support this document are;

Annex C – HeadStart Young Persons Information (Separate Document)

Annex D – Help Boro Leaflet (Separate Document)

Annex E – Cyber Crime information (Separate Document)

Annex F – Easy read guidance on shielding (Separate Document)

Annex G – Harbour (Safer Communities) Update

Annex H – Store Cupboard Ideas (Separate Document)

Annex I - Hearing Impairment and Visual Impairment Support UK PART 1, Caring for someone over 70 (separate document)

Annex J - Hearing Impairment and Visual Impairment Support UK PART 2, Caring for someone over 70 (Separate Document)

Annex K –Cleveland Fire Brigade, Safer Homes update (Separate Document)

Annex L – Age Friendly Update, May Edition (Separate Document)



Key Information for Carers

Aapna Services

Email or phone 01642 825926

Age UK Teesside

AGE UK Teesside are delivering their telephone befriending service remotely in addition to all of their service users are receiving welfare calls from their volunteers. For more information contact Paula Taylor - 01642 433725.

Alternatively contact **01642 805500** or visit www.ageuk.org.uk/teesside

Alzheimer's Society

Alzheimer's Society's Dementia Connect Support Line remains open on **0333 150 3456**. The support line is open every day and the team are exploring ways they can continue to extend the hours they're available. For up to date information on dementia and their services, please visit their website or follow Alzheimer's Society on Facebook or Twitter. [Talking Point](#) our online community can be accessed online for free, night or day, via the www.alzheimers.org.uk. It's a fantastic way to connect with other people affected by dementia, share personal experience and receive valuable support.

Branches Support Group

The carers support group is closed until further notice. Support is available via Facebook, Email and Telephone 07934104283.

Carers Together

Carers Together have postponed all groups and activities until further notice and shared the following message on Twitter: "You are not alone! We will be calling everyone who regularly attends any of our groups and we are looking into ways of holding virtual groups using technology such as Skype. We are still here for support and you can call us at the office for a chat or support 01642 488977.

Due to the coronavirus situation and the flexibility of our funders Grandparents Plus is now able to temporarily extend our support to reach more kinship carers across the north east. Therefore Sue Wadwell is now able to support all kinship carers with a TS postcode as well as supporting the groups to establish a remote option enabling peer support to continue.

Please contact Sue on 07943865586, or email sue.wadwell@grandparentsplus.org.uk

Grandparents Plus

"We've made the difficult decision to stop all our face-to-face support at this time. This affects the support groups we run, the delivery of our on-the-ground programmes,

Kinship Connected and Kinship Active and preparation workshops for new kinship carers. While we're unable to meet with kinship carers face-to-face, we will divert our resources to support kinship families in other ways. Our advice service is open as usual. You can contact them via



this form or by calling 0300 123 7015, and whilst our advisers are handling an unprecedented number of enquiries at the moment, they *will* help you as soon as they can. We are also urging kinship carers across the country to join our 6,500-strong

[Kinship Community](#)

Join our Facebook community so that you can stay in touch with us as well as connect with other kinship families nationally and locally.

[Middlesbrough CAB](#)

All face to face contact is currently unavailable and people can access their services by contacting them over the telephone or via email.

[Middlesbrough Council](#)

There are changes to some of the services offered by Middlesbrough Council, find out more here. There is further information about the Council's response to COVID-19 here.

[Middlesbrough Council – Dementia Books on Prescription](#)

The books provide information and advice, support for living well, advice for relatives and carers, and personal stories. They are endorsed by health professionals.

For more information please contact Emma McInnes on 01642 728756 Email: emma_mcinnes@middlesbrough.gov.uk

[Middlesbrough Dementia Advisor Service](#)

Middlesbrough Dementia Adviser service continues to operate its service via telephone support on 01642 223544 and visits which adhere to Social Distancing. Staff are available Mon – Fri – 9-5pm and an answerphone is available outside these times.

Unfortunately our support groups have been cancelled until, further notice, but we still continue to provide assessments, advice, guidance and emotional support over the phone or email.

[Middlesbrough and Stockton Mind](#)

In order to protect our service users, clients and staff we have taken the decision to provide our services by phone or online until it is safe to do otherwise. If you have an existing appointment or have any concerns at all please contact us on 01642 257020

[Relate Counselling - North East](#)

Face to face services are currently postponed and support is available via Live Chat, phone, webcam. Contact by email or telephone 01325 461 500 or 0191 232 9109

[The Junction](#)

Contact the team by email or phone 01642 756000



Neuro Key

Contact Neuro Key by email or phone 01642 641825

Ageing Better Middlesbrough Telephone Befriending Do you know someone aged 50+ who would benefit from a friendly phone call during these uncertain times?

Ageing Better Middlesbrough have set up a free telephone befriending service for older people living in Middlesbrough. Those who sign up will receive regular telephone calls from a member of the team, who are there to provide reassurance, support and a friendly voice. The initiative is jointly delivered by Middlesbrough and Stockton Mind, The Hope Foundation and Together Middlesbrough and Cleveland.

Ageing Better Middlesbrough's Programme Manager Michelle Dawson said:

"We know that many people are struggling with not being able to connect with each other during this time and we want to do as much as possible to prevent people feeling lonely while they are at home.

"Having someone to chat to over the phone could be a really vital link for some older people to receive some genuine human contact and friendship."

If you or someone you know would like to get in touch, just call 01642 257020, leave a name and contact number and make sure you mention you are interested in the befriending service.

The team will then call you back within two full working days. (Excluding Bank Holidays and weekends)

Alternatively you can visit: www.ageingbettermiddlesbrough.org.uk/how-we-can-help/1-to-1-support/, and enter your details into our online form.

Ageing Better #HereForYou campaign;

#HereForYou Campaign brings together all of the different ways we are supporting people aged 50 plus in Middlesbrough. Keep an eye out for #HereForYou on our Twitter and Facebook pages. You can also visit www.ageingbettermiddlesbrough.org.uk for information, members' stories, recipes, creative ideas and more.

Information for those who suffer with hearing/sensory impairments;

Issues with Hearing Aids;

Contact Audiology at James Cook University Hospital *please note that unless you are on the hospital register/currently receive your hearing aids and hearing treatment from the hospital, they will not supply you with new ones.

Specsavers Audiology Clinic: Specsavers Audiology Clinic are open Monday – Friday 8am-6pm and 9am-4pm on a Saturday. Specsavers are carrying out audiology assessments via telephone and can post out replacement batteries etc.



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MBC Sensory Loss Officer- The Middlesbrough Council Sensory Impairment department are also dealing with enquiries at this time.

Please email: Kate.Metcalf@middlesbrough.gov.uk.

Alternative sources of help/info:

Independent Living Centre offer support for the hearing impaired:

<https://www.middlesbroughmatters.co.uk/Services/209/Independent-Living-C>

Address:

Independent Living Centre, 45-47 Corporation Road, Middlesbrough, TS1 1LT

<https://www.actiononhearingloss.org.uk/>

Please see Annex L – Age Friendly Update, May Edition

Mental Health & Wellbeing Support



Current Offer of support - (April 3rd 2020)

Enhanced Enquiry Rota

Providing emotional and wellbeing support over the telephone, which may be a one-off intervention or ongoing contact if needed. If someone is need of ongoing mental health support or more structured intervention, they will be referred to a more appropriate mental health service (i.e. IAPT). Staff members are currently taking referrals from #helpboro via email.

Access - 01642 257020 or info@middlesbroughandstocktonmind.org.uk

Recovery College Online

To help staff in all areas, patients, families and the general public, TEWV Recovery College online have developed a new course “Coping during the pandemic”. The course includes information on preventing the spread of coronavirus (COVID-19), advice on managing concerns and supporting wellbeing, and advice on supporting children and young people. This course is free to access via the link below:

<https://lms.recoverycollegeonline.co.uk/course/view.php?id=373>



Ageing Better Middlesbrough Therapy

Currently one staff member providing non-time limited therapeutic mental health support over the telephone. (for people aged 50+ but can be flexible on age if needed)

Access - 01642 257020 or info@middlesbroughandstocktonmind.org.uk

Firm Foundations

Providing telephone support for people in financial hardship in the Middlesbrough area. To access - 01642 257020 or info@middlesbroughandstocktonmind.org.uk

Open Source Community Mapping

Online live document mapping all the support available to people across Teesside. Administered by Anya Deputat, Age Friendly Officer for Ageing Better.

Access;

<https://docs.google.com/spreadsheets/d/1rlhcXqS5eT8qikuVTpvbj6dF9VQ4KC5ydHGRkeeLok/edit#gid=0>

Social Prescribing

Pro-actively contacting patients using lists of vulnerable patients provided by GP practices across Middlesbrough and in Stockton. Link Workers offer signposting and onward referral to help people get the support they need.

Access - only responding to GP referrals.

Middlesbrough and Stockton MIND

Our local mental health charity has also pulled together five free resources which may be of benefit to people who are socially isolated as a result of the virus:

1. Take a virtual museum tour.
2. Get some exercise and try a gentle home workout approved by the NHS.
3. Why not try some mindful colouring that can be done online, or you can print the pages.
4. BBC Bitesize has a variety of online courses and learning modules for you to choose from?
5. Remember, we're still here, offering our services, just in a slightly different way. So, if you need guidance, advice or support then get in touch: Phone- 01642 257020

Email- info@middlesbroughandstocktonmind.org.uk

MIND - Children and Young People Service

Providing mental health support to children and young people aged 5-16yrs old via telephone, email or video messaging across Middlesbrough and Stockton, Redcar and Cleveland.

Access - 01642 257020 or info@middlesbroughandstocktonmind.org.uk

Public Health England: Every Mind Matters Campaign

Public Health England have released new assets to their Every Mind Matters campaign in relation to COVID-19: Every Mind Matters has created new COVID 19 specific assets to help you support the public's Mental Health whilst staying at home. These include long and short videos featuring Dr Hilary Jones and animated social assets which are now available to download on their website;



<https://campaignresources.phe.gov.uk/resources/campaigns/82/resources/5095>

Public Health England have also launched a campaign to encourage adults to take steps to look after their mental health during this difficult time, using Every Mind Matters and its self-care resources. The EMM platform has been updated to incorporate the new Covid-19 mental health guidance and provide content to help people look after their mental and physical health while staying at home.

The campaign will be targeted at all adults, weighted towards those most at risk of mental health problems and more vulnerable groups (such as BAME groups and those aged 70+).

Our media will run for two weeks from 17 April and will include PR, TV, search, digital and social media activity. The Duke and Duchess of Cambridge will also endorse this new campaign and have provided the voiceover for a new short film to help drive PR activity and for our TV ad.

PHE have created a range of new partner assets to assist your engagement with the campaign - social, digital, print friendly posters and a PR toolkit. These are embargoed until 00.01 Friday 17 April and will be accessible on the COVID 19 section of the Campaign Resource Centre from this date.

Public Health England have also released new content for the every mind matters website: <https://www.nhs.uk/oneyou/every-mind-matters/>

For more mental health advice please see [Annex a](#) at the bottom of this document for further [Mental Health Foundation Advice](#)

[North East Suicide Prevention Network](#)

The North East and North Cumbria Suicide Prevention Network launched its new Website on the 8th April 2020 to enable partners across the network signpost to support; www.stopsuicidenenc.org

Twitter @StopSuicideNENC

Facebook @StopSuicideNENC

Instagram @StopSuicideNENC

[Middlesbrough and Redcar Telephone Emotional and Wellbeing Support](#)

Aged 18 or under and feeling worried, anxious or low in mood?

Would you like to speak with someone in confidence about this?

Across Middlesbrough and Redcar Telephone Emotional and Wellbeing Support is available from the providers below:



| Provider Name | Telephone | Email |
|--|--|---|
| Middlesbrough and Stockton Mind | 01642 257020 | Email: info@middlesbroughandstocktonmind.org.uk Web site: www.middlesbroughandstocktonmind.org.uk/ |
| Alliance | 01642 352747 Option 1 Adult Mental Health Option 2 Children, Young People & Families Option 3 Workplace Wellbeing | cypfamilies@alliancepsychology.com www.alliancepsychology.com |
| If you require emergency Mental Health support contact NHS Crisis Team direct on 03000132000. | | |

5 Ways to Wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these 5 steps could help you feel more positive and able to get the most out of life;

For more information on the five ways to wellbeing, please see the links below;

<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing/>

<https://www.publichealth.hscni.net/publications/take-5-steps-wellbeing-english-and-11-translations>

IMPACT Teesside

On 1st April 2020, IMPACT on Teesside launched – IMPACT is the new pioneering psychological and wellbeing therapies service.

IMPACT replaces the former IAPT service and is a partnership between Alliance Psychological Services, Insight Healthcare, Middlesbrough and Stockton Mind and TEWV NHS Foundation Trust.

IMPACT will continue to deliver the following services:

- Psychological and wellbeing therapies including a full range of evidence-based talking therapies
- Wellbeing and outreach support

IMPACT will be delivered via a range of telephone and digital means during the current restrictions posed by COVID-19.

Our new contact details for reference are:

Telephone: 01642 573924

Email for referrals: Admin@impactonteesside.com

Email for enquires: Enquiries@impactonteesside.com

Website: <https://www.impactonteesside.com/> (website currently under development)



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Marie Cunningham – Inward Bound Mindfulness (Middlesbrough)

Inward Bound Mindfulness have started wellbeing blogs on their website (which includes wellbeing advice & meditations) for people to access and join in with. Their website is; www.inward-bound.co.uk

Or find them on Facebook - <https://www.facebook.com/boundinward/>

Yoga and Meditation Online Classes

Register online via the website link below to access free online Yoga and meditation classes;

<https://www.wecommune.com/groups/>

Give us a Shout – Crisis Text Line

Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Shout is powered by a team of volunteers, who are at the heart of the service. We take people from crisis to calm every single day.

The anonymized data we collate gives us unique insights into mental health trends to help improve people's lives.

[Text Shout to 85258](#)

Tees, Esk, Wear and Valley (TEWV) - Single point of access for Mental Health (CRISIS SERVICE)

Our new, all age, single point of access telephone number is available 24 hours a day, seven days a week; making it easier to get crisis support when and where you need it.

The single point of access replaces individual contact numbers for TEWV crisis services in County Durham and Darlington, Teesside and North Yorkshire and York, including those for children and young people and older aged adults. Those with learning disabilities and/or autism can also access emergency mental health support using this number. The phone-line is open 24 hours a day, seven days a week, offering callers a series of options which will divert them to the appropriate local service.

Tel. 0300 0200317

Please see ANNEX M – Wellbeing and Mental Health during COVID19



Bereavement Care and Support

Cruse Bereavement Care

Cruse Bereavement Care have been providing life-changing bereavement support to people across the UK for over 60 years, predominately through face-to-face and group sessions. Due to the current situation around coronavirus (COVID-19), we have taken the decision to move all of our support to telephone support, until it is safe to return to normal working practices. All training, group sessions, drop in's and understanding your bereavement sessions have been postponed. Staff and volunteers are now working from home.

The welfare of our 5000 volunteers, clients and staff is our highest priority. There is a risk that isolation can lead to chronic loneliness, which in hand can amplify the emotions around grief. However, in these unrepresented times this is a necessary step. To that end, we are working hard to ensure we can continue to be there to support every single person dealing with bereavement at this time, in a different way.

We are continually monitoring the developing situation and will take further action when deemed necessary.

- For existing clients receiving one-to-one support our Local Services will be in touch to offer them telephone support. New referrals willing to accept telephone support will be taken.
- Group support, Understanding Your Bereavement, Groups and Training are all postponed until 1st May 2020. We will continue to review the situation in line with government's advice.
- For a bereaved person who is self-isolating, they can contact our Helpline on 08088081677.
- If people are bereaved by the virus then can contact our helpline on 08088081677. The helpline is open Monday-Friday 9.30 – 5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when Cruse are open until 8pm.

Within the current remit we offer bereavement awareness session to schools and professionals, hold a bereavement advisory board, develop pathways / directories, caseload, develop groups and so on. Our offer of support moving on from this period will continue as normal. Clearly we are currently limited with what we can provide. We will continue to offer help and support to those prior to COVID – 19 and anyone that seeks it following. We clearly expect the longevity of the current situation to last for sometime and this will only increase the need for services. Where we can help we will. Once we know what the exact demand in the area is we can then ascertain the right action.

We have put together some resources to share how bereavement and grief may be affected by this pandemic. It covers some of the different situations and emotions bereaved people may have to deal with. We will be adding to and updating this information as the situation develops.

www.cruse.org.uk/coronavirus

Child Bereavement Support UK



Child Bereavement Support UK are able to offer families with children and young people pre and post bereavement support by telephone and through the Live Chat option on their website. For further details please see the Child Bereavement UK website for details;

<https://www.childbereavementuk.org/pages/category/coronavirus>

Please see ANNEX N for a ‘Child Friendly Explanation of Coronavirus’

Gov UK – Information for the bereaved; Corona Virus (COVID19)

Gov UK have released a digital leaflet regarding information for the bereaved due to COVID19. The leaflet also covers the following;

- What to expect
- Immediately following the death of a loved one
- Registering the death
- Preparing for the funeral
- Financial Support
- Bereavement Support

The link to the digital leaflet is below;

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/880807/Bereavement-Leaflet-digital.pdf

The Trinity Holistic Centre - Kindness Calls

Are you isolated, lonely, struggling or just want to talk?

Are you affected by cancer or any other health issues?

Would you benefit from information on topics such as mindfulness, local COVID19 support or financial advice?

The Trinity Holistic Centre are offering a new telephone service – Register for your weekly call today by contacting 01642 854 839 or email stees.trinity.holisticcentre@nhs.net or visit their Facebook page @THCtrinityholistic

Local Community Group Information Pages

Middlesbrough Voluntary Development Agency



Prince's Trust



COVID-19 Middlesbrough Advice and Community Response page details items such as – help for organisations, volunteering, register a request asking for help, Council links for info - <https://mvda.info/bororesponse>

Middlesbrough Voluntary Development Agency have also collated a list of free, online training resources for community groups, voluntary sector organisations, staff and volunteers.

It includes training on various topics (like Disability, Mental Health, Dementia) and it will be updated on a regular basis.

Follow the link to find out more <https://mvda.info/free-online-training-voluntary-sector>

South Tees Stop Smoking Service – QUIT 4 COVID

South Tees Stop Smoking Support and Service is continuing in Middlesbrough.

- Ongoing clients will continue to receive support via telephone consultation and prescription posted to their homes.
- There is support available for New Clients including pregnant women who will receive a telephone consultation from our specialist team and prescription

To contact the Stop Smoking Service, please call 01642 727655 / 727579 or visit <https://www.stopsmokingsouthtees.co.uk/want-to-quit/>

Sexual Health Service - Virgin Health Care

All clinics times and appointments are being kept up to date at:

<https://www.thesexualhealthhub.co.uk/services-near-you/teeside/>

Change Grow Live

CGL offer addiction support to the wider community.

Services still operating are;

- HARM Minimisation Service (Needle Exchange)– Mon 9.00am – 5.00pm, Tue 9.00am – 5.00pm, Wed 9.00am – 6.30pm, Thu 9.00am - 5.00pm, Fri 9.00am - 5.00pm & Sat 9.00am – 1.00pm @ The Live Well Centre
- Other Harm Min services include;
 - Boots Pharmacy Hemlington – 15 The Viewley Centre, Hemlington, Middlesbrough, TS8 9JH - 01642594647
 - Cross Fell Pharmacy, The Berwick Hills Centre, Ormesby Road, TS3 7RP– 01642 245859
 - Jhoots Pharmacy (Foundations) Acklam Road, Middlesbrough, TS5 4EQ – 01642 852123
 - David Jarvis Pharmacy, 43 Eastbourne Road, Grove Hill, Middlesbrough, TS5 6QN 01642 817361



- Whitworths Chemist, Beresford Buildings, 17, Thorntree, Middlesbrough, TS3 9NB 01642 243079
- Lloyds Pharmacy, Copton Way, Coulby Newham, Middlesbrough, TS8 0TL

- CGL Assessment Appointments – Mon- Friday 9.00am – 5.00pm @The Live Well Centre
 - More Information and Videos can be accessed at;
<https://www.youtube.com/channel/UCOI0xLnrH0xk2jSeGRGjRZQ>

Please Note: Where Possible All Assessments Should Completed Via Telephone: 01642 876323. If this Is not possible, we can complete assessments In The Live Well Centre. All the above services will be offered from ground floor, The Live Well Centre, Dundas Arcade, Middlesbrough.

CGL Middlesbrough are now also offering 'Isolation Distraction/Activity Packs' please see the latest pack via their Facebook page; <https://www.facebook.com/CGL-Middlesbrough-Recovering-Together-283756152412193/>

Recovery Connections

Up to date as of 10th June 2020

Recovery Connections are still taking new referrals over the telephone and offering telephone support to those wishing to gain recovery support.

Below are all the Recovery Connections platforms that are regularly updated;

Recovery Talk: <https://recoveryconnections.recoverytalk.co.uk/>

Facebook Page: <https://www.facebook.com/RecoveryConnectionsBoro/>

Twitter Page: https://twitter.com/Rec_Connectio_n

Instagram: https://www.instagram.com/recovery_connections/

LinkedIn: <https://www.linkedin.com/company/29321943/admin/>

RC have also moved their community timetable online in which meetings can be accessed through Zoom, the links to online groups and meetings can be found on the Recovery Connections Facebook page and are easy to use following the link below.

The timetable includes groups varying from Recovery and Relapse prevention groups, quiz and games, coffee mornings to singalongs with the choir.

Please use the following link for the most up-to date, recent timetable;

<https://recoveryconnections.recoverytalk.co.uk/posts/virtual-community-timetable#>

Trac UK



Prince's Trust



Locally, nationally and internationally TRAC Teesside Recovery Advocates are a vocal advocate for people in recovery or wanting to enter recovery suffering from drug and alcohol abuse. We are independent recovery advocates. People can ring me or contact me via messenger. Ask them to join Track uk group on fb, call me on 07761933030, email me at info@tracuk.uk or contact me via our website www.tracuk.uk

The Bungalow Partnership

The Bungalow Partnership are working remotely to support children, young people, families and professionals.

They are keeping their Bungalow Partnership Facebook page updated with advice and support information and are currently offering 'Stay at Home Superheroes' Certificates to any children that are doing just that. Parents just need to get in touch via email or Facebook direct message with their email and we'll send them a certificate. <https://www.facebook.com/The-Bungalow-Partnership-973383819717369/>

Hart Gables

Hart Gables are a support service for those who identify as LGBT+ across the Tees Valley area. They are offering support over the phone and online – the latest information can be found at: <http://www.hartgables.org.uk/news?fbclid=IwAR1TzmLmLRe2SV1f1Fg7JxOBpnX-jSnMmdmlMJO4tTylSqomYQYIRDFIs5I>

Existing members - <https://www.facebook.com/HartGables/> -

New members/support - call 01642675509 or 07398341365 or email jack.cummings@hartgables.org.uk / andrew.towers@hartgables.org.uk

Hemlington Linx

We are writing this on the back of another extremely successful week 11 of lockdown!

First and foremost on the back of volunteer week 2020, a very special mention must go to our amazing 4 volunteers Lianne, Joel, Shelby and Lucas for consistently giving up their time and going up and beyond what is expected of them every week for the good of our organization, (and more importantly) young people across Middlesbrough.

Please check our weekly video update during week 11 of lockdown which demonstrates Linx's team actions in supporting our young people, families, and communities:

<https://www.youtube.com/watch?v=pHhTHHvRjWQ>

- This week we have continued with our superb food surplus projects, and an additional 12 families have been delivered food packages alongside engaging arts and crafts and sports activities with 10 families already on the delivery list for next week! Huge thanks also to Middlesbrough Football Foundation and Greggs for their extremely kind donation this week of fruit juice and crisps that will be going into next week's packs for deliveries.

- In this week's virtual youth club we had Lisa from Health Watch Middlesbrough join us for the second time during lockdown, and we had a great fun and interactive session around how our young people can help other young people by demonstrating different ways off kindness during this current



Prince's Trust



pandemic! We have our young people working on a group project developing different ways they can do this, and we cannot wait to see the product!

- We have continued to maintain great strong partnerships with Middlesbrough College and Council from whom we have continued to receive referrals from for much in need families who require our support!

- Finally, COVID19 has not stopped us from continuing to support our young people to improve their opportunities and get access to the job market! We have been helping our young people through a virtual means this week on CV building in order to help them take the first steps in to the world of employment, and we look forward to sharing some success stories with you in the coming weeks!

With all that has been going on in the world currently, we at Linx want to express how privileged it makes us feel that we have the pleasure of having both a staff team, and beneficiaries from all different parts of the world with varying backgrounds and ethnicities, and that we promote respect tolerance and equality to all and most importantly that we feel strongly that **BLACK LIVES MATTER**.

We are proud to be part of a town that also carries this ethos and we will continue to aid key partners and stakeholders to make Middlesbrough a place for people from all over the world to live in peacefully.

We hope you find this briefing useful and please contact us if you are aware of any young people and their families in Middlesbrough who will benefit from our current ever evolving activities and support. Please share this amongst your contacts if you see necessary.

Thank you to all our local partners who continue to work together and provide the best possible outcomes for our young people, families, and communities within Middlesbrough.

Please continue to “stay alert, control the virus, save lives”

Domestic Violence Helplines

My Sister's Place – 01642 241864

24 Hour Domestic Abuse Helpline – 0808 2000 247

Harbour

Harbour works with families and individuals who are affected by abuse from a partner, former partner or other family member. If you or someone you know is being abused or being abusive to others then please use the information in the Annex document.

Harbour – 03000 20 25 25

A Way Out

A Way Out is an outreach and prevention charity which aims to engage, empower and equip vulnerable and excluded women, families and young people to live lives free from harm, abuse and exploitation and to reduce life limiting choices and behavior.

If you are in immediate danger call 999 and ask for the police - for more information please email info@awayout.co.uk .



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The Liberty project, Middlesbrough Area delivers an outreach, engagement and recovery service to adult women with complex needs, who are drug and alcohol dependent, socially isolated and involved in survival sex work.

During the Covid-19 Lockdown A Way Out continues to support its clients on caseload by providing one to one telephone and/or internet support.

Isolated and vulnerable women, families and young people, including those who have a weakened immune system and are at particular risk, will continue to receive free food and toiletries, sanitary and other hygiene products so that their basic needs are met and they do not need to leave the house as well as activity packages, including games and crafts based on our group sessions to ensure they remain mentally and physically active. A Way Out is also ensuring that clients receive latest information, including Government leaflets, so they can make informed choices about how to remain safe and well.

Please contact info@awayout.co.uk for more information.

ARCH NE

ARCH NE offer counselling and advocacy support to anyone who has experienced sexual violence and are still very much open. ARCH NE are offering telephone and online support/counselling and are still taking referrals. Referrals can be made over the phone or via our website where there are separate referral forms for professionals and for service users.

Please see their website below;

<https://www.archnortheast.org/covid-19-update/> or www.archnortheast.org

GOV – Domestic Abuse COVID19 Campaign

The Home Office have worked with a number of key partners and charities to launch a campaign to raise awareness that the coronavirus (**COVID-19**) **household isolation instructions do not apply to those escaping domestic abuse**. The campaign aims to inform the public that police response and support services remain available too.

Please find information on how to get help during COVID19 here;

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

At home shouldn't mean at risk - Find out how to get help if you or someone you know is a victim of domestic abuse. #YOUARENOTALONE

VRF Emergency Fund – Homelessness

St Martin-in-the-Fields Charity is pleased to announce the launch of the VRF - Emergency Fund. This fund offers vital support to people experiencing homelessness in the following areas:

Basic Essential Needs:

- We are setting a recommended figure for people experiencing homelessness to access essential items and basic needs. This grant can be requested to help access food and hygiene packages,



as well as utility costs and other essential items.

Overcoming Barriers to Support:

- We are setting a recommended figure for people experiencing homelessness to have their support needs met during this outbreak. Individuals can use this grant to access the resources necessary to stay in touch with their frontline workers during the self-isolation period.

Securing Accommodation:

- We are setting a recommended figure to help people to access accommodation, so they can safely self-isolate during this outbreak.

To ensure the Emergency Fund is as effective as possible, we are maintaining a flexible funding approach. As the situation evolves, we will reflect on how we can best offer support through this fund.

Please visit their website for more information <http://frontlinenetwork.org.uk/vrf-emergency-fund/>

The Hope Foundation

Current on the 28th April 2020 At this difficult time it is important that people are supported and this means we are doing things differently at the moment with a range of partners. As the majority of people are at home whether working or not we have services that you may benefit from. Our staff are still working and available just in a different way.

Services include;

1. Supporting employers who are looking to recruit and train staff into essential vacancies
2. Support for jobseekers in finding work and filling key jobs at this time.
3. Direct Support for Furloughed workers
4. Digital support for staying in touch across a wide range of devices and mediums
5. Teaching and Learning support through taught virtual groups in Computing, Maths and English skills
6. Bite size online IT courses with support from online shopping to using social media to stay in touch.
7. Telephone support and contact to help reduce the difficulties of loneliness and isolation of people who normally use our services whether through the careers service, teaching and learning, café and the Ageing Better Community Development Team.
8. 4G Digital Inclusion Offer;
 - They can offer support for people to purchase and set up 4G enabled devices.
 - Where people aren't able to purchase their own device, they are purchasing suitable devices and delivering them to the person's home (this won't be means tested). These are likely to be simple devices such as a kindle fire or equivalent.
 - They will provide digital support over the phone to teach people how to use their new equipment



In order to access this help, people referred must be shielding or vulnerable in some way, but also motivated to want to learn how to get online to connect with others/purchase their own food.

Although this support isn't age restricted, we are anticipating that most recipients will be aged fifty or over.

The project has been launched to enable people to use technology to remain as independent as possible during this time.

In order to access the digital inclusion project, please contact the digital inclusion officer, David Thomas's via mobile 07913635508.

For Hope Foundation please contact 01642 232220 or info@hope-foundation.org.uk.

Step Forward Tees Valley

Step Forward Tees Valley supports people aged 29+ to overcome the complex reasons preventing them from moving into or towards training or employment. These barriers could include physical or mental ill-health, financial or digital inclusion as well as isolation, a gap in skills, a conviction or addiction.

We work with 17 specialist partners including Humankind Charity, Groundwork NE, Mental Health Concern & Changing Lives. Each working across the Tees Valley to help people to build on their strengths and aspirations, we use the skills and expertise of partners along with local employers to achieve participants goals.

During the COVID-19 we are currently delivering the SFTV programme remotely, via telephone and online platforms in 1-1 and group sessions. Please contact the hub in your local area or visit <http://www.sfteesvalley.co.uk/> for more information or to access support.

To contact the Middlesbrough team, please call; 01642 245895

For other local teams, please see below;

Darlington 01325 525100

Hartlepool 01429 363108

Redcar & Cleveland 01642 681785

Stockton 01642 607028

Keeping People Connected Service

Support service for those who have or may have learning disability and/or autism;

Many people with learning disability and /or autism will become increasingly vulnerable during the current Covid-19 crisis. If you come across vulnerable people, then please refer them to the new telephone support service:

KEEPING PEOPLE CONNECTED;

Their main contact telephone number is 07584 914582.

The service is funded by NHS England and aims to help people by keeping connected with them.



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They will receive regular calls from specialist staff to access and support them with understanding, practical issues, and signposting where additional help is needed.

Simply ask the person to call us. If it is easier for them give them our e-mail checkandchat@iammain.org.uk or it may be easier if you ask for permission to email us their details, we will then call/email/text, confirm consent and provide ongoing support.

Even if you are not sure if a person has a learning disability and / or autism but it's clear they are feeling isolated and in need, refer them to our service.

We have a well-developed assessment process which will enable us to evaluate how safe a person is, what additional help they may need, and then to support them to access that help from existing community services and the voluntary sector.

Cleveland Fire Brigade

Cleveland Fire chiefs have reassured residents that firefighters and staff are working tirelessly for the community in light of the coronavirus outbreak.

Cleveland Fire Brigade has stressed its number one priority is the safety of communities and is committed to following national guidance to reduce the spread of the Covid-19 virus.

Brigade chiefs said in recent weeks they have tested and developed business continuity plans to ensure they continue to maintain high levels of service to protect communities.

Appropriate plans are also in place to ensure emergency response services are maintained.

For home fire safety advice and business fire safety information visit www.clevelandfire.gov.uk or follow Cleveland Fire on social media for regular updates.

Cleveland Fire Brigade undertake Home Fire Safety Visits to the homes of vulnerable adults to advise them of how to keep themselves safe. They also provide equipment such as smoke alarms, fire retardant blankets for those who may be smoking in bed, as well as whole range of other equipment, which is provided following assessment from one of their team.

Please contact advocates@clevelandfire.gov.uk for a referral form for the above 'home visit' service.

Please see Annex K for Safer Homes – Fire Safety Advice

Information from Healthwatch South Tees

Healthwatch Middlesbrough and Healthwatch Redcar & Cleveland staff are working from home to continue supporting our communities and our health and care services through these challenging times.

Just Ask if you need help to find the services you need to support your health and care needs. Tell us what has worked well and what your concerns are... We can raise awareness of issues and gaps in health and care services so they can better respond to local needs.

Get in touch: Free phone 0800 989 0080

Email: general@healthwatchsouthtees.org.uk



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We will continue to send out regular local updates and useful information via our Facebook pages, Twitter and Ebulletin. Visit our dedicated website pages for current news and please follow us to ensure our information is shared more widely.

Facebook - Healthwatch Middlesbrough /Healthwatch Redcar & Cleveland

Twitter - @HwMiddlesbrough / @HwRedcarClevela

www.healthwatchmiddlesbrough.co.uk or www.healthwatchredcarandcleveland.co.uk

Let us know if you'd like us to share information for your group or service across our networks. If you're not signed up to our Ebulletin and would like to receive a copy, sign up by clicking on the above links to our websites or phone us.

With warm wishes and stay safe from the Healthwatch South Tees team.

County Durham Community Funding – Funding for Middlesbrough Community Groups

County Durham Community Foundation is awarding National Emergency Trust Monies in Tees Valley for Covid-19 related activity.

The link for groups to apply - <https://www.cdcf.org.uk/apply-for-a-grant/grants-for-groups/covid-19-fund/>

And grants awarded to date in the Tees Valley area can be seen at <https://covidtracker.threesixtygiving.org/funder/GB-CHC-1047625>

There is at least a £100k available for groups to apply for, and possibly more, so please send in applications for delivering COVID-related support – you can apply for up to £5,000.

Daisy Chain Project Teesside - Telephone Support Service

COVID19 and lockdown is having a huge impact on mental and physical wellbeing of families, children's and adults with autism. Having been forced to close our face to face services we have maintained our front line of support by launching a vital support line. Callers have access to an experienced Autism trained staff member.

The service is open to young people, adults and families of those affected by neurodevelopmental disorders. Our aim is to provide support and services for those who display traits associated with autism spectrum disorder (ASD), sensory processing differences, and attention deficit hyperactivity disorder (ADHD). The service is for those pre, during and post diagnosis.

The team are supporting families with the following:

- responding to enquiries from parents, young people and adults and undertaking holistic support appointments
- sharing and sending Daisy Chain developed bespoke resource packs and visual aids to support parents and adults with loneliness and isolation
- Arranging for follow up meetings and Zoom group meetings (where deemed beneficial)

You can access the service in two ways:

Freephone Number - 0800 031 5445

To contact our Autism experts, please call 0800 031 5445 - the team are available at the following times:



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Monday - 9am-5pm, Tuesday - 9am-9pm, Wednesday - 8am-7pm, Thursday - 8am-7pm, Friday - 8am-7pm

Alternatively, please click on the link to complete our enquiry form (<https://www.daisychainproject.co.uk/forms/telephone-support-service>) and a member of the team will be in touch with you. Or visit the website to access the form.

<https://www.daisychainproject.co.uk/forms/telephone-support-service%20>

A video has been produced to explain the service and how you can access the Freephone number.

The video is available on Facebook and YouTube as well as on our website:

<https://www.youtube.com/watch?v=1SPkPCyW4kw>

<https://www.facebook.com/daisychainproject/videos/218021586283100/>

Middlesbrough Community Learning Service (MCLS) – Tees Valley Routes to Work

Are you over 30? Long Term Unemployed?

Looking to find a job?

Routes to Work is continuing to support our current and potential new clients, back into work and help with any other barriers they may have tailored to their individual needs. Although we are no longer meeting clients face to face at this time, we are still providing one to one support via telephone calls, texts, emails, letters, Facetime, Zoom etc. and also sending activity packs out. We have been proactively contacting our clients during these difficult times to continue providing a range of support to assist our clients in gaining employment. We are also providing online learning opportunities to allow clients to gain the relevant skills and qualifications they require to achieve their employment goals.

We will continue delivering a quality service for all of our clients whilst ensuring the safety of all involved. Please see the case study attached -



"When I was introduced to Routes to Work my confidence was at an all-time low. I was depressed and worried nobody would employ me due to my age. I met Diane, my Key Worker, and worked with her several times a week. Little by little my confidence returned thanks to her support and encouragement.

I took computer courses until I was totally comfortable with them. This helped immensely, especially with job searches and using my universal credit account. Diane updated my CV, which we uploaded to websites that suited my skillset and we worked on interview techniques. All of a sudden I had interviews. Though I didn't immediately get a job it felt wonderful to make shortlists. My depression was lifting - there was light at the end of the tunnel.

Routes to Work found a position at Olivello's, a local restaurant. I had an interview and came out an hour later with the job, I was on cloud nine. After starting, my bike was stolen and I called Diane in a terrible state. Routes to Work bought me a bike so I could get to work - this act of kindness had me in tears.

I love my job at Olivello's. All the staff are so friendly and immediately made me feel welcome and comfortable.

Routes to Work was crucial in helping turn my life around and get me into a job. I can contact Diane if I need anything and I am so grateful to have been introduced to this remarkable programme."

Chrystine Routes to Work client

Routes to Work are still available to help new clients. As such, if you have any clients that you would like to refer to Routes to Work or more information you can get in touch either via email at routestowork@mcls.ac.uk or by telephone on 01642 811409. Routes to Work is available to everyone



in the local area that is over 30 years old and have been unemployed for 2 years+ or been unemployed for 13 weeks+ and have multiple barriers. You may have people you are helping that would also benefit from help from Routes to Work;

Healthy Start Vitamins

Due to COVID19 Public Health South Tees are launching a new pathway for people to get access to healthy start vitamins via the #HELPBORO number and the Redcar & Cleveland hub number depending on residency. It is more important than ever now for people to get vitamin D.

If you are pregnant, have a baby or child aged 4 years or under and live in Middlesbrough, please request your FREE Healthy Start Vitamins by calling the HELP BORO helpline on 01642 729 777 – alternatively for Redcar & Cleveland, please contact the Hub on 01642 771122.

Thirteen Employability Service

Thirteen's employability service offers a range of free employability services for our tenants and anyone across the Tees Valley. We support people who are not in employment, education or training but also anyone looking at gaining a new job or more hours. We support customers of any age and circumstance.

Services we offer;

Customers signing up to our service can access:

- one-to-one support with a dedicated employability caseworker for up to nine months, who can help with CVs, job applications, interview skills
- an employment and skills hub, with access to a host of employment, education and training opportunities
- a volunteering and peer mentor service that offers volunteering placements within Thirteen
- a team of employer engagement specialists who have exclusive vacancies from supply chain providers, external employers and internal teams
- a training service that delivers NOCN Level 1 and 2 accredited qualifications and non-accredited workshops too.
- in-work support for six months when customers progress into work to help you sustain your new role.

How to get in touch - email: employability@thirteengroup.co.uk / Tel: 01642 947 840

Local Foodbanks and Financial Support

We have been advised of the following changes to the local food banks service delivery;



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The text message referral process is still ongoing. People can ring the relevant agency, and as long as they're registered for the food bank service, they can refer people to one of our distribution centres.

Majority of the existing referral agencies are registered with us for text referrals, and full list can be found here:

<https://middlesbrough.foodbank.org.uk/wp-content/uploads/sites/144/2020/03/Referral-agencies-20.pdf>

If there are existing referral agencies that would like to register for text referrals, they can email us for an application form – info@middlesbrough.foodbank.org.uk

Paper vouchers can be obtained from Middlesbrough Salvation Army on Southfield Road, TS1 3BZ, Monday to Friday 11-12. This has been a lifeline to many who are unable to access the text message system.

Temporarily Closed

- Berwick Hills Baptist Church
- St Timothy's Hemlington
- Trinity Methodist Church in Whinney Banks

Open Mon- Fri

- Monday 12-2pm - St Barnabas' Church Linthorpe
- Monday 1pm-3pm - Coulby Newham Baptist church
- Tuesday 10am-12noon – Middlesbrough Salvation Army (hot food takeaway service)
- Tuesday 1pm-3pm - Grove Hill Methodist church
- Wednesday 1pm-3pm - Coulby Newham Baptist Church
- Thursday 11.30am-13.30pm - Middlesbrough Community Church

Friday 1pm-3pm - Holy Trinity Church North Ormesby

Middlesbrough Council Benefit Advice Service

During the current COVID19 Crisis, Middlesbrough Council's Benefit Advice service are taking telephone enquiries ONLY surrounding benefits and welfare advice for Middlesbrough residents – no face to face appointments will take place.

Advisers from the community hub and unclaimed benefits campaign are available to provide benefit and welfare advice via telephone. Please call **01642 802 303**.

Middlesbrough Council Welfare Rights Unit

Middlesbrough Council Welfare Rights Team are continuing to provide advice and guidance around welfare rights and benefits during this unprecedented time – their advice line number is 01642 729242.

Lines are busy and a message will need to be left on the answer machine or alternatively you may email: welfarerights@middlesbrough.gov.uk .



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Middlesbrough Council's Welfare Rights Team also provide a Welfare Rights Officer who specialises in supporting ethnic minority groups within the town which go through the advice line number and email (stated above) also.

Middlesbrough Citizens Advice Bureau

Middlesbrough Citizens Advice Bureau is still providing advice on a wide range of issues as staff are working from home. These issues include; welfare benefits, debt and employment matters (included those related to coronavirus).

You can contact Citizens Advice Bureau by phoning 01642 802286 or emailing advice@middlesbroughcab.org.uk.

Middlesbrough Environment City: Affordable Warmth

Middlesbrough Environment City are currently offering their services over a telephone Freephone number (all calls are free of charge). The Freephone number is 0800 304 7084 – and can be used for advice and guidance surrounding energy. Lines are open Monday – Friday 9.00am – 5.00pm, there is also an option to leave a message and an Affordable Warmth Advisor will call you back.

If you are worried about your energy account or would like to speak to an Affordable Warmth Advisor at Middlesbrough Environment City, please contact our team on the following numbers.

Jenn – 07940786914 / Wendy – 07415158713

Lines are open Monday to Friday between 10.00 am – 12.00 noon and 2.00 pm – 4.00 pm. You can leave a message between these times and someone will get back to you within 1- 3 working days.

Or, if you would prefer, you can email; warmhomes@menvcity.org.uk

Below there are some useful links in relation to energy related concerns;

Ofgem Website: for any energy related concerns people have at this time, Ofgem site answers a lot of the more common questions people may have around their energy use, power cuts, gas leaks, smart meters, meter problems, bill payment, debt etc. ; <https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply>

The following link is the specific link to the support people can access through their energy companies if they are struggling financially to top up/pay energy bills:

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Advocacy Referrals - People First Independent Advocacy

From Monday 1st April 2020 the arrangements for advocacy referrals in Middlesbrough changed.



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Middlesbrough Broker Team no longer accept independent advocacy referrals for people in Middlesbrough.

All Advocacy Referrals for Middlesbrough, Redcar and Cleveland and Stockton-On-Tees are managed by the People First Independent Advocacy Hub by completing the online form which can be accessed at:

<https://wearepeoplefirst.co.uk/wp-content/referrals/> except for DoLS IMCA/RPR referrals which are sent via email to bestlife@wearepeoplefirst.co.uk with the appropriate DoLS forms.

Further support can be provided by People First on 03003 038 037 or by email: bestlife@wearepeoplefirst.co.uk

Housing

Thirteen Housing

We have had to make a number of changes to our services including lettings, gas servicing, electrical checks and repairs services.

For the latest on all of our services, please have a look at the frequently asked questions section on this page.

Paying Rent

We understand that you might be worried about what the COVID-19 virus outbreak means for your income, home and your ability to pay your bills.

Customers still need to continue paying their rent, but if you're struggling we have a range of help available for you.

People won't lose their home during this unprecedented period, so while we still need to charge rent, during this time we won't evict anybody whose ability to pay is affected by the COVID-19 virus.

If your circumstances haven't changed, please just carry on paying your rent as normal.

But if you're struggling, please let us know as soon as possible. Our money advice team will help you with an alternative agreement about paying your rent.

The sooner we know, the sooner we can find a solution for you, so if you need help please contact:

- email: customerservices@thirteengroup.co.uk
- tel: 0300 111 1000 (Mon to Fri, 8am – 5pm)

Office Closures

To ensure we protect our customers and colleagues as much as possible, - we've had to take the decision to close our offices and customer service points and move to provide emergency repairs only. But we're still delivering services and there are plenty of other ways for you to get in touch with us;

Our contact team is on-hand to deal with your queries from 8am to 5pm, Monday to Friday, so please just give us a call on 0300 111 1000.



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- Use the website to access a range of information: www.thirteengroup.co.uk
- Use the self-service website to carry out tasks such as paying rent: www.thirteengroup.co.uk/SelfService
- Email us at: customerservices@thirteengroup.co.uk
- Use Facebook to contact us: <https://www.facebook.com/ThirteenGroup>

Our out-of-hours team will also be available between 5pm and 8am for you to report **emergency Repairs and alarm calls** only on 0300 111 1000

Cleveland Housing Advice Centre

Cleveland Housing Advice Centre service is provided for the community, by a team of highly trained advisors and volunteers from the community with the aim that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them.

We provide free, confidential one to one advice and casework, the advice covers all ranges of Welfare Benefit Issues, entitlements, eligibility, and we carry out benefits checks to identify unclaimed benefits, we can assist with form filling and making new claims.

We also provide support to challenge benefit decisions, up to and including first tier tribunals. Along with free representation in person at Appeal Tribunals which includes all required preparations and submissions.

We refer or signpost clients to our partner organisations or other qualified suitable providers in the event, that CHAC cannot help.

Our Advisors are working from home to assist anyone that needs Welfare Benefits Advice;

Contact Number: 01642 254544 / 07539001287

Supportive Organisations and Resources for young people

Support for young children explaining Covid-19

A Southampton intensive care nurse has created a book to help reduce anxiety in children caused by the Coronavirus outbreak. The free online publication, entitled 'Dave the Dog is worried about coronavirus', has already been downloaded 15,000 times and has received plenty of positive feedback. The book was written by Molly Watts, a staff nurse on the paediatric intensive care unit (PICU) at Southampton Children's Hospital, who penned it after a nightshift last week.

The book for children and aims to give information without fear. With everything that is going on at the moment; big changes to children's routines and lots of stories on the news it can be a really scary time for them. This book aims to open up the conversation about coronavirus and some of the things they might be hearing about it and provide truthful information in a reassuring and child friendly manner.



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You can access the book using the following link:

<https://nursedottybooks.files.wordpress.com/2020/03/dave-the-dog-coronavirus-1-1.pdf>

The Reading Agency – The Children’s Team

Books, reading and the online community have an increasingly important role in maintaining a semblance of normality.

Keep your eyes peeled for our new online hub area, going live in the next few weeks, which will contain lots of free resources.

The Reading Agency have been updating their Chatterbooks resources page with brilliant downloadable resources from our publisher partners. There are activity sheets, discussion questions about the latest book and much more to keep children entertained whilst at home. They are working closely with publishers to bring your more digital packs that can be used at home or for your social media engagement as well as read and review opportunities for the latest books.

Please see the link below for the Chatterbooks Resource Page below;

[https://www.readingagency.org.uk/resources/?programme=chat&utm_source=The+Reading+Agency&utm_campaign=b7a5ebdc95-CBX+Email+03+October+2017+COPY+01&utm_medium=email&utm_term=0_ef82b5d6fa-b7a5ebdc95-82328909&ct=t\(Chatterbooks+Newsletter+dan9+15+2016+COPY+01\)&goal=0_ef82b5d6fa-b7a5ebdc95-82328909&mc_cid=b7a5ebdc95&mc_eid=78c7c4b650](https://www.readingagency.org.uk/resources/?programme=chat&utm_source=The+Reading+Agency&utm_campaign=b7a5ebdc95-CBX+Email+03+October+2017+COPY+01&utm_medium=email&utm_term=0_ef82b5d6fa-b7a5ebdc95-82328909&ct=t(Chatterbooks+Newsletter+dan9+15+2016+COPY+01)&goal=0_ef82b5d6fa-b7a5ebdc95-82328909&mc_cid=b7a5ebdc95&mc_eid=78c7c4b650)

Don't forget to follow us on Facebook, Twitter and Instagram to keep up-to-date with these offers and opportunities.



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We know that it’s more important than ever for us to be there for young people. As Coronavirus forces us all to make changes, you can be assured that we’re still here to support you to cope today and prepare for tomorrow.

As the health and safety of our young people, volunteers and colleagues are at the heart of everything we do, we wanted to let you know that our Prince’s Trust Centre in Middlesbrough is temporarily closed. However, our army of youth support workers and volunteers are still on hand to support you during this challenging time.

We want to assure you that our team of youth workers and volunteers are still on hand through this challenging time. Our phone lines, live chat and text service are also open from 9am-9pm every day. So, don’t feel alone.



We're working to introduce new and different ways of supporting you so that you can engage with us from home, including offering additional support over the phone and online.

You can talk to our friendly team via our contact form, live webchat or by calling free on 0800 842 842. You can also reach us via our local social media channels

Twitter  <https://twitter.com/PrincesTrustNE>

Facebook  <https://www.facebook.com/PrincesTrustNorthEast/>

There may be a few challenging few weeks ahead, but remember we're here for you every step of the way. If you'd like to speak to someone in our team, please don't hesitate to get in touch.

Whether you're out of school, unemployed, self-employed or generally needing a confidence boost, here's a few of the ways we'll be here for you:

- Wellbeing: Our army of youth workers and volunteers will provide one-to-one support for you over the phone and online, helping those who are struggling to cope with isolation and social distancing
- Education: We will work with teachers to support those of you who are now not in school, as well as those of you who may still be attending
- Employment: We will deliver structured programmes to help you if you don't have a job, to build your confidence and reskill; and we will work with our partners to train young people to start critical jobs in health care and the supply chain
- Enterprise: We will provide mentors and support to those of you who are self-employed and worried about your future
- Community: Many young people are already responding to the current situation by volunteering in their local areas. We will grow our youth volunteering network to enable more young people to help their communities, responsibly and safely

[Online resources for young peoples' mental health and wellbeing](#)

- Young minds: looking after your mental health whilst self-isolating, if you are self-isolating or social distancing it is even more important to look after your mental health, follow the link for some tips and help <https://youngminds.org.uk/blog/looking-after-your-mental-health-while-self-isolating/>
- CALM (Campaign against living miserably): helpline and web chat services every day from 5pm to receive support with mental health or specific issues <https://www.thecalmzone.net/help/get-help/>
- The Mix: a support service for young people with Group Chat, Discussion Boards, help finding local services, useful Apps and other resources to support with mental health, stress relief, general chats and lots of other helpful provision <https://www.themix.org.uk/get-support>



- Kooth: a free online web chat with friendly counsellors with access every day from 12pm-10pm, support from other young people within the kooth community and resources to manage your own feelings <https://www.kooth.com/>

Annex C - Accompanying Document - HeadStart Middlesbrough Update.

Darlington College

Free level 1 distance learning (ages 19+) Department DC works at Darlington College, can help and support the customer base within Tees Valley at this very difficult time. This will help and let people know that there is support there and they can work upon their emotional and wellbeing; to hopefully help people to stay in a good frame of mind and be prepared for the progression, when hopefully some normality comes back in play.

We operate within Tees Valley area so anyone aged 19+, unemployed or on less than £15,000 per annum can access our provision. Due to the current circumstances with Covid-19 we will be operating as distance learning so all paper work will be sent out to the customers home to complete and a tutor will liaise via telephone.

If this would be of help at this time, please get in touch and we can aid and support to carry out engagement. As always (even at this difficult time) we want to help and support the communities of Tees Valley and have some great provision in place that can help with this!! Contact Yolanda Hughes to find out more YHughes@darlington.ac.uk **Telephone: 07483 068939 Email: DCWorks@darlington.ac.uk**

People Plus

Covid-19 has re-shaped the dimensions of supply and demand in the UK labour market. Labour demand in travel, hospitality and much of the retail market has collapsed. Labour demand in food production, food supply, supermarket retail, transport and delivery services is massively outstripping current supply.

People Plus and Staffline Recruitment Limited have responded to this unprecedented challenge with a nationwide 'worker transition service' which will facilitate the migration of the maximum number of workers to our new 'essential services' in food supply, retail and delivery in support of the [#feedthenation](#) campaign.

Working with our partners – many of the UK's leading supermarket retailers and food supply-chain operators; and our established national network of accredited training providers – our www.feedthenation.co.uk website is offering redundant or 'at risk' workers, or those on zero hours contracts or in the gig economy, a range of 'transition' options based on their skills and experience, to allow them the quickest possible access to the many thousands of vacancies which Staffline's employer partners are urgently looking to fill. Visit: www.feedthenation.co.uk

We need, more than ever, to come together as a country to keep these essential services running and provide support for hard working employees who are doing everything they can to support customers during these challenging times.



Prince's Trust

The Link



During these difficult times we are aware that many children, young people and families may be anxious, struggling to cope with the daily changes or just need someone to talk to. We have therefore set up a daily duty telephone line which will be manned by one of our therapeutic practitioners between

2pm and 4pm every day. If you would like to access this support then please call 01642 505580 and select option 3 during these times and you will be transferred straight through. You do not need to be accessing The Link, or be waiting to access, to utilise this telephone line, if you need information, advice or support then please give us a call and we will do what we can to help.



Groundwork

Groundwork North East and Cumbria are still running their Youth Employment Initiative Programme where young people aged between 15 and 29 years old will be provided with a dedicated Youth Coach to work with them to remove barriers and support them into employment education and/or training. This is currently being done remotely in a manner that best suits the individual.

They are also running a #IWill Northern Navigators programme via facebook. This programme brings young people together through social action, interactive workshops, tutorials, peer support, sharing of up to date information and additional employability support.

On a Thursday evening through the same facebook page you are welcome to join Groundworks interactive Youth Club.



The Tees Valley Pathways Programme is part-funded by the European Social Fund and supported under the Youth Employment Initiative.

Groundwork NE are running a Digital #IWILL course starting on Monday 8th June which will consist of 30 minute daily Zoom employability sessions, virtual youth club and a social action project.

If you are interested in taking part, please email or call Vanessa Kelly by using the contact details below;

Vanessa.Kelly@groundwork.org.uk / 077910 76427

Handy Helplines



[SARC Teesside \(Sexual Assault Referral Centre\)](#)

03333 448 283 (for victims of sexual assault and rape)

[ARCH North East](#)

01642 822331 (for victims of sexual violence)

[Victim Care and Advice Service](#)

0303 040 1099 (for all victims of crime)

[My Sisters Place](#)

01642 241 864 (for victims of domestic abuse)

[Harbour Support Services](#)

03000 20 25 25 (for victims of domestic abuse)

[Foundation Redcar](#)

0300 456 2214 (for victims of domestic abuse)

[Eva Women's Aid](#)

01642 490 677 (for victims of domestic abuse)

[Halo Project](#)

01642 683 045 (for victims of honour-based violence, forced marriage and female genital mutilation)

[Switch Project](#)

(Supporting vulnerable females within Middlesbrough, Redcar and Stockton Area) for further information please contact

- Lynn Swainston 07483030099 – email lynn.swainston@nacro.org.uk
- Susan Martin 07483025542 – Email susan.martin@nacro.org.uk
- Christine Rollinson 07769142341- email Christine.rollinson@nacro.org.uk

[Useful links:](#)

Mental Wellbeing Resources

- <https://www.nhs.uk/oneyou/every-mind-matters/> (PHE)
- <https://www.nsun.org.uk/News/covid-19-mental-health-information> (NSUN)
- <https://www.mentalhealth.org.uk/> (Mental Health Foundation)
- inward-bound@gmx.com Delivering Mindfulness guidance, and helpful blogs
- <https://www.thecalmzone.net/help/get-help/>
- Borrow Box – Borrow eBooks and Audio Books from your local library via the Borrow Box app. For more information please visit their website - <https://www.borrowbox.com/>



Physical Activity & Nutrition Resources

- NHS Home Workout Videos - Getting exercise doesn't need to be difficult – Clear some space in the living room and give our easy 10-minute workouts a go. <https://www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos/>
- MEC (Middlesbrough Environment City) Our Healthy Cooking Team post simple recipes on MEC's Facebook page everyday as well as advice on food safety. Visit @Menvcity <https://www.facebook.com/menvcity/posts/10163726515065554>.
- Little Sprouts - Facebook page with simple recipe ideas <http://www.littlesprouts.org.uk>

Culture, Arts and Wellbeing Resources

- <https://www.culturehealthandwellbeing.org.uk/coronavirus-resources-practitioners-and-organisations> (Culture and Wellbeing Alliance)

Local Community Action

- <https://covidmutualaid.org/>
- <https://www.facebook.com/CovidAidUK/>

DWP

- <https://www.gov.uk/government/news/face-to-face-health-assessments-for-benefits-suspended-amid-coronavirus-outbreak>



Public Health England

- <https://www.gov.uk/government/organisations/public-health-england>

Global Perspective and Advice around staying Mentally Well at this time of crisis:

- <https://news.un.org/en/story/2020/03/1059542> United Nations News
- https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2 World Health Organisation
- <https://www.weforum.org/agenda/2020/03/covid19-coronavirus-mental-health-expert-insights/> World Economic Forum

Government Guidance:

For Families

- <https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>
- <https://www.childrenscommissioner.gov.uk/publication/childrens-guide-to-coronavirus/>

For the General Public

- <https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>

Annex A: Mental Health Foundation Advice

Look after your mental health and wellbeing if you are staying home

1. Plan your day

- We are all adjusting to a new, rather strange, way of life. This can be a risk to our mental wellbeing.
- As tempting as it might be to stay in pyjamas all day, regular routines are essential for our identity, self-confidence and purpose.
- Try to start your day at roughly the same time you usually would and aim to set aside time each day for movement, relaxation, connection and reflection.

2. Move more every day

- Being active reduces stress, increases energy levels, can make us more alert and help us sleep better.
- Explore different ways of adding physical movement and activity to your day and find some that work best for you.
- Even at home, there will be lots of ways to exercise and keep your body moving.
- Read our guide on keeping active and visit Every Mind Matters for some ideas to get you started.

3. Try a relaxation technique

- Relaxing and focusing on the present can help improve your mental health and lighten negative feelings.
- Try some different meditation or breathing exercises to see what helps. For example, sometimes we can be so tense that we do not even remember what being relaxed feels like. Progressive muscle relaxation teaches you to recognise when you are starting to get tense and how to relax.
- A range of relaxation techniques, including progressive muscle relaxation are available from the NHS

4. Connect with others

- Staying at home, especially if you live on your own, can feel lonely. Find creative ways to keep in touch with co-workers, friends, family, and others to help you (and them) feel more connected and supported.
- Explore ways of connecting that work for you, whether that's by post, over the phone, social media, or video-chat. This could be anything, from sharing a cup of tea over video, playing an online game together, or simply sending a supportive text-message.

5. Take time to reflect and practice self-compassion



- Make time every day to reflect on what went well. It's important to recognise your successes and the things you are grateful for, no matter how small. Consider keeping a gratitude journal each day where you could write two or three of these things every night before you go to bed.
- Mindfulness techniques may also help you focus on the present rather than dwelling on unhelpful thoughts (though they may not be helpful for those experiencing more severe depression). We have a number of relaxation and other digital exercises on our website.

6. Improve your sleep

- Feelings of uncertainty and changes to daily life may mean you have more difficulty sleeping.
- There is a lot you can do to improve your sleep. Aim to go to bed and get up at the same time each day, even at the weekend if you can, and try to get some natural sunlight (by opening your curtains and windows) where possible. This helps to regulate your body clock which can help you sleep better.
- Wind down before bed by avoiding using your phone, tablet, computer or TV for an hour before bedtime.
- A range of tips for improving sleep can be found on our website and from Every Mind Matters

ANNEX B: Top tips for homeworking during the national epidemic

The space where you work...

- Create a space for the work that you can tidy away or close off so work isn't around you all the time.
- Find somewhere where you can maintain confidentiality and concentration.
- Get a headset or use earphones when making calls.
- Make time to get familiar with other IT options such as video calls.
- Prioritise your internet access.
- Think about your posture, the chair you use
- Make sure you have enough light.

Boundaries and connections....

- Let people know if you are in isolation and what times you are available and an alternative contact in an emergency.
- Sound off to colleagues about the strains, find practical solutions, be tolerant and use humour.
- Check in on your own stress levels and ask for help if you need it.
- If you are having a good day, then offer support to others.
- Encourage teams to have communication groups (group text chat – which includes all staff)
- Need to work flexibly but keep to limits
- Keep supervision slots in place, phone in if working from home and regular check ins
- Try to give oneself breaks between calls, especially those that are high threat

For managers....

- Daily Huddles to include conference call option for those working in isolation
- Make sure staff at home are contacted informally by others. Basic compassionate connection may prevent added stress or a referral on for support.
- Allocate a Staff responder to support others but swop regularly
- Recognise that there will be a number of difficulties for staff – swift changing of roles, parenting, work etc. – colleagues will be adapting ways to work that they have not experienced before
- Watch out for signs that someone is struggling.
- Accept that some staff may react in ways that you would not but that should not automatically be pathologised.

The basics....

- Get dressed for the day
- Try and create a routine – especially if children are home. It may not be realistic to be able to work 9-5.
- Agree your working schedules with other adults at home.

- Regular drinks but not too much tea and coffee (caffeine)!
- Don't forget meal times and breaks!
- Move about/ stretch – make use of online exercise or meditation programmes, sing or go and walk the dog
- Check in with family and friends, especially those alone or more at risk.
- Find activities that help distract from news, anxiety and work.

The household balance....

- Agree a homeworking / schooling structure with family
- Accepting more 'screen time' may need to be allowed for children
- Be kind to self especially if you can't live up to your expectations
- Be aware of own limits
- Take breaks so you and your children / partner/ friends know what's happening and you get time together (and apart)
- Getting out of the house if you are not self-isolating (remember social distancing)
- Finding time on own
- Check in with work colleagues verbally – be mindful of those who may not have any social contact at home.
- Be mindful that people might be more reactive and not behave in their usual way, try to not take it personally.
- Avoid watching too much news or getting regular news updates where possible, try to limit or set times.
- Talk about something different than work
- Self-care has never been so important – what can you do that you enjoy
- Recovery college online has lots of resources and information for us and our communities <https://www.recoverycollegeonline.co.uk/>
- Find ways of managing the household tension.
- If there are relational difficulties (or domestic abuse) at home, then try to seek help for this
- Have things around you that help you when you feel stressed or overwhelmed
- Be mindful of alcohol use