



Welcome

This document has been compiled by the Motivator team from Middlesbrough Council Public Health, The Princes Trust and Groundwork NE to inform people of the services and groups that are continuing to deliver or are changing their delivery in the local area of Middlesbrough, in light of the recent COVID-19 outbreak.

This is not an official document but has simply been put together to assist those that may need signposting or would benefit from advice around coping mechanisms or activities in this challenging time.

The Team will compile and release updated versions 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; 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 Thursday 9th April 2020.

Let's all work together to Live Well!



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Other literature to support this document are;

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Annex D – Help Boro Leaflet (Separate Document)

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Annex G – Harbour (Safer Communities) Update



Key information for Carers

[Aapna Services](#)- email or phone 01642 825926

[Age UK Teesside Befriending Service](#)- Contact Paula Taylor by email or phone 07921464125 or 01642 433725

[Alzheimer's Society](#)- Contact by email or phone 0191 389 0400

[Branches Support](#)- The carers support group is closed until further notice. Support is available via Facebook, Email and Telephone 07934104283.

[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

[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](#) and also 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 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 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

Mental Health 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 in 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

Ageing Better Middlesbrough telephone befriending - still in development, but due to be mobilised by 8th April. Delivered by The Hope Foundation Ageing Better staff and TMC Ageing Better staff, providing low level telephone befriending to older people (for people aged 50+ but can be flexible on age if needed)

Access TBC

Step Forward Tees Valley - In Stockton our Health Link Worker is providing telephone support to assist people in improving their health and wellbeing with the aim of moving closer to employment and training.

Access - Referrals must be made to the team of Navigators to access this support, their contact number is 01642 607028.



Firm Foundations - providing telephone support for people in financial hardship in the Middlesbrough area.

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 -  [supportTeesside.xlsx](#)

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.

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

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

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 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](#)



Bereavement Care and support

Cruse Bereavement Care has 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 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.

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 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 or contact Edwina Green, Bereavement Support Practitioner Teesside via email edwina.green@childbereavementuk.org or call 07775 131310. Monday to Friday 9 - 5.30pm.



Local Community Group Information Pages

Middlesbrough Voluntary Development Agency 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>

Stop smoking services and support is continuing in Middlesbrough, however the service has been altered temporarily by the following methods;

- Ongoing clients will continue to receive support via telephone consultation and prescription at predefined collection points.
- New Clients - Temporary pause in giving appointments to new clients with exception of pregnant women who will receive a telephone consultation from our specialist team.
- We can accept referrals for any other new clients but at this stage we cannot offer any new appointments. We have plans to review situation and will update as soon as we can.
- Contact 01642 727655 / 727579

Sexual Health Services Virgin Health Care - All clinics times and appointments are being kept up to date at:

<https://www.thesexualhealthhub.co.uk/clinic-search/?system=TEE#!/>

Change Grow Live offer addiction support to the wider community.

Services still operating are;

- HARM Service – Mon 9.00am – 5.00pm, Tue 9.00am – 5.00 pm, 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:
 - Boots Pharmacy Hemlington – 01642594647
 - Cross fell Pharmacy the Berwick Hills Centre Ormesby Road – 01642 245859
 - Jhoots Pharmacy (Foundations) Acklam Road, Middlesbrough – 01642 852123
- 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.

Trac UK - 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 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 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

Since the outbreak and the government's announcement of COVID19 isolation measures & the lockdown, Linx's delivery team has reconfigured our services and are mobilised now. This link shows the overall achievement during the first week of COVID19:

<https://www.youtube.com/watch?v=F-VmEy9aLw>

Below are a few initiatives we started during this short period of time and be reassured that we are constantly developing new ways of engaging with our young people and our communities;

- Available staff working remotely from home are completing daily welfare checks via telephone conversation with families and young people, from our existing 1-2-1 case load, who are at high risk prior to the outbreak due to a variety of reasons.
- Developing a new list for families and young people to complete welfare checks on who are now at risk due to the outbreak, for reasons such as losing employment and associated income, school closure and a lack of access to free school meals and many other challenges.
- Daily virtual communication through messaging to young people. The below link is an example of our recent communication:
<https://www.youtube.com/watch?v=kluKYMsn0eY>
- Receiving surplus food from local supermarkets and distributing to families through individuals' requests on-line (please refer to Appendix 1 for more details). Please check this link: <https://www.youtube.com/watch?v=FDxqPG1k9G4>
- Distributing surplus food to other organisations and charities such as community campus, Breckon Hill community centre etc.

- 1-2-1 virtual meeting with young people to keep them updated on the current state of affairs, managing their anxiety, boredom and to encourage positive engagement and outlook despite the current difficult situation. We are staying in contact with individuals and if necessary, their guardians via phone calls, emails or post.
- We continue offering a young person needs-led and personalized work package suited to individuals on our case load. We have devised a new distance progress/target sheet tool which will encourage positive engagement and tracking progress for young people and the workers.
- Providing advice and guidance on a variety of issues and mainly the current COVID19 situation through our social media platforms – Facebook, twitter and messenger, and also encouraging young people to spread the message and became young ambassadors for Linx by creating their own videos providing advice and guidance on the current situation and staying safe. Below are a few examples:
https://www.youtube.com/watch?v=XvSB_cHgu2k
https://www.youtube.com/watch?v=76c9_19tXzM
- Staff team are posting virtual daily activities, goals or achievements for not only young people but our community members to challenge themselves within isolation. These have been ideas ranging from family games, on-line quizzes, daily 10 min exercise videos, and learning new skills such as a making plant pots or learning basics of a new language. Below Links are some examples:
https://www.youtube.com/watch?v=91BoNDqE_0E
<https://www.youtube.com/watch?v=3cWCkgmgf6U>
- Current discussion around developing a virtual/on-line youth clubs are currently on-going as we are at early stages of this unprecedented challenge and therefore we need to ensure young people's safeguarding system are firstly devised and achieved before moving on to trialing an on-line youth club session.
- Linx team has also registered as a volunteer team with our local authority to assist and support emergency or other highly needed services that are under pressure locally due to staff capacity as a result of the COVID19.
- We have got also announced a mobile number that is staffed from 9:00-21:00 to support our young people.

Middlesbrough Environment City: Affordable Warmth

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>

Domestic Violence

A Way Out

A Way Out: Liberty Project are currently providing a 'scaled back' service offer consisting of crisis support any assisting with any issues that women may currently have/are facing. A Way Out are providing 1:1 support via telephone, Facebook and email. Referrals for the service can be taken via email or via a self-referral telephone call.

For referrals please contact;

01642 655071 / or email info@awayout.co.uk.

A Way Out are also out delivering food provisions, toiletries, condoms, safety advice Inc. alarms and leaflets in Middlesbrough.

If you are experiencing domestic violence in your home, please reach out and know that there is support available during this unprecedented time.

A Way Out supports vulnerable women, young people and families, they believe that all women, young people and families should be free to live healthy, whole and safe lives, free from addiction, poverty and exploitation. They have collated a list of domestic abuse helplines as follows;

- My Sister's Place – 01642 241864



- 24 Hour Domestic Abuse Helpline – 0808 2000 247
- Harbour – 03000 20 25 25

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

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.



Middlesbrough Council Welfare/Benefits Advice Service

Middlesbrough Council's Benefit Advice service are taking telephone enquiries ONLY surrounding benefits and welfare advice for Middlesbrough residents;

For Benefit and Welfare advice please call **01642 802 303** on the following dates, between their opening hours;

Tuesday 14th April 2020	10.00am-4.00pm
Wednesday 15th April 2020	10.00am-4.00pm
Thursday 16th April 2020	1.00pm-4.00pm

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 802282 or emailing advice@middlesbroughcab.org.uk.



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/>



Local Foodbanks

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

Temporarily Closed

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

Open mon- Fri

- Monday 12-2pm St Barnaba's church Linthorpe
- Monday 1pm-3pm Coulby Newham Baptist church
- Tuesday 1-3 Grove Hill Methodist church
- Wednesday 1-3pm Coulby Newham Baptist church
- Thursday 11.30-13.30pm Middlesbrough community church
- Friday 1-3 Holy trinity church North Ormesby

Due to COVID:19 Paper foodbank vouchers are no longer valid as the services are now operating differently. The new process that has been implemented is a text service. Service providers can sign up to be part of foodbank text referral service by going to info@middlesbrough.foodbank.org.uk to sign up and an application form will be sent to you.

Anyone now accessing the foodbank will need to produce a text voucher/message

Your service provider contact number will be registered so when a referral is made they are able to allocate where the referral came from.



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.

- 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

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.



You can access the book using the following link:

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



The Prince's Trust - 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/>
- Prince's trust: phone lines, live chat and text service are also open from 9am-9pm every day. So, don't feel alone: <https://www.princes-trust.org.uk/>

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 are proposing to deliver along the lines of the following;

- Emotional Wellbeing - Extended Level 1 Certificate in Passport to Enterprise
- Safeguarding
- Self-Awareness and Self-Belief
- Resilience and Grit
- Emotional Intelligence and Anger Management
- Stress and Stress
- Develop an Awareness of Mental Health
- Substance Misuse Awareness
- Equality and Diversity
- The Importance of Healthy Eating and Drinking
- Personal Safety

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

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.

PeoplePlus 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.



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 everyday. 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.



Ageing Better Middlesbrough

With the Government rules now stating that the majority of us must stay at home, we understand the importance more than ever to be able to keep in touch with our loved ones. We have the traditional phone to do this which is great but we also have email, video calling, Whatsapp, to name a few.

Our computers, tablets, iPads and smartphones are amazing bits of kit, they can give us access to a whole library full of entertainment like games, music, books, TV boxsets, films ... all at the touch of a button.

To help you use your devices to do all of those things we have set up a Google Classroom to offer digital support. It is basically an online site you can visit to get help and information. We will be posting:

- Links to official websites with Coronavirus updates.
- Online courses to help you learn how to shop online, video calling and other ways to stay in touch with friends and family.
- Step-by-step guides.
- Links to local groups/organisations offering support.
- Games to put on your iPad or tablets to help fill the day.
- Information on apps/websites who are offering free services for the next few months.
- You can message us direct about any of the content or make suggestion on what you would like to see as well.

I have included below a step-by-step guide to help you register. Once you have registered you can access the site anytime.

There is a link included to sign up to Learn My Way. This is full of short bite size courses to help you with everything from learning basic computer/tablet skills, shopping for groceries, watching catch up services, social media and accessing government websites and GP services. You can do them in your own time and in any order.

The Classroom code is: **iuo6wcj**

[How to Join Google Classroom - A Step-by-Step Guide](#)

[Classroom Code \(if you have a Google Account\)](#)

1. Sign into your Google account or your Gmail email address.
2. At the top right of the screen Click on the 9 Dot grid



3. Scroll down till you find Google Classroom then Click on the icon



4. Once you're are into the Google Classroom Click on the '+' icon (top right of the screen)
5. Click 'Join Class'
6. Enter the Class Code you have been sent (iuo6wcj)
7. Congratulations, you are now registered as a student in the Google Classroom

Classroom Code (If you DON'T have a Google Account)

1. Open your web browser (e.g. Googlechrome, Microsoft Edge, Firefox)
2. In the search field type 'create google account' then Click 'Search'
3. Click on the 'Create Google Account' link
 - a. Fill in the 'First Name and 'Last Name' fields
 - b. Click on 'Use my current email address'
 - c. Type in your email address
 - d. Click on 'Create password' field then type in a new password
 - e. Click on 'Confirm' field and retype the password.
 - f. Click 'Next'
 - g. A verification code will then be sent your email. Go to your email inbox and open the email 'Google – Verify your email'
 - h. Make a note of the code
 - i. Go back to Google and type the code into the 'Enter Code' field
 - j. Click 'Verify'
 - k. Type in your mobile phone number (used for security i.e. password resets)
 - l. Enter your Date of Birth
 - m. Select Gender
 - n. Click 'Next'
 - o. Verify your mobile number – Click 'Send'
 - p. Type in the code (it will come through as a text message)
 - q. Read the following message then click 'Skip' Or 'Yes I'm in'



r. Agree to the T's & C's and then Click 'Create Account'

4. Follow steps 2-7 from - **Classroom Code (if you have a Google Account)**

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.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/>

Culture and 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

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