



Supporting

Sunderland

Restrictions may be changing, but the Covid-19 pandemic means many people are facing changing financial challenges and still spending more time indoors. We have pulled together some useful information on staying safe, staying healthy and supporting each other.



Looking after yourself



Mental wellbeing

Now more than ever, every mind matters. The Covid-19 pandemic means that life is changing for all of us for a while and it's important to take care of your mind as well as your body. You can get expert advice and practical tips to help you look after your mental health and wellbeing from

www.nhs.uk/oneyou/every-mind-matters

Need urgent help?

Phone the mental health Crisis Team, 24/7 on **0303 123 1145**. If you or another person have been harmed or are at immediate risk and require an emergency response, phone 999.

Who else can I talk to?

If you are finding it difficult to cope, feel low, anxious, stressed, worried or are not sleeping properly, contact Sunderland Psychological Wellbeing Service direct on **0191 566 5454** or visit <http://sunderlandiapt.co.uk>.

You can contact your GP or phone **NHS 111** – open 24/7. They can tell you about your local crisis support services.

Supporting those with mental health needs, learning disabilities and autism during lockdown

Partners have worked together to maintain a range of services to support local people with mental health needs, learning disabilities and autism and their families as well as changing the way care and support is delivered and set new ways of working to support the needs of people living in Sunderland.

Self-help

A range of information and education packs have been produced to help people continue to support themselves and for families to keep them safe and well during Covid-19. This includes occupational therapy activity packs and easy read speech and language therapy resources for people with learning disabilities and families, positive behaviour support guidance for parents and carers and information around loss and bereavement – explaining bereavement and identifying key aspects of complicated loss that people may experience as part of Covid-19. These are available to download at

www.cntw.nhs.uk/selfhelp

Sunderland Keeping People Connected

Led by NHS partners and Sunderland CCG, this service provides guidance and support to local people with learning disabilities and autism. Team members are contacting eligible Sunderland residents to help them stay safe, healthy and not feel alone. Those who haven't yet received a call can contact:

- Autism in Mind – **0191 567 2514**
- Sunderland People First – **07858 226 187**



Quit for Covid

There's never been a more important time to stop smoking. Evidence so far suggests people who smoke may be at increased risk of severe disease if they get Covid-19. Even if you have tried to quit before, try again. Every quit attempt is different and there's lots of support to help you. Visit www.stopsmokingsunderland.nhs.uk or call **0800 1699913** for local support to stop. Visit www.todayistheday.co.uk to find out more about smoking and Covid-19.



Don't let drink creep up on you

It's more important than ever to look after our physical and mental health – and that includes not drinking too much alcohol. An estimated 650,000 North East drinkers have cut down or stopped drinking alcohol in recent months. But if you're worried about yourself or someone else drinking too much, help is out there. Call the National Alcohol Helpline on **0300 123 1110** or visit www.reduceyourrisk.tv for tips to help you cut back.

Seeing your GP

During lockdown, all GP practices in Sunderland have been able to continue to see patients through online and telephone consultations. Online consultations, known as e-consultations, are available from all Sunderland GP practices. Just visit your practice website, complete the online form and you will receive a response the next working day.

There is also a wealth of information available, including a symptom checker, self-help guides and videos, pharmacy advice, link to **NHS 111** and help to request a repeat prescription or to see a GP face-to-face if you have to.

Tell us what you think

You can share your thoughts about digital GP appointments by going to:

<http://involvement.sunderlandccg.nhs.uk/> or write to:

Digital GP Appointments, NHS Sunderland Clinical Commissioning Group, Pemberton House, Colima Avenue, Sunderland, SR5 3XB. Please feedback by 30 September 2020.



Cancer won't wait

Don't delay, call your GP today. If you notice anything out of the ordinary or any symptoms that concern you, contact your GP as soon as possible so you can be checked. General practices are open and the NHS is still able to provide essential and urgent treatment for cancer.

Non-urgent appointments and operations

South Tyneside and Sunderland NHS Foundation Trust will be contacting patients to rebook some planned operations and diagnostic tests. The Trust is contacting patients directly so there is no need for you to contact them. If you are asked to attend an appointment or planned operation, there are a number of measures in place to keep you safe during your care and treatment.

- Advising the Trust if you develop any symptoms of Covid-19 so your appointment can be rearranged.
- Attending your appointment alone. Those under 18 years old can bring one parent or carer.
- Arriving promptly for your allocated appointment time to assist with social distancing within waiting rooms.
- Adhering to social distancing.
- Washing your hands with soap and water for at least 20 seconds, or using the hand sanitiser on arrival and regularly throughout your visit.
- You will be asked to wear a face mask and must keep this on throughout your visit.
- Trust staff may be wearing personal protective equipment. There is no need to be alarmed; this is to protect both you and them.
- If you are currently shielding, or have any additional needs, please contact the Trust and let them know so any reasonable adjustments can be made.

Face coverings

All patients and visitors (who are not affected by current restrictions) must plan ahead and wear face coverings when attending hospital and community clinics. Face coverings should cover the mouth and nose fully and can be as simple as a scarf or bandana that ties behind the head to give a snug fit.

For more information on appointments and planned care as well as updates on current visitor restrictions, visit www.stsft.nhs.uk



Alcohol before 18. What's the harm?

Like tobacco, alcohol is harmful.

We now know just how harmful alcohol before 18 can be. It can affect your child's developing brain, cause physical and mental health problems, and make them more likely to become a heavy drinker when they are older.

Find out what every parent needs to know about drinking before 18 at whatstheharm.co.uk



Staying active

Eat well and move more

If you're looking for ideas to cook up a tasty tea or new ways to keep the kids active then check out the national Change 4 Life website at www.nhs.uk/change4life. For local help and support the Change 4 Life Sunderland team is here to help. The team can help families with advice and information about healthy eating or physical activity. Find out more at www.sunderland.gov.uk/change4lifesunderland



Staying active

Being physically active right now is more important than ever. Whether you're looking for ideas on how to stay healthy at home or handy walks, runs or cycles in your local area, you can find lots of great suggestions at www.sunderland.gov.uk/active



Summer holidays

This year's summer holidays might not look quite as imagined – but there are still plenty of activities taking place across the city this summer. Venues across the city are beginning to reopen – the best way to keep up to date is to visit www.seeitdoitsunderland.co.uk where you can find information on new opening hours or any restrictions in place.

Please keep an eye out for the most up to date guidance through signage on site at places like play areas.

Active Sunderland's Summer Family Fun will host morning and afternoon sessions at Herrington Country Park every weekday from 22 July to 28 August. Families can book online at www.sunderland.gov.uk/summerfamilyfun2020

From 20 July Sunderland Museum and Winter Gardens are encouraging families to head outdoors and explore their local beaches, parks and gardens to discover amazing plants and wildlife linked to our natural science collections. New activities will be posted each week on the website and available as takeaway packs from the Museum. To find out more visit www.sunderlandmuseum.org.uk

Summer reading challenge

Sunderland Libraries Services is encouraging 4-11 year olds to read six or more books over the summer holidays for the national Summer Reading Challenge. This year's theme is "Silly Squad" - a celebration of funny books, happiness and laughter. Get involved at <https://summerreadingchallenge.org.uk>

Collecting Covid

Sunderland Museum want to collect images that capture the impact Covid-19 is having on the lives of everyone in our city. For more info and to submit your images please visit <https://sunderlandculture.org.uk/events/collecting-covid-19/>

“It’s just because...they wind each other up all the time.”

If you’re worried, don’t make excuses, act.

Domestic abuse is everyone’s business



You might think it’s none of your business, or worry you’ll say the wrong thing, but now more than ever, we need to keep each other safe.

If you’re worried about someone:

- **Be safe:** remember - social media, phone and emails might be monitored. Don’t confront the abuser.
- **Be kind:** listen, make suggestions, not demands.
- **Be there:** be understanding and available.
- **Get help:** contact organisations for support and information.
- **Call 101:** if you are concerned about a friend or loved one, or that someone’s behaviour is abusive.
- **Call 999:** if you think there’s an immediate danger.

This campaign was developed by domestic abuse and sexual violence support groups supported by Northumbria Police and Crime Commissioner, Kim McGuinness.

Useful contacts:
National Domestic Abuse Helpline
0808 2000 247

Victims First Northumbria
0800 011 3116

Wearside Women in Need (WWIN)
0800 0665555: 24/7 helpline
wwin.org.uk: online chat

The Men’s Advice Line
08088010327

Support from partners

gentoo

Sunderland’s leading provider of affordable housing, Gentoo Group, has continued to operate essential services for tenants in Sunderland throughout the pandemic.

As of Monday 6 July, it re-opened its offices to the public, with tenants required to ring ahead and pre-arrange appointments at some offices, as well as the Group resuming its routine repair service.

As part of its re-opening, Gentoo has permanently closed its cash facilities, meaning tenants and residents are no longer able to make rent or council tax payments over the counter.

Gentoo’s housing allocations service has also resumed, with residents able to bid on available properties through its online HomeHunt service and Wednesday to Wednesday bidding cycle. It has hundreds of properties currently available across the city, ranging from apartments close to the city centre, to family homes, to dedicated retirement schemes.

Residents can register for and view available properties at www.gentoo.com/findahome



Local communities across the North East can benefit from free distance learning courses throughout the Covid-19 crisis and beyond, thanks to Sunderland College further developing its range of high-quality, distance learning courses. Those aged 24 and over can gain new skills and knowledge, safely from their own home, to enhance their CV or career prospects. For those who are in isolation or have been furloughed, distance learning can also help to support mental wellbeing and keep their mind active. The courses, which take from 3 hours to 16 weeks to complete, offer lots of benefits including the flexibility of deciding when and where to learn and studying around existing commitments. Enrol today! www.sunderlandcollege.ac.uk



Sunderland BID has played – and continues to play – an active part in helping the city on its road to economic recovery, particularly now that both the retail and hospitality sectors can welcome customers again.

The BID has been the driving force behind the creation of the Recovery Task Force, bringing together a group of individuals and organisations with a variety of skills which have been employed to help the city move forward.

While life is slowly getting back to normal, the BID, working with Sunderland City Council, has also made sure that the social distancing messages are still very much front of mind – achieved through the eye-catching Wear Together campaign which promotes safety in a colourful and friendly way. www.sunderlandbid.co.uk

Financial support

The government introduced a range of nationwide financial support measures during the pandemic. You can find out more about which support measures are still in place as well as what local support is available for things like crisis support, help if you are worried about your private tenancy, or referrals to foodbanks at www.sunderland.gov.uk/coronavirus

If you want to speak to someone locally about your circumstances, there are several organisations in the city you can talk to.

Local provider	Contact details
Sunderland Welfare Rights Service	0191 520 5555 welfare.rights@sunderland.gov.uk
Shiney Advice and Resource Project Washington & Coalfields areas	07477 875 783 s.copley@shineyadvice.org.uk
Sunderland West Advice Project West area	07768 985 074 swap@pallionactiongroup.co.uk
Citizens Advice Sunderland North & East areas	0300 330 1194 Dedicated debt line on 0191 415 8998 enquires@citizensadvicesunderland.co.uk
FISCUS	07983 355 212 City wide
Christians Against Poverty	0800 328 0006 City wide
REACT - help to create a CV and benefit advice	0191 537 3231



Moneywise Credit Union

Credit Union

Despite the range of financial support measures available during the Covid-19 pandemic, it has been a challenging time for many residents. The partnership with Moneywise Credit Union offers an ethical, affordable way to access loans to help borrow wisely or start saving to be prepared for the future.

Moneywise offer a range of loans and interest rates ranging from personal loans, pay day loans and saving plans.

Find out more and join now at www.sunderland.gov.uk/creditunion

Supporting businesses

A range of national support measures and Sunderland specific schemes to help local businesses and employers are available at www.sunderland.gov.uk/Covid-19Business



THANK YOU TO SUNDERLAND'S VOLUNTEERS

Supporting our communities

Volunteering

The response in our communities has been amazing with over 1,000 people now registered to volunteer in Sunderland through our volunteering platform, and hundreds more volunteering through the NHS Responders volunteering scheme. While measures are easing and many people are getting out and about more, we know there will be many residents who still need some support.

If you're able to help your community, you can still register at www.sunderland.gov.uk/volunteering

Let's Talk Sunderland

Let's Talk Sunderland

Our Let's Talk Sunderland residents' engagement ran during 2019/20 where we asked you what you liked about your neighbourhood, what you'd like to change and how you could become more involved in your community. The excellent response from residents of all ages and communities showed a real love for your neighbourhoods and city.

You can have a look at the Neighbourhood Investment Plan for your area at www.sunderland.gov.uk/neighbourhood-investment-plans

As we continue to respond to the Covid-19 pandemic we continued to engage with you through Let's Talk Sunderland. As a result Neighbourhood Investment Delivery Plans have been produced, which will show how the priorities will be achieved, how you can monitor our progress and how we can invest and improve our neighbourhoods – together.

Keeping up to date

For more information to help you look after yourself and stay healthy please visit www.livelifewell.org.uk

You can help in your community by following and sharing trusted sources of information:

www.gov.uk/coronavirus

www.nhs.uk/coronavirus

www.sunderland.gov.uk/coronavirus

Sign up to the residents' e-newsletter at www.sunderland.gov.uk

You can keep up to date on social media:

 @SunderlandUK

 @SunderlandCCG

 SunderlandUKOfficial

 NHS-Sunderland-CCG

A great way to keep up to date with what's happening in your local area is to follow your area's Facebook page:

WestSunderlandCommunity | NorthSunderlandCommunity | CoalfieldSunderlandCommunity
WashingtonSunderlandCommunity | EastSunderlandCommunity

Continuing to protect yourself, your family and others

The threat of Covid-19 hasn't gone away and it's important that we continue to work together and take the steps we need to, to reduce the risk of infection, not only to ourselves but also to others and to avoid more restrictions in the future.



Stay alert We can all help to control the virus if we stay alert. You can find out what this means and what you can and cannot do at www.gov.uk/coronavirus

Got symptoms? Get tested

The NHS Test and Trace service ensures that anyone who develops symptoms of Covid-19 can quickly be tested to find out if they have the virus. It helps trace recent close contacts of anyone who tests positive for Covid-19 and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus.

You can play your part to protect your friends and family:

- If you have any of these symptoms self-isolate immediately and get a test.
 - **a high temperature**
 - **a new, continuous cough**
 - **a loss or change to your sense of smell or taste**

Find out how to get a test at www.nhs.uk/coronavirus or call 119

- If you test positive for Covid-19, you must share information promptly about your recent contacts through the NHS test and trace service to help alert other people who may need to self-isolate
- If you have had close recent contact with someone who has Covid-19, you must self-isolate if you are advised to

Find out more at www.gov.uk/guidance/nhs-test-and-trace-how-it-works

Sunderland Covid-19 Control Plan

Local authorities across the country have developed Covid-19 Control Plans to set out their approach to preventing and managing future Covid-19 outbreaks.

The Sunderland Covid-19 Control Plan can be read at www.sunderland.gov.uk/coronavirus