

**Washington: Community Resilience – Washington Central, Washington East, Washington North, Washington South, Washington West.**

### **General Support**

Sunderland North Community Business Centre are leading voluntary sector partners across Washington is delivering food shopping support to those identified through the Council referral system and potentially supporting volunteers who have registered through the online system - <https://www.sunderland.gov.uk/article/17092/Need-support-or-want-to-help-> contact [nikkivokes@communityopportunities.co.uk](mailto:nikkivokes@communityopportunities.co.uk)

**Sunderland City Council** has put together a range of support to help residents and communities stay safe and well throughout the coronavirus outbreak. If you need help, contact on the details below and you will be matched with a volunteer in your neighbourhood.

We can help with shopping, making meals, delivering food parcels, collecting prescriptions and medicines etc. Either go online to [www.sunderland.gov.uk/coronavirus](http://www.sunderland.gov.uk/coronavirus), or email [helpsunderland@sunderland.gov.uk](mailto:helpsunderland@sunderland.gov.uk) or telephone 08002346084.

<https://www.bbc.co.uk/news/uk-england-52312560> police guidance on what you should and shouldn't be doing and info about how to make sense of some of the theories and stories which are circulating <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

**Sunderland Crematorium Services:** online streaming of funeral services from Sunderland Crematorium began Monday 4 May. The introduction of the webcam at services will allow more bereaved people to pay their respects during this difficult time. The council has had to make a series of changes to bereavement services under the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020, including the introduction of weekend services and limiting the number of mourners to immediate family members only. Access arrangements for services can be booked through funeral directors with viewing options including live web-streaming, 28 day viewings and downloadable options. There are no limits on the number of people viewing <https://www.facebook.com/52738181995/posts/10157760375966996/>

### **Mental Wellbeing Support**

**IMPACT** North East have volunteers offering telephone / video counselling and group support to people living in Sunderland. They also have a project for blue light workers offering telephone counselling. They can be found on Facebook <https://www.facebook.com/impactschoolservices/>

**Sunderland Counselling Services** – services will all be non-contact – all telephone  
If you live in Sunderland and need support you can call the Team on 0301231145 between 9am – 4.30pm or email: [office@sundelandcounselling.org.uk](mailto:office@sundelandcounselling.org.uk)

**Samaritans-** If you are in crisis- 24/7service which is free to call on 116 123  
<https://www.samaritans.org/how-we-can-help/contact-samaritan/>  
Crisis support can be reached by calling Sunderland crisis team: 0301231145

**Alzheimer's Society** is here for everyone affected by dementia. If you are living with dementia or are concerned for your loved one at this difficult time, please call **Dementia Connect support line** on 0333 150 3456 (open every day, apart from Good Friday and Easter Monday).



**Creative Minds -North Star Counselling** provide online and telephone support, and could post out support packs to children, details <https://www.facebook.com/creativemindsnc/>

**Headway Wearside** – If you have suffered from a Stroke or brain injuries. They can be found on Facebook <https://www.facebook.com/Headway-Wearside> or ring Kim 07830346985

**Support for people who are self isolating due to cancer**

FACT Sunderland are offering support with household products and food to people who have to self-isolate due to receiving treatment or suffering from cancer. If you need to contact the team please call 07759139351 or email [info@fact-cancersupport.co.uk](mailto:info@fact-cancersupport.co.uk)

**St Benedict's Hospice** provide a variety of support for people who are in the at risk group due to a terminally ill disease, for further information ring 0191 512 8400

**Washington MIND** – no direct face to face contact. Support via telephone and on line. If you live in Washington or are already a service user of Washington MIND telephone 0191 4178043.or 07507 330 995 Details at [www.facebook.com/washingtonmind/](http://www.facebook.com/washingtonmind/) or on their website [www.washingtonmind.org](http://www.washingtonmind.org)  
Email: [info@washingtonmindlorg.uk](mailto:info@washingtonmindlorg.uk). All updates will be added to the wellbeing info website <https://wellbeinginfo.org/>

**Sunderland Initial Response Team (IRT)**

The service is available 24 hours, 7 days a week, throughout the year and can be contacted on **0303 123 1145**. The Initial Response Team provides practical advice, emotional support from qualified nursing staff and when appropriate, routing to the right service. The team is made up of a clinical lead, qualified mental health clinicians and experienced support staff. The team are also supported by clinicians from specialist areas of care such as Children's and Young People's Mental Health Services, Learning Disability Services and Older Persons' Mental Health Services.

**Crisis support** can be reached by calling Sunderland crisis team: 03031231145

**NHS Direct – 111** has psychiatric nurses on the switchboard who can offer advice. [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Support for Carers:** Sunderland Carers Centre, can be contacted by calling 0191 549 3768, using the quick contact section of our website or by messaging us via social media (Facebook/ Twitter).

For patients with emergency dental problems, NHS England is in the process of creating local **Urgent Dental Care hubs (UDCs)** across the country. UDCs are designed to provide care for people with urgent and emergency dental problems, after a referral from their local practice. They are meant to offer treatment to patients with symptoms that include fractured teeth, Post-extraction bleeding, Facial swelling, Gum and other soft tissue infections. UDCs are also meant to accommodate patients both with and without Covid-19 symptoms. In a statement, NHS England says that 50 UDCs are currently open, a further seven are expected to open this week and the remaining 103 will be able to treat patients from next week.



**COVID-19 and Smoking:** Evidence suggests that tobacco smoking is one of the most important avoidable risk factors for poorer prognosis in COVID-19. Public Health England highlighted a survey from China that reported smokers with COVID-19 were 14 times more likely to develop severe disease compared to non-smokers. In addition, the repetitive hand to mouth movement provides an easy route of entry for the virus, putting smokers at greater risk of contracting COVID-19.

Professor John Newton, Director of Health Improvement at Public Health England said:

*"In light of this unprecedented COVID-19 pandemic, there has never been a more important time to stop smoking. Not only for your own health but to protect those around you. It will also help alleviate the huge pressures on the NHS."*

<https://www.gov.uk/government/news/smokers-at-greater-risk-of-severe-respiratory-disease-from-covid-19>

The British Medical Journal Tobacco Control blog includes a page where resources, research and news reports about COVID19 and smoking, are being updated. This can be found here:

<https://blogs.bmj.com/tc/2020/03/26/covid-19-and-smoking-resources-research-and-news/>

The Cochrane Tobacco Addiction has collated a Special Collection: **Coronavirus (COVID-19): effective options for quitting smoking during the pandemic** of the best available evidence-based ways to help people quit smoking. This can be found here:

<https://www.cochranelibrary.com/collections/doi/SC000042/full>

### **Welfare & Support**

**Sunderland Foodbank** provide food parcels to those in greatest need to people living in Sunderland. Request support via their website [www.sunderlandfoodbank.org.uk](http://www.sunderlandfoodbank.org.uk) or ring 0191 543 7191

**Washington Community Food Change to venue: St Michael's Church will no longer be an Outlet for WCFP referrals** New client's referrals should be advised to attend Oxclose Church. Oxclose Church will be open on Wednesday from 9.30 until 12 noon and this coming Friday on the following Monday, Wednesday and Friday at the same times until further notice. This will continue until circumstances allow the group to re-open Unit O, Barmston Furniture and St George's Church. Updates on [www.facebook.com/washingtoncfp/](https://www.facebook.com/washingtoncfp/)

**Age UK Sunderland.** If you know of anyone who is over 55 years who lives in Sunderland and cannot get out for their shopping due to the pandemic can they ring [Age UK](https://www.ageuk.org.uk) on 0191 5659045 and services department will pick this up

**Shiney Advice and Resource Project (ShARP)** is supporting vulnerable families and offering Welfare Rights/Benefits advice. Advice workers for both Washington and Coalfields are delivering advice and telephone appointments. Also supporting Washington project WISP (support for residents in acute crisis) via the Washington Food bank outlet at St Michael & All Angels in Sulgrave. Telephone appointments for usual work including guided form completion, employment issues and benefit calculation and all coronavirus related benefit uncertainties. Also working with local foodbank enquiries. The building is currently closed to the public but advice by telephone is available Monday to Friday 10 a.m. to 4 p.m. 07477875783. Leave name and number if no response and they will get back to you [www.facebook.com/SharpShineyRow/](https://www.facebook.com/SharpShineyRow/)

**Sunderland North Community Business Centre** are offering an employability service to anyone in the City who is unemployed, at risk of redundancy, had their hours reduced to zero, need support to



register for Universal Credit or just need someone to talk to so we can signpost them to the relevant services. Telephone advice service to support residents with Claiming Benefits, Creating CVs, finding another job. Telephone Karen 9 a.m. to 4 p.m. Monday to Friday 0191 5373231.

SNCBC are also leading on delivering a food shop service - to those identified through the Council referral system and potentially supporting volunteers who have registered through the online system - <https://www.sunderland.gov.uk/article/17092/Need-support-or-want-to-help> - contact [nikkivokes@communityopportunities.co.uk](mailto:nikkivokes@communityopportunities.co.uk)

**If people** are struggling to get out to **top up their key meters** they should in the first instance be advised to contact their utilities provider who should have a system in place to arrange for a top up.

**If people need hearing aid batteries** they need to ring 01915195800 – you will need their battery colour and size to hand.

### **COVID 19 Financial Support**

The Local Welfare Provision Scheme and foodbanks were set up to provide short term interventions for people in crisis. They are small schemes with limited capacity and a clear focus.

In light of the rapid spread of Covid 19 and the time needed by central government to introduce their nation-wide support measures, more people have been supported with short term interventions to bridge the gap. However, the government's intentions around this are very clear: they have designed a range of financial measures to support reliance and independence, measures that will allow people to plan their finances to meet essential needs over coming months without the reliance on small local crisis schemes that do not have the infrastructure to deal with a global pandemic that is impacting on every single resident.

**Accessing this support is the best option for people** it will ensure people can meet their essential needs including food and fuel, without leaving their homes unnecessarily and avoid putting pressure on services that are now operating at reduced capacity and must be directed to our most vulnerable residents. People need to access these sustainable packages of financial support, accessing support via our welfare rights service and local advice providers where they encounter difficulties.

#### **Useful numbers**

Job Centre Plus 0800 055 6688 Textphone: 0800 023 4888

HMRC General Tax Credit Helpline number is 0345 300 3900

If you wish to speak to someone locally about your circumstances, there are several organisations in the city you can telephone, but they are reporting high levels of demand so please bear with them when you call, the lines may be engaged.

Sunderland Welfare Rights Service are also able to advise via email

| <b>Local Provider</b>  | <b>Contact Details</b>   |
|--|--|
| Sunderland Welfare Rights Service  | 0191 5205555<br>Email <a href="mailto:welfare.rights@sunderland.gov.uk">welfare.rights@sunderland.gov.uk</a>   |
| Shiney Advice and Resource Project<br><b>Washington &amp; Coalfields areas</b> | 07477875783<br><a href="mailto:s.copley@shineyadvice.org.uk">s.copley@shineyadvice.org.uk</a>  |
| Sunderland West Advice Project<br><b>West area</b>                             | 07768985074<br><a href="mailto:swap@pallionactiongroup.co.uk">swap@pallionactiongroup.co.uk</a>  |
| Citizens Advice Sunderland<br><b>North &amp; East areas</b>                    | 0300 3301194<br>Dedicated debt line on 0191 415 8998<br><a href="mailto:enquiries@citizensadviceunderland.co.uk">enquiries@citizensadviceunderland.co.uk</a> |
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|----------------------------|---|
| FISCUS                     | 0191 4470920 or 07983 355 212 City wide |
| Christians Against Poverty | 0800 3280006 Citywide                   |

Northumbrian Water can offer support with costs for vulnerable groups and low-income households to reduce household bills by up to 50% <https://www.nwl.co.uk/services/extra-support/financial-support/supportplus/> or ring on **0345 733 5566**.

**Accessing advice and services on Rough Sleeping and Homelessness** Normally advice services would be available by the Housing Options Team at Fawcett Street, either by pre-arranged appointment or by simply turning up. Due to the Emergency Protocol introduced by the Government, Fawcett Street is now closed. The service can still be accessed by phone. The Housing Options Team are available Monday to Friday 8.30 to 5pm, or through our Out of Hours team, 5pm to 7am 7 days a week. The contact number for both is **191 520 5551**

**Sunderland YMCA** are support young people to self isolate, for help and guidance contact Leesa on 0191 5676160

**Basis Sunderland** are providing support to people who are homeless, for help and guidance search for them on Facebook, or ring 0191 567 0033

#### **People suffering from domestic violence**

**Wearside Women in Need** support people across Sunderland through domestic violence with non-judgemental information, advice and guidance.

**Outreach:** Referrals are being responded to via telephone and all efforts made to contact survivors/victims and concerned individuals. **Refuge:** We do not have Refuge space but expect to be in a position to accept referrals next week. Referrals are still being attended to and alternative space found where possible. **24 Hour helpline:** Our helpline is open. Our advisors offer confidential, non-judgemental support and information to survivors, anyone experiencing domestic abuse, and their friends and families. Contact the free phone number for advice 0800 066 5555

#### **People who have substance misuse addiction**

NERAF are providing telephone support, if you need support ring 0191 514 8520

**A way to access cash via a trusted person, no one should be handing over their bank card. If you cannot pay online via card this might be an option.** <https://www.bbc.co.uk/news/business-52229698>

Anyone who cannot leave home may be able to ask a trusted friend or volunteer to withdraw cash at any Post Office using a single-use voucher. The Post Office scheme is being extended and offered to all banks, building societies and credit unions. If the bank allows it, someone can ask for a one-time barcode sent via text, email or post for a stipulated amount. A trusted friend or volunteer can exchange the voucher for the cash requested. Previously, only a named individual, such as a carer, could collect cash in this way on someone's behalf. Now any trusted neighbour or volunteer can do so. The idea of the Payout Now scheme is to allow people who are shielded or self-isolating, to maintain access to cash without having to hand over a debit card and Pin to somebody else. They tell their bank exactly how much they want to withdraw from their account, up to a limit set by the bank, and allow a family member, trusted friend or volunteer to collect it on their behalf in exchange for the voucher



## **FOOD SUPPORT**

**For Shielded Patients:** To receive a priority supermarket slot, Shielding individuals must register on the website at [www.gov.uk/coronavirus-extremely-vulnerable](https://www.gov.uk/coronavirus-extremely-vulnerable) once they have received their NHS letter, or use the phone line available. When signing up, they must request essential food supplies in order for their data to be passed onto supermarkets. **Once registered for priority access with supermarkets, individuals will not be removed from supermarket lists if they subsequently de-register for food boxes.** However, each supermarket manages their own home delivery system and priority access with supermarkets does not necessarily guarantee a regular frequency of delivery.

**Free School Meals Info** <https://www.gov.uk/government/news/plans-set-out-to-support-pupils-eligible-for-free-school-meals>

### **Co-op: Supporting vulnerable customers with food**

- Launched a [gift card](#) scheme for those shielding or self-isolating and reliant on others to do their shopping or who are volunteering to help someone they know, including as part of a local support group. By calling a dedicated Co-op phone line on 0800 029 4592, they can purchase a gift card which can be shared with friends, neighbours or volunteers to pay for shopping in their local Co-op store\*. If a volunteer group wishes to buy multiple cards to support vulnerable people, they can do this by emailing their requirements to [giftvouchers@coop.co.uk](mailto:giftvouchers@coop.co.uk). Please do [promote](#) it to vulnerable people in your community that it would benefit.
- Donated **£1.5m worth** of product to **FareShare** and why we dedicated our Easter advertising campaign (worth a further £2.5m) to fundraising for FareShare. Plus, set up a [text to donate](#) code (text MEALS to 70490) to encourage those who can to donate to do so. We would encourage you to point any community groups in need of food donations to [FareShare](#).
- Each week the Co-op is **providing £20 free school meal vouchers** to children from our **Co-op Academies**. We also provided vouchers for other schools who requested them from us, while a national system was established. We have been trying for some weeks to become part of the Department for Education's National Voucher scheme, which would allow parents to order our vouchers through a national portal. Last week, the Secretary of State confirmed that schools served by a Co-op would be able to buy vouchers directly as an alternative to the National Voucher scheme and that the full cost of this would be reimbursed.  
So if there is a school in your area who you think might benefit from buying Free School Meal vouchers from the Co-op, please share our email address [giftvouchers@coop.co.uk](mailto:giftvouchers@coop.co.uk)

**Co-op:Securing Funding:** Access to financial support will be vital to enable charities to continue the great work they do in communities: Through our [Local Community Fund](#) and thanks to our members, this month we have delivered **£4.5m to over 4,500 local causes** across the UK. The [Co-op Members' Coronavirus Fund](#) will allow our **4.6 million members** to donate some or all of their **5% member reward balance**, helping communities across the UK. The money will help food banks through FareShare, support for bereaved families of key workers who need extra help in affording a funeral and other local community causes. Co-op CEO, Steve Murrells, made the first donation, by contributing 20% of his salary over three months.

We've teamed up with the **National Emergency Trust (NET)**, encouraging people to raise funds for those most effected by the recent outbreak.

**Age UK Sunderland.** If you know of anyone who is over 55 years who lives in Sunderland and cannot get out for their shopping due to the pandemic can they ring Age UK on 0191 5659045



**Marks & Spencer** has launched its first home delivery service, four months ahead of its partnership with Ocado. Customers can now order from a range of about 130 M&S food and household items through Deliveroo. M&S has kept its Simply Food stores and food halls open during the coronavirus pandemic, but the delivery service will make its products available to those confined to their homes. It says deliveries will take 30 minutes and there is a £4.99 charge. The service is available from 142 M&S outlets across the country. The launch comes after rival Sainsbury's introduced a one-hour delivery service which allows customers to order a top-up shop of up to 20 items. It too charges a £4.99 delivery fee.

#### **Local Traders:**

Convenience store **McColl's** to launch home delivery

<https://www.chroniclive.co.uk/whats-on/shopping/convenience-store-mccolls-offer-home-18050173>

Convenience store McColl's has signed a partnership with Deliveroo to offer home delivery during the coronavirus pandemic. Customers will be able to shop for a range of essentials from 120 McColl's stores around the UK, by ordering over the Deliveroo app. Eventually, 300 McColl's stores will offer a delivery service through Deliveroo. Customers will be able to order a range of products, including groceries, soft drinks, confectionery, snacks, beer, wine, toiletries, and household goods. Deliveroo aims to deliver the goods to homes within 30 minutes. Delivery fees will apply

**Thoburns** Washington: Fruit and Veg Boxes. Delivery Service for elderly and those self isolating. 0191 4154811

Barmston **NISA**/Bob Singh – supporting elderly, vulnerable and those most in need. Delivery of essentials (subject to availability) by local volunteers. 0191 4177197

**Iceland** @ the Galleries – open for the elderly and vulnerable Wednesday 10am – 12pm and offering home delivery to elderly, vulnerable or self-isolating people only. <https://www.iceland.co.uk/book-delivery>

Check out opening times/changes for supermarkets, banks, pharmacies etc. at the Galleries at [www.gallerieswashington.co.uk/](http://www.gallerieswashington.co.uk/).

4<sup>th</sup> April 2020 – Galleries confirmed now operating on partly closed basis. Galleries provide access to vital services such as supermarkets, pharmacies, banks to meet essential needs. Individual store times vary so check.

**Bridgewater Butchers** in Washington tel 0191 4167774 email [sales@bridgewaterbutchers.co.uk](mailto:sales@bridgewaterbutchers.co.uk) deliver free Mon-Fri and have a 5 for £20 offer. No click and collect

**Fresh4less** – delivery fruit and veg boxes. <https://www.facebook.com/Fresh-4-less-111364473848588/>

**Browns Fruit & Veg Washington (UNIT 7, The Galleries)** To order a box for delivery. Please send a message to us via the facebook page with your email address and delivery address. We will email an invoice and then pack your box ready for next day delivery. OUR FRESH FRUIT AND VEG BOX: Includes, Large banana bunch, half a Honeydew Melon, 4 large apples, 3 large oranges, a bag of sweet clementines, a Large punnet of Seedless Grapes, Punnet of Strawberries, Punnet of Raspberries, 2KG of Pre Packed Potatoes, 2KG of Anna Potatoes, 4 Large carrots, 1 Large swede, 2 Red Onion, 2 Large Onion, Spring Cabbage, spring onion, Cucumber, Large Leeks, Courgette, Iceberg Lettuce, Mushrooms, Vine of tomatoes and Half a Dozen Extra Large Eggs. All for £25



Some new boxes on offer include the Specialist salad box £15, fresh fruit box £15, fresh tasty vegetable box £15, standard mixed fruit and veg £25. All delivered locally for a small charge.

**Fruit and Vegetables NE** <https://www.facebook.com/102381118111301/posts/104723304543749/>

Get your delivery slots booked in for your fruit and vegetables boxes Contact the page or call or text 07972367086 fruit and veg free delivery within 15 miles of Hetton le Hole

**Aldi** launches food parcel contactless delivery for vulnerable and self isolating customers see website, <https://www.aldi.co.uk/>

**Baxter's Butchers** on Birtley High Street on 0191 410 2101 will take your order over the phone and can arrange for it to be delivered. Payment can be made by cash or bank transfer e.g. they have 2kg of chicken for £12 and they have 4 packs of assorted meats for £10. Free Delivery (Minimum Spend of £20) 0191 4102101

**Donwell Chippy** (Fish & Chips shop) – Collections only day time or Collection and delivery in evening (£2 Delivery) 0191 4165792

**Gills Fisheries** – (Fish & Chip Shop) Collection Only 0191 4178557

**Olivia's Coffee House** – Free Delivery to all of Washington – Olivia's are providing a afternoon tea delivery either traditional or themed children's afternoon tea. They would prefer payment by contactless payment link but if this isn't possible an alternative payment method can be agreed. 0191 4173897

**The Woodlands Pub** in Rickleton village centre is offering home delivery of Sunday lunches £6 50 per adult plus £1.80 delivery charge in the Washington area (desserts also available) ring to order 0191 3408435

**Ox & Plough** You can now order online, with 10% OFF! <https://oxandplough.cloudwaitress.com>  
Due to the huge success of our Sunday lunch deliveries, we've implemented a new online ordering system. This will help us track your orders and plan the deliveries much easier. To celebrate, we are offering 10% OFF your first online order! Just use the code FIRST10. Get your order in ASAP to guarantee a delivery, as we have limited availability. We have also decided to temporarily discount our prices to help during these challenging times. Please note, you must place your order before coming. We cannot accept orders at the door. Collection is by appointment only. Pay by Cash or Card. Message us on FB (24/7) or call 07890 525085 (9am-7pm)

**The Lotus Garden** in Chester le Street is reopening for delivery only on Thurs, Fri, Sat and Sun [https://m.facebook.com/story.php?story\\_fbid=143388577227006&id=100313271534537](https://m.facebook.com/story.php?story_fbid=143388577227006&id=100313271534537)

**Royal Mail** sorting office at Albany is closed Wed and Sun and only open 7 00-9 00 am other days but is holding onto parcels for 30 calendar days and can redeliver to your address for free and stamps can be bought online

**Clay's** is halving its delivery rate to £5 for postcodes NE37 and NE38 with deliveries available from 30th April. 0191 4177777. <http://www.claysgardencentreltdwashington.co.uk/>

**Update 5<sup>th</sup> May:** Clays have had a lot of requests so are asking people to use messenger rather than post on their Face Book page

**Elm Tree Nurseries** ordering, delivery and contactless collection for all your gardening needs. Deliveries are currently (as of Tuesday 28<sup>th</sup> April) Monday Wednesday, Thursday Friday and



Saturday. Very busy so might have to wait a few days for your order. 07950 618957  
<http://elmtreefarmgardennursery.co.uk> or [www.facebook.com/ElmTreeFarmGardenNursery/](http://www.facebook.com/ElmTreeFarmGardenNursery/)

#### **CITY WIDE**

**Herrington Nisa** - Home Delivery <https://www.facebook.com/Herrington-Nisa-108966480518715/>

**Cooplands – Newbottle Street** – home delivery available . Food care packages delivered from £35  
Tel 01723 585222

**Jaspers Food Delivery** To book in your weekly or fortnightly delivery of shopping, please email:  
[customer@jaspersonline.co.uk](mailto:customer@jaspersonline.co.uk) Various Combo boxes of fresh food with free delivery to your home every week. Due to current conditions we may need to replace some items if they become short or unavailable. Slots are limited.

**SNFZ** - Can deliver in bulk to your door if you want supplies of toiletries, cleaning products, tins, tea, coffee, toilet rolls and hand wash. Give them a ring on 07983570025 (this service is volunteer dependant so will help if possible)

**Ibbitsons Butcher** [www.ibbitsons.com](http://www.ibbitsons.com) is delivering within a 5 mile radius of Sunderland. £25 minimum order for free delivery. Call 0191 5674340

**Thoburns Fresh Produce** are delivering fresh fruit and veg [thoburnsfreshproduce@gmail.com](mailto:thoburnsfreshproduce@gmail.com) or call 0191 5658656 / 07860547209

They also supply eggs, bread and milk (though in 4 pinters). They have some packet foods and tins including a limited range of tinned fruit, soft drinks and ..tomato ketchup.

**Chester Road Fruit and Veg** Delivery slots for Sunday NEXT week (05/04/20).

DELIVERS Sunderland, Houghton-le-Spring, Hetton, Washington, South Shields, Seaham, Boldon, Chester le Street, Penshaw, Murton & anything between all serviced 😊

All delivered to your door between 09:00am - 20:30pm. HOW DO I PAY? Orders & payment are online only, we can't do cash on delivery, sorry.

This is the only set box available & right now, we're not in a position to swap out any items for others. We are hoping to be able to offer this over the next week or so mind.

HOW DO I ORDER? Click here, press what item(S) you want, add to cart & checkout: <https://chester-road-fruit-and-veg.myshopify.com/.../set-boxes>

**DD's** – deliveries straight to your door – Sunderland, Washington, Houghton. Free delivery on orders over £10. Can deliver Fruit and veg, pop, cakes, sweets, biscuits. To place an order just call Keith or Dawn on 07771903866. Payment is cash only at the moment. Call Mon to Sun 8am – 5pm

**Dunelm** has relaunched its online ordering service

**Superdrug** stores are doing a store to door delivery with a charge of £5 40 delivery

#### **Digital Offer – keep busy in the house**

Sunderland Libraries are providing access to a wide variety of e-books, to get access check out [www.sunderland.gov.uk/libraries](http://www.sunderland.gov.uk/libraries)



Media Savvy are providing adult learning classes and live streaming to keep our minds busy and improve our skills and knowledge, search for their website or Facebook page for further information.

Active Families NE are providing fun and active sessions for toddler, children, parents and carers. To join the fun, log onto their Facebook and message them for details.

Life Kitchen are providing online cooking classes to you to enjoy. See their Facebook page for further details.

Sunderland North Community Business Centre are keeping the community informed and providing links to on line activities and resources to keep children and young people active and supported through their SNCBC Youth and Play Facebook page [www/facebook.com/SNCBCYOUTHANDPLAY/](http://www.facebook.com/SNCBCYOUTHANDPLAY/)

**Amazon** is making an offer of free books and music <https://blog.aboutamazon.co.uk/in-the-community/amazon-makes-books-video-music-and-more-available-for-free> and Amazon will also donate a minimum of 1% of purchase price if you order certain books via [RNLI.org/amazon](http://RNLI.org/amazon). Titles include "Nelson's arctic voyage" by Peter Goodwin and if you are missing the sea "An illustrated coastal year" by Celia Lewis

**The Co-op** has set up Cooperate which gives you access to a virtual community centre with book and fitness clubs see [www.cooperate.co.uk](http://www.cooperate.co.uk) and sign up for a variety of home school/cooking and baking help amongst other thing

To keep you moving (and as an alternative to the Green Goddess) try **Sport England Keep Moving** 10 minute exercises to keep you stretching and moving specifically designed for and by older people <https://www.bbc.co.uk/sport/av/52268009> .You can also do taekwondo <https://www.bbc.co.uk/sport/av/taekwondo/52261487> and online yoga and whilst you are stretching you can listen to 70 years of sports commentary to BBC Sounds

### **Support for children and young people**

Sunderland North Community Business Centre are providing support to children and young people via digital mediums - <https://www.facebook.com/SNCBCYOUTHANDPLAY/>

**Sunderland Community Action Group** are providing support to children and young people via their digital mediums [https://www.facebook.com/SCAGSunderland?ref=br\\_rs](https://www.facebook.com/SCAGSunderland?ref=br_rs)

**North Star Counselling** provide online and telephone support, and post out support packs to children, contact Nicola on 07717288713 for further information.

**Sunderland Mind's** staff are busy working from home to provide as much support for the community as possible. If you need to contact the Team they are available Monday - Friday between 10am and 2pm. Any messages left will be answered as soon as we can. phone number is 07984595542

### **Advice for parents when a child becomes unwell**



covid19\_advice\_for\_  
parents\_when\_child



### **Keeping the Mind Active – Get online**

Activities to stimulate and motivate the mind are essential throughout these times of uncertainty and periods of self-isolation.

### **Find My Past – Family and Local History**

You may have been intending to look into your family tree for some time but never got around to it. Now is the time to make a start.

The first step is easy – you need a library membership, to get your digital membership go to <https://Sunderland.libraries.gov.uk> and click 'Join your library!' and complete the form, making sure to set a secure PIN.

Discover your family's story using a selection of free resources, **Find My Past** enables you to access thousands of records to investigate your historic past, who doesn't have any skeletons in the cupboard?

You can search through Census, electoral, parish and military records to get you started on the way to bringing your family history to life.

To access Find My Past for free you must be a library member and email [enquiry.desk@sunderland.gov.uk](mailto:enquiry.desk@sunderland.gov.uk) to obtain access details.

You can also sign up and download the magazine '**Who Do You Think You are?**' to help you further, just follow the library website for eMagazines, its all free!

### **Digital Reading**

Reading has been shown to help with anxiety by lowering the heart rate and relieving stress, reading is a therapeutic form of escape and stimulates the brain.

To access free reading resources, visit <https://Sunderland.libraries.gov.uk> and join your library if you haven't already. Click 'Join your library!' And complete the form, making sure to set a secure PIN.

Use the links to access BorrowBox and RBdigital. You can download both apps to your smartphone, tablet or Kindle Fire from the App Store or Google Play and create your own personal account from the within the apps.

Browse the titles and download within seconds. You can choose from eMagazines from RBdigital and select from over a 1000 eBooks titles and over 750 eAudiobooks from BorrowBox, all for free. Create your own personal library.

If you're exploring your family history, try Who Do You Think You Are, from RBdigital, a magazine full of genealogy hints or tips. Try the BBC Good Food magazine or Good Housekeeping for delicious recipes to make those store cupboard staples go further. Or learn a new hobby with Amateur Photographer, Amateur Gardening or Computer Active.

Indulge yourself with Hello magazine or Women's Own or maintain your general health by downloading Men's Health or Women's Health magazine. You can save a fortune, build your own magazine library and receive an email when new editions are published.

Sandi Toksvig on BBC mentioned this website who offer loads of free online books, they have over 60,000 online books,  
<https://www.gutenberg.org/>

### **Digital innovations tested to support vulnerable people during COVID-19 outbreak**



New parents, unpaid carers, the homeless, young people and cancer patients could benefit from digital solutions as part of the TechForce19 challenge. People who may be particularly vulnerable or isolated during the coronavirus (COVID-19) outbreak, including new parents, the homeless, unpaid carers, young people and cancer patients, could soon benefit from a range of innovative digital solutions selected as part of the TechForce19 challenge. NHSX, the Department of Health and Social Care (DHSC) and the Ministry for Housing Communities and Local Government (MHCLG) have announced 18 innovative digital solutions being awarded up to £25,000 under the TechForce19 challenge. [www.gov.uk/government/news/digital-innovations-tested-to-support-vulnerable-people-during-covid-19-outbreak](http://www.gov.uk/government/news/digital-innovations-tested-to-support-vulnerable-people-during-covid-19-outbreak)

### Online learning for kids

Children can keep their mind active and creative and stave off boredom using online resources such as our subscription Ziptales.visit <https://Sunderland.libraries.gov.uk> and click 'Digital Resources'. Follow the link to the Ziptales website and enter your library card number to enter. For toddlers you can make your own Rhyme Time session using the **Wind the Bobbin** app, all free to download. There are plenty of children's ebooks too, all the favourite authors, including plenty of David Walliams, Jacqueline Wilson & all the Harry Potters! Your library card number is the long number beginning with an 'L' on your library card or the 6 digit number given when you join online.

Here's what various celebrities are offering you and your kids for free daily to help with their education while schools are closed:

9.00am - PE with Joe Wicks [https://youtu.be/6v-a\\_dpwhro](https://youtu.be/6v-a_dpwhro)  
10.00am - Maths with Carol Vorderman [www.themathsfactor.com](http://www.themathsfactor.com)  
11.00am - English with David Walliams <https://www.worldofdavidwalliams.com/elevenses/>  
12.00pm - Lunch (cooking with Jamie Oliver) <https://www.jamieoliver.com/feat.../category/get-kids-cooking/>  
1.00pm - Music with Myleene Klass  
<https://www.youtube.com/channel/UCQh2wgJ5tOrixYBn6jFXsXQ>  
1.30pm - Dance with Darcey Bussell  
<https://twitter.com/diversedance.../status/1241098264373592065>  
2.00pm - History with Dan Snow (free for 30-days) <https://tv.historyhit.com/signup/package>  
4.00pm - Home Economics with Theo Michaels (Mon/Wed/Fri)  
<https://www.instagram.com/theocooks>

Non-daily events include:

Science with Professor Brian Cox, Robin Ince & Guests  
<https://cosmicshambles.com/stayathome/upcoming-schedule>

9.30am Wednesday 25 March - Geography with Steve Backshall  
<https://twitter.com/SteveBacksha.../status/1242058846941712385>

And something for parents - Free access for everyone to join Danny Clarke's Fast Start programme free for 30 days (for network marketing professionals only) [www.jointhevip.co.uk/30days](http://www.jointhevip.co.uk/30days)

**Jigsaws** [https://www.bbc.co.uk/news/uk-england-south-yorkshire-52173949?intlink\\_from\\_url=https://www.bbc.co.uk/news/entertainment\\_and\\_arts&link\\_location=live-reporting-story](https://www.bbc.co.uk/news/uk-england-south-yorkshire-52173949?intlink_from_url=https://www.bbc.co.uk/news/entertainment_and_arts&link_location=live-reporting-story)



An art gallery has transformed its collection into jigsaws for people to piece together online. The Cooper Gallery in Barnsley runs a daily internet puzzle challenge using artworks from its collection

**Grace House** activities week comm 4 May – accessible for any family member who cares for someone aged 25 or under with any form of disability

Monday 4<sup>th</sup> May 11am – Creative Cuppas – support group

Tuesday 5<sup>th</sup> May 11am - Mindfulness

Tuesday 5<sup>th</sup> May 1pm – Journaling for Wellbeing support

Thursday 7<sup>th</sup> May 11am – Mindfulness

Thursday 7<sup>th</sup> May 12noon – Yoga

Thursday 7<sup>th</sup> May 2pm – Entertainment Show for all of the family

If anyone would like more details and information either email Lyn Killeen ([lk@gracehouse.co.uk](mailto:lk@gracehouse.co.uk)) or

Tel: 0191 4352083 Email: [cp@gracehouse.co.uk](mailto:cp@gracehouse.co.uk) Web: [www.gracehouse.co.uk](http://www.gracehouse.co.uk) or go to the Grace

House Facebook page ([https://www.facebook.com/gracehousenortheast/?eid=ARDUuKfckTS-9WvNZLRZKnd56lzoMfPcu3uJjV2Ya1vBUaDu71FVODKXQX\\_ulWrgZQDZwDcQ6Vq\\_CEJ5](https://www.facebook.com/gracehousenortheast/?eid=ARDUuKfckTS-9WvNZLRZKnd56lzoMfPcu3uJjV2Ya1vBUaDu71FVODKXQX_ulWrgZQDZwDcQ6Vq_CEJ5) )

**Together for Children:** A new online Education, Training and Employability Directory for Sunderland, has been developed in partnership with TfC, Sunderland Information Point and local partners. The Directory is an easy to use online resource bringing together local providers and organisations that offer a wide variety of education, training and employability courses. The directory can be used by young people, parents, adults and professionals alike.

<https://www.sunderlandinformationpoint.co.uk/family-educationandtraining>

### Active Every Day in May

Are you struggling to keep active while you are stuck indoors? Looking for new ways to get creative and have fun? Working with David Wilkinson from David Wilkinson Performance to help you through this difficult time. We are challenging you to get Active Every Day in May

This could be anything from a 5 minute walk with the dog, to a set amount of push ups a day or even 10 minutes on the trampoline! We have a dedicated private group on Facebook where you can send in your videos and photos and get inspiration and advice. All we are asking for is a £5 donation then we will give you all of the support you need to get active!

Exercise is essential to our mental health and if we all stick together we can all achieve our goals and make a difference to Grace House as well. Please note you can sign up as a family, it is the same price as an individual!

<https://ghne.charitycheckout.co.uk/cf/active-every-day-in-may>

**Wildfowl and Wetlands Trust** has launched a Home Learning Hub. Every Monday morning they will be providing amazing resources, created by experts, based on their award-winning schools programme. All the activities will link to the primary curriculum and enable you to teach your children about science and the natural world. And a teacher has organised live classes. Tom Biggins a Year 6 teacher at St Benet's RCVA Primary in Sunderland has free daily lessons and a disco. To access the live streams or previous lessons visit [youtube.com/mrbiggins](https://youtube.com/mrbiggins)

**The Step up Sunderland** app is already helping thousands of people capture their daily activity, receive updates about Sunderland events and compete with steppers in other parts of the city. Users



of the app can keep track of their daily steps while contributing to the overall total of their area. Download Step Up Sunderland for FREE from the App store and Play store



now. Visit [www.stepupsunderland.com](http://www.stepupsunderland.com) to find out more. Please make sure that you follow the latest government guidance on outdoor activity.



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Managing Your Money  
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is here to help you!**

**Call us Monday - Friday  
9.00am - 4.00pm**

**07477875783**

**[advice@shineyadvice.org.uk](mailto:advice@shineyadvice.org.uk)**

**[www.shineyadvice.org.uk](http://www.shineyadvice.org.uk)**

**[www.sunderlandinformationpoint.co.uk](http://www.sunderlandinformationpoint.co.uk)**



**ShARP Shiney Row**

**For the latest updates follow us on Facebook**





# SUNDERLAND TRANSIT GROUP

supporting transgender people aged  
13-24 in and around Sunderland.

contact:

[contact@sunderlandpride.co.uk](mailto:contact@sunderlandpride.co.uk)

or join us on facebook at:  
Sunderland Transit



RUN BY SUNDERLAND  
PRIDE GROUP

LOOKING FOR  
FRIENDS,  
SUPPORT, OR  
ADVICE?

JOIN US!

SUNDERLAND TRANSIT  
IS RUNNING ONLINE  
GROUPS DURING  
LOCKDOWN TO  
SUPPORT TRANS  
FOLKS THROUGH  
GAMES, MOVIE NIGHTS  
& GENERAL CHATS!  
GET IN TOUCH IF  
YOU'RE INTERESTED!

## **SUNDERLAND HOUSEHOLD WASTE AND RECYCLING CENTRE TO REOPEN FOR ESSENTIAL WASTE ONLY**

on Monday 11 May with measures in place to ensure social distancing. Under new guidance issued by the Government, Beach Street HWRC is reopening to help households who can't store their waste safely at home and have no alternative means of disposing of it.

Strict social distancing measures will be in place and new ways of operating will apply including the introduction of a booking system to access the site that will minimise waiting times and prevent the build up of lengthy queues.

Residents can book an appointment at [www.sunderland.gov.uk/household-waste-centres](http://www.sunderland.gov.uk/household-waste-centres).

Half hour time slots will be available between 8am and 7.30 pm with bookings available on a first come first served basis. The centre will close at 8pm and there will be no access to the site without a booking. Only bagged household waste, garden waste, cardboard and wood, including old furniture will be accepted. New guidance which residents will be asked to follow includes:

- Anyone in self isolation or with COVID-19 symptoms must not visit the HWRC under any circumstances.
- If any households have had Covid-19 symptoms then the waste should be left for 72 hours before being brought to site, with that waste being doubled bagged.
- You must book an appointment to use the site to help manage traffic and reduce queuing.
- Only cars will be allowed, no vans, vehicle trailers or commercial vehicles of any type will be allowed on site initially to minimise time on site and to satisfy the anticipated high demand. The permit system for vans, pick-ups and vehicles towing trailers is currently suspended but this will be reviewed on Friday 22 May.



- Social distancing at two metres will be strictly enforced and staff are unable to assist the public in unloading waste from their vehicle.
- Only one person to get out of the car on site please (we will allow a maximum of two adults from the same household out of the car if assistance is required to lift an item.)
- Traffic management will be in place.
- Sites will be regularly cleaned.
- Proof of booking/address may be required, please display in your car windscreen.
- Residents should wash their hands before and after visiting the site and avoid touching their face.

In addition, garden waste collections have resumed, residents can also sign up to these at [www.sunderland.gov.uk/gardenwaste](http://www.sunderland.gov.uk/gardenwaste) or arrange for the collection of up to six bulky items for £10 at [www.sunderland.gov.uk/bulky-waste](http://www.sunderland.gov.uk/bulky-waste)

Gateshead Council is also re-opening its HWRC's including the facility at Campground which is available for use by Sunderland residents. However this is expected to be very busy as well with strict social distancing measures in place and new ways of operating including the introduction of a temporary odd and even number plate system to help manage traffic and reduce queuing. This means you can only visit the HWRCs on certain days depending on your vehicle number plate, a calendar is available on Gateshead council's website. Gateshead will also be prioritising access for bin wagons, which is essential to maintain household waste and recycling collections. If queues become too long or the facility becomes unsafe to operate, people may be asked to leave, or the facility may even be closed.