

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

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

Samaritans- If you are in crisis- 24/7 service 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

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

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

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/ or on their website www.washingtonmind.org
Email: 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

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).

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 or ring 0191 543 7191

Washington Community Food Bank is distributing via St Michael & All Angels Church in Sulgrave which is open Mondays and Wednesdays 9.30am to 12noon. Updates on 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** 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/

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

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 Corvid 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 every 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 signal 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

Benefits

- You still can make a new claim for benefits, but you will need to make these claims on line or by telephone
- The Department for Work and Pensions will continue to pay benefits
- Universal Credit standard allowance and Working Tax Credit basic element will be raised by £1,000 a year, for the next 12 months.
- Advances for Universal Credit are available - up to a month's advance
- Employment Support Allowance for new claimants will be payable from day one.

Workers

- If you cannot work, Statutory Sick Pay will be available from day 1 rather than day 4.
- A new Job Retention scheme is being set up to cover the salary of retained workers up to a total of £2,500 a month. This scheme will cover the cost of wages backdated to March 1st, 2020
- If you're on a zero-hours contract, you will be able to access Universal Credit and the new Employment Support Allowance
- Every self-employed person can now access, in full Universal Credit at a rate equivalent to Statutory Sick Pay for employees.

Also

- All new evictions will be suspended, and no new possession proceedings will be permitted during the period
- There is will be new support for renters, including increases to Housing benefit, and changes to the Local Housing Allowance
- Mortgage lenders will support customers who are experiencing financial difficulties by giving them mortgage holidays for up to 3 months. Contact your lender.
- Coming is a new £500 million Hardship Fund that the government expects most of to be used to provide more council tax relief, either through existing Council Tax Support schemes or through similar measures.
- 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**.

For fuller details sees www.sunderland.gov.uk/coronavirus

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

Local Provider	Contact Details
Sunderland Welfare Rights Service	0191 5205555 Email welfare.rights@sunderland.gov.uk
Shiney Advice and Resource Project	07477875783 s.copley@shineyadvice.org.uk
Washington & Coalfields areas	
Sunderland West Advice Project	07768985074
West area	swap@pallionactiongroup.co.uk
Citizens Advice Sunderland	0300 3301194
North & East areas	Dedicated debt line on 0191 415 8998 enquiries@citizensadvicesunderland.co.uk
FISCUS	0191 4470920 or 07983 355 212 City wide
Christians Against Poverty	0800 3280006 Citywide

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

this week 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

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

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/

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 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 Mens Health or Womens Health magazine. You can save a fortune, build your own magazine library and receive an email when new editions are published.

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

10.00am - Maths with Carol Vorderman 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>

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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