



Coronavirus (Covid-19) Resource Bank

General Support & Volunteering

Citylife Line is a new service that has been launched by Newcastle City Council and a range of voluntary and community partners to help harness the outpouring of goodwill from residents in Newcastle who want to help the most vulnerable during the COVID-19 outbreak.

You can request or offer support from the link below, or call the Helpline on 0191 2778000.

<https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/coronavirus-covid-19/citylife>

A Facebook group for those who work/live in Byker who may want to help, or need help, during the Coronavirus (Covid-19) pandemic.

<https://www.facebook.com/groups/2262841380689072/>

Phone: 0771 541 2788

Email: bykerCOVID19@outlook.com

Register as a Vulnerable Person

If you have a medical condition that makes you extremely vulnerable to Coronavirus (Covid-19) you should register as a vulnerable person. You will be able to ask for help getting deliveries of essential supplies. If you aren't sure whether your medical condition makes you 'extremely vulnerable', register anyway. You can register yourself or someone else.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

Food Provision

For regularly updated information on free and emergency food provision in Newcastle, visit <https://www.informationnow.org.uk/article/food-banks-in-newcastle/>

ASDA Byker

Shopping for the elderly, vulnerable and their carers
Friday 6am – 9am

Morrisons Byker

Basics doorstep delivery service for those who are vulnerable or elderly.
Payment taken by contactless on delivery. Call 0345 611 6111.

Byker Pantry

Next door to BCT offices, Byker Pantry is open to those who live in Byker or have a child at school in Byker. They sell food for a lower price than the supermarkets – money is exchanged for points which are used to buy food.

Opening hours: Tuesday 9am-11am, then 1pm – 4pm. Thursday 2pm-6pm.

Domestic Violence Support

Self-isolation is a difficult time when you may not be able to access your community support networks, family or friends as easily. **If you are in imminent danger, please contact the police or someone you trust.**

999 Text Registration

You can register to text 999 with your emergency, so you don't have to make a phone call in an urgent situation. **Don't leave it until it's too late – set up your mobile now, just in case.**

1. Text the word 'Register' to 999.
2. You will receive an automatic text reply. Please read it all and reply 'Yes'.
3. You will then get a 'success' text telling you your mobile is registered.
4. To double check, text 'Register' again to 999 and you'll get a message telling you it's registered or not. You're now set up!

What should you put into an emergency 999 text?

1. The service you need (ambulance, police, fire, coastguard)
2. What's the emergency?
3. Where's the emergency? Be precise.

Text example:

Police. Assault. Byker Community Trust office, 17 Raby Way, Byker, NE6.

The better the information, the faster emergency services can send help. They will then reply either asking for more information or to tell you help is on the way. You will get a reply when your message has been delivered, but this may take a couple of minutes.

NIDAS (Newcastle Integrated Domestic Abuse Service)

Respond quickly to anyone in Newcastle experiencing domestic abuse, as well as friends, relatives or neighbours who are worried about someone else. They can assess your needs for support and provide help and information, including safety planning.

Complete the form here to let them know the most appropriate way to contact you if required: <https://www.newcastleidas.co.uk/page/access-to-services>

Women's Aid

<https://www.womensaid.org.uk/information-support/>

Women's Aid have a number of resources, including how to keep your online searches private, a Survivors' Forum and a space for children and young people affected by domestic abuse (<https://thehideout.org.uk/>). From 10am – 12pm Monday to Friday, Women's Aid are available for Live Chat services here: <https://chat.womensaid.org.uk/>

Chayn

<https://chayn.co/>

See their how to guides here, including 'Spotting the Signs' and also a 'Good Friend Guide' on how best to support a friend in an abusive relationship: <https://chayn.co/tools/>

Safe Newcastle

Safe Newcastle have compiled a list of local and national domestic violence support services here: <https://www.safenewcastle.org.uk/violence-against-women-and-girls>

Homelessness Support

Report a Rough Sleeper

No one should be sleeping rough during a pandemic. If you see someone sleeping rough, please let Newcastle City Council's Rough Sleeping team know so they can take action to offer help and assistance.

Phone: 0191 278 3899

Email: roughsleeping@newcastle.gov.uk

Housing Advice Centre

Newcastle Housing Advice Centre will be providing advice over phone or email to anyone at risk of homelessness.

Phone: [0191 277 1712](tel:01912771712) or [0191 277 1716](tel:01912771716)

Email: housingadvicecentre@newcastle.gov.uk.

Mental Health & Self-Care

Mind

Tips on Coronavirus and your wellbeing from Mind to help you cope:
<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/#collapse739dd>

Recovery College

There is information about how to avoid catching/spreading the virus, what immediate feelings you may have and common reactions, managing your mental health at this time, managing isolation and social distancing, self-care, supporting children and young people and some accessible information. The course is free to access for everyone.

<https://www.recoverycollegeonline.co.uk/>

There is also a dedicated Coronavirus page on the website:

<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/>

Anna Freud (for Children and Young People)

Advice and resources to support children and young people's mental health and wellbeing:

<https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

Kooth.com (for Children & Young People)

A web based confidential support service where young people can access support and have a text-based conversation with a qualified counsellor. Counsellors are available from 12pm – 10pm on weekdays, and 6pm – 10pm on weekends.

Watch a short video about the service here:

<https://vimeo.com/318731977/a9f32c87de>.

Northumbria Police

Northumbria Police invite everyone to sign up for NP Alert , a community messaging system with updates about what is happening in your community delivered by email or text.

<https://beta.northumbria.police.uk/our-services/apply-or-register/np-alerts/>