

Children & Young People's Strategic Partnership



# **Bi-monthly Family Support Hubs Newsletter**



This edition includes:

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- · Foodbank Items

## Community & Voluntary Support

- Aware online support group
- Ashton Facebook Group
- Mindwise
- Build Sound Minds
- Voypic
- Young Minds
- Advice NI
- CCIS
- Parentline NI
- · Where to go for help
- Sudanese Community
- Start 360
- Addiction NI
- Marie Curie
- Department of Communities
- · Youth Action
- Help Kids Talk

This edition of the newsletter provides advice, resources and project updates as of 20th March 2020.

The Family Support Hubs continue to be open for referrals during the current situation. They will try to access Family Support agencies during this time but this will be subject to individual projects ability to respond.

If you want to advise us of any changes to service provision or have particular needs you want to source during the current situation please contact <a href="mailto:Helen.dunn@hscni.net">Helen.dunn@hscni.net</a> and we will try to connect with the appropriate information.

There are 29 family support hubs across Northern Ireland supporting families. <a href="https://www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-23">www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-23</a>

If you would like a service to be included in the next edition of the newsletter please send details to: <a href="mailto:cypsp@hscni.net">cypsp@hscni.net</a>

## Employers For Childcare Fa

Family Benefits
Advice Service

Freephone helpline: 0800 028 3008

Lines open Monday-Friday 10am-4pm Email hello@employersforchildcare.org www.employersforchildcare.org

# **Employers** For Childcare

Providing free, impartial and confidential advice to parents, employers and childcare providers on a wide range of childcare and work-related issues.



# Women's Aid is OPEN

If you are experiencing domestic abuse and need support and information you can contact your local Women's Aid group Mon-Fri, 9am-5pm

You can also contact the 24 hr Domestic and Sexual Abuse Helpline (managed by NEXUS) on 0808 802 1414

If you are in an emergency situation you can contact the police on 999

#WeAreWomensAid



Women's Aid is the lead voluntary organisation challenging and addressing domestic violence and abuse in Northern Ireland. WAFNI is the umbrella body of nine Women's Aid groups across NI. Women's Aid groups throughout NI provide refuge and a range of emotional and practical support services, including outreach and aftercare to women and children suffering from domestic violence and abuse.



<ol> <li>Antrim, Ballymena, Carrickfergus, Larne &amp; Newtownabbey Women's Aid</li> </ol>	reception@womensaidabcln.org	028 2563 2136
2. Armaghdown Women's Aid	admin@womensaidarmaghdown.org	028 3025 0765
3. Belfast & Lisburn Women's Aid	admin@belfastwomensaid.org.uk	028 9066 6049
4. Causeway Women's Aid	womensaidcoleraine@btinternet.com	028 7035 6573
5. Fermanagh Women's Aid	womensaidfermanagh@btopenworld.com	028 6632 8898
6. Foyle Women's Aid	info@foylewomensaid.org	028 7141 6800
7. Mid-Ulster Women's Aid	admin@midulsterwomensald.org.uk	028 8676 9300
8. North Down & Ards Women's Aid	info@ndawomensaid.org	028 9127 3196
9. Omagh Women's Aid	info@omaghwomensaid.org	028 8224 1414
10. Women's Aid Federation Northern Ireland	info@womensaidni.org	028 9024 9041

Open Monday - Friday 09:00 - 17:00





# Coronavirus and your money

- · Things you can do right now
- Step 1 Do an emergency budget
- Step 2 Check your insurance policies
- Step 3 Use your savings
- Step 4 Talk to your creditors if you think you're going to miss payments
- · Problems paying your rent or mortgage
- If you think you might not be able to pay gas or electricity bill!
- What to do if you're getting behind on car finance payments
- If you are worried about debt
- · If you think you might have to borrow money
- Other types of borrowing
- High cost credit things to think about
- Avoid loan sharks
- If you might need to claim Universal Credit
- If you're worried about your pension
- If you're worried about redundancy
- Talk to us www.moneyadviceservice.org.uk



# CORONAVIRUS ARRANGEMENTS

As a result of the Coronavirus outbreak, Include Youth, as a precautionary measure aimed towards protecting the young people we work with along with our staff have taken the decision to cease face to face work until the 30th of March.

We will continue to provide a service through a small number of staff in our Belfast office in line with social distancing guidelines. **The office is contactable on 02890 311007.** 

The majority of our staff will continue to work remotely and will be contactable by phone or social media. We will move to remote working and online tutorials.

We would encourage our young people to stay in touch and utilise the resources that we will seek to provide over the coming days. By doing so we can have an impact on any negative effects of isolation.

We would also advise young people to follow the guidance of the Public Health Agency in terms of COVID 19.



#### **COVID-19 STATEMENT**

In light of COVID-19, Autism NI have adopted a work from home policy for the majority of staff. This means key staff and their teams are available by telephone and email. We have taken the decision to postpone all direct face to face services including Support Group meetings, Youth Clubs, Training and home visits. Autism NI remains open and all other services (including Helpline/support queries) will remain open. Our Helpline number is 028 9040 1729 option 1.

We will continue to keep you informed. Thank you for your continued support.



## Social Distancing:



#### What does it mean?

It means stay away from places where people gather, avoid mass gatherings, and whenever not possible, maintains a distance of at least one metre from each other.' Together we can help to slow the infection from spreading away.

#### Red Light - Avoid / Don't Do

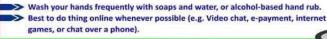
- All gatherings of religious, commercial, official or personal nature (e.g. market/mall, cinema, meeting/conference, wedding, party/picnic, tuition, gym/yoga, dancing etc.) involving a sizeable and flowing crowd
- Social visitors or non-essential workers in your house
- Non-essential visitors in the workplace
- Non-essential travel in public transportation

#### Yellow Light - Do with Caution

- Attend private gatherings limited to a few family members or known friends
- Travelling in a private transport (public transport only if it is a NECESSITY)
- Visit a local restaurant BUT choose the open-air type, sitting with at least one metre apart whenever possible (takeaway food is a better choice)
- Buying in a grocery store or supermarkets without a crowd
- Pick up medicines from the pharmacy without a crowd
- Play sports in the open air with family or a few known friends

#### Green Light - Safe to Do

- Take a walk or jog in open park or stadium
- Cycling
- Play in the home garden, or go for a fun drive with family
- Read a book or listen to music in private
- Play games or watch TV/movie at home
- Home cooking and meals at home



"World Health Organisation, March 2020.

# Coronavirus and Family Fund's work We want to assure families that we are



putting measures in place to ensure we can continue to provide essential grant support to families. www.familyfund.org.uk



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#### **COVID 19 RESPONSE**

Everyone is being told to limit their social interaction, to carry out SOCIAL DISTANCING. This may seem severe, but it is necessary to keep everyone as safe as possible, and to help the NHS cope with the cases that do happen.

It can feel like we have no control during this time, but there are things we can do to make it easier and help ourselves to cope better. We understand that many people will be worried about the risk to their health, and about the prospect of being isolated in their home for so long.

# The YOUTH SERVICE is here to HELP you STAY CONNECTED.

If you need help then please use the STAY CONNECTED form below. Where possible, we aim to respond within 2 hours.

Back to LTYC Main Website

STAY CONNECTED STAFF CLUB REGISTRATION

Stay Connected – Young People Register For Support

醬 Club Registration – Register To Be Part Of The Coordinated Response 📸





#### Helping children cope with stress during the 2019-nCoV outbreak



Children may respond to stress in different ways such as being more clingy, anxious, withdrawing, angry or agitated, bedwetting etc.

Respond to your child's reactions in a supportive way, listen to their concerns and give them extra love and attention.

Children need adults' love and attention during difficult times. Give them extra time and attention.

Remember to listen to your children, speak kindly and reasure them.

If possible, make opportunities for the child to play and relax.





Try and keep children close to their parents and family and avoid separating children and their caregivers to the extent possible. If separation occurs (e.g. hospitalization) ensure regular contact (e.g. via phone) and re-assurance.

Keep to regular routines and schedules as much as possible, or help create new ones in a new environment, including school/learning as well as time for safely playing and relaxing.





Provide facts about what has happened, explain what is going on now and give them clear information about how to reduce their risk of being infected by the disease in words that they can understand depending on their age.

This also includes providing information about what could happen in a re-assuring way (e.g. a family member and/or the child may start not feeling well and may have to go to the hospital for some time so doctors can help them feel better).



#### Coronavirus Update

You are here: Coronavirus Update

In these very difficult and uncertain times our thoughts are with children and young people and their families, and we hope you keep safe and well.

#### NICCY working and contact details

The work of the office is continuing, and in light of the Government's advice, NICCY staff are now mainly working from home. They are contactable at info@niccy.org and via their individual work emails.

#### Media

The NICCY Communications Team are available (9.00-5.00) at communications@niccy.org or 07917 544 177.

Youth Panel

Who We Are

What We Do

The Commissioner

Our Current Work

Change4Life @Change4Life · 27 Feb Fill in the blanks! Our interactive English lesson plans are available to download today.

Can your pupils fill in the blanks?

Encourage healthy habits & campaignresources.phe.gov.uk





10 TIPS TO REDUCE COVID-19 ANXIETY





Focus on things you can control, such as your thoughts and behaviors.



Control how often you check the latest news.



Keep the big picture in mind. Humankind will survive this.



Model peaceful behavior for those around you.



Remember that the size of news coverage may not equal the size of a threat.



Evaluate your own health behaviors and be a model for others, including children.

Maintain digital connections



Let wisdom and logic guide you.



with people.

Don't let fear influence

Feeling too isolated?



Turn to reputable sources for your news.



your decisions, such as hoarding supplies.

# SOMEONE IN THIS HOUSE HAS A WEAK IMMUNE SYSTEM

People with weak immune systems are more likely to catch coronavirus (COVID-19), and more likely to suffer life-threatening complications if they become ill with it.



Because of this we are self-isolating and/or practicing social distancing as a preventative measure.

IF YOU FEEL AT ALL UNWELL OR WE DON'T ANSWER THE DOOR,

PLEASE LEAVE DELIVERIES IN THE GARAGE





Looking after your mental health during the coming days and weeks

Try to relax - take a break from reading about what's going on and do something fun or relaxing





Unplug - turn off the news for a while.

Netflix binge, watch a film

or read a book instead

If you're feeling overwhelmed or your thoughts are racing, take deep breaths - in for 7 seconds, out for 11





Go for a walk or do a workout - exercise is one of the best things for your mental health, and your immune system.

Connect with others especially if you are housebound.
Make use of phone calls and
FaceTime.





Kelly's Eurospar in partnership with Creggan Enterprises, Glassagh Taxis & Creggan Neighbourhood Partnership

Are providing a Free Home Delivery Service to help the elderly and most vulnerable in our communities.

#### Call: 07437 442 904

#### 10am-3pm Mon-Sat

Cash or Card Payment Acceptable

Groceries / Utility Top ups & Essential Supplies Only



#### **Barnardo's Child Bereavement Service**

Supporting children and young people and their families/ carers who have been bereaved including those who have experienced traumatic and sudden death

02890668333

Address:

23 Windsor Avenue

**BELFAST** 

**BT9 6EE** 

Advice Line for children ,parents and carers Monday /Tuesday and Friday

Tel. 07867372711

Believe in

Barnardo's

children







o We Are 🔻 We Work Wit

Programmes 🔻

Our Impact 🕶

libraries





#### Fire Safety Candles

Treat lighted candles as you would any other flame.

- Don't leave them unattended.
- Put them out completely at night.
- Keep candles away from anything that can catch fire like furnishings, fabrics, curtains and so on.

IT ONLY TAKES A MOMENT'S DISTRACTION FOR A FIRE TO START – KEEP CANDLES OUT OF REACH OF CHILDREN AND PETS.

 Candles and tea lights can melt plastic surfaces like the tops of televisions and bath tubs. Make sure you always place them on a heat resistant surface.







S- have a Smoke alarm on every floor of your home

**Keep Yourself** 

Safe At Home

Home fire safety has never been more important.

Follow these tips to keep you

and your family safe from fire in

the home and follow our social

Remember together we can

media for more.

STOP Fire.

- T- Test your smoke alarms weekly
- weekly
  O- be aware of the Obvious
- dangers in your home; and P- Plan your escape route, should a fire occur.





#### Free Home Learning Resources

Given the current Covid-19 situation and the extremely difficult situation for schools I wanted to get in touch and offer Young Enterprise's support. Alongside our Young Enterprise partners across the UK we have resources and activities which may be appropriate for your students to access digitally in the event of school closures and home learning.

All of the below are free to use and would be easily accessible for students in their own home.

#### Tenner from Home Challenge

(KS3/KS4, Cross curricular) – We have adapted part of this popular national competition so that it can be completed by students **independently at home**. 'Tenner from Home' supports students to set up a project to research and plan a business opportunity that could be started with just £10. Note – teachers need to register themselves and students on the site.





https://www.librariesni.org.uk/Pages/LNIeBooksandeMagazines.aspx

# YOUNG PEOPLE

You have ONE shot at this.
Do not go out unless you
absolutely have to. It WILL save
our parents/grandparents, etc.

By going out, young people can contract the virus from friends without even knowing, which is then easily passed on to other relatives.

Do the right thing and choose electronic communication with your friends until this crisis passes.

#StopTheSpread





- Rate bills for 2020/2021 will now automatically be issued in June 2020.
- You can pay your bill in monthly instalments between June 2020 and March 2021.
- · Monthly Direct Debit payment plans will be automatically updated.
- You can also pay your rate bill in full to avail of the early payment discount.







## **Latest From YoungMinds**

All the latest news and views from YoungMind



Blog

#### What to do if you're anxious about coronavirus

If the current news on coronavirus (COVID-19) is making you feel anxious, concerned or stressed, here are some things you can do.



Blog

#### Looking after your mental health while self-isolating

If you are self-isolating or social distancing because of coronavirus (COVID-19), it is important to look after your mental health. Here are some tips that may help.



Blog

## Talking to your child about coronavirus

If your child is worried or anxious about coronavirus, here's our Parents Helpline experts' advice on what you can do.

Read Our Blog >





#### CORONAVIRUS COMMUNITY SUPPORT

Are you, your community group or local business planning on providing any services to help support our older people through the Coronavirus crisis?

Grocery & Prescription Pick-ups? Meal Delivery? Dog Walking? Befriending Telephone Calls?

#### If so, MEAAP needs to hear from you!

We are co-ordinating help and support for the older people who need it most.

Let us know what help you can offer and where you are based.

#### Call 028 2565 8604

Monday - Sunday 9:00am-9:00pm (Temporary extended business hours)

Email admin@meaap.co.uk

www.facebook.com/meaapni | www.twitter.com/meaapni















#### **Enniskillen Foodbank**

In light of the Covid-19 pandemic @EnniskillenFoo1 & @LakesVineyard are putting together emergency isolation bags. At this time we're working with our partner agencies to ensure we get to those in most need at this time.

Deliveries begin this Friday & will be by referral only. https://t.co/BrgF18ZqMQ

(https://twitter.com/EnniskillenFoo1/status/1240224061348864000?s=03)

# ITEMS THAT YOUR LOCAL FOODBANK MAY BE PARTICULARLY INTERESTED IN









#### **Carrickfergus Foodbank**

In these times of uncertainty, one thing is certain; we are endeavouring to keep our services available to support the most vulnerable in our community. As we respond to the ever-changing circumstances on a day to day basis, we are preparing the centre to ensure that our volunteers and service users' safety is our first priority. We are implementing some new procedures to help with social distancing and would like to emphasise that these are only temporary but absolutely necessary to ensure our services remain open.

At present our opening hours will remain the same:

Wednesdays 10:00am-12:00noon

Fridays 10:00am-12:00noon

Please keep your vital donations coming – we are so grateful for all of the support people in the community have shown so far.

Thank you so much to everyone who has been able to help.

Items currently needed

**Tinned Tomatoes & Tinned Veg** 

**Tinned Potatoes** 

**UHT Milk** 

Dry Rice





AWARE also offers an online support group service. The group provides an opportunity to connect with others with similar experiences, to provide support and share information.

Our peer-led online support group is for anyone over 18 with an experience of depression, anxiety or bipolar disorder. We offer this service for people who are unable or who don't feel ready or able to access our face-to-face support groups.



The online group will run weekly and group members will be asked to agree to be punctual, to treat the

meeting as confidential and to be respectful and non-judgemental to other group members. The group meeting lasts an hour and will be facilitated by members of AWARE staff.

The purpose of our online support group is that you will come together, online, with others who are experiencing similar problems to your own. Through peer support you will find out more about depression, anxiety and bipolar disorder and the treatments and services available. The online support group takes place on a **Tuesday afternoon from 2.30pm** - **3.30pm**. You need to have Skype installed on your device, phone, tablet, laptop or PC and be logged in 10 to 15 minutes before the start of the call. If you would like to register please email cherry@aware-ni.org









#### REMEMBER-WE ARE STILL HERE TO HELP

We will continue to provide advocacy support to care experienced children and young people, so you can still get help, support and advice.

Just email us or call your local office:

Belfast / South Eastern - 028 9024 4888 Northern - 028 2563 2641 Southern - 028 3831 3380 Western - 028 7137 8980

info@voypic.org

WWW.VOYPIC.ORG

They might think I'm just making a fuss

But I've just got a feeling that something's not right

Early intervention is better than waiting until it becomes a bigger problem. Find out more as soon as you're worried, rather than hoping it'll just 'go away'

Contact YoungMinds Parents Helpline 0808 802 5544 www.youngminds.org.uk/parents

YOUNG Minds Parents Helpline 0808 802 5544 (also for professionals) can be contacted if a family member is concerned re: Child, Young Person Mental Health. Parents and Professionals receive 1 free consultation with Mental Health Professional over the phone. This is available throughout Northern Ireland and for parents to call if they are worried about their child. It is particularly useful for families who may be waiting on waiting lists for a service. They also have a text service for teenagers.

Please note: This is not to replace signposting families to GP's or CAMHS

There are many more different Mindfulness & Meditation Apps online to view <a href="https://www.youngminds.org.uk/parents">www.youngminds.org.uk/parents</a>







EU Settlement Scheme Advice

#### Freephone 0800 138 6545

Text EUSS to 6664 or email euss@adviceni.net Monday to Friday 10am-4pm

**Debt Advice Service** 

#### Freephone 0800 028 1881

Monday to Friday 8am-6pm

Text ACTION to 81025 or email: debt@adviceni.net

Independent Welfare Changes Helpline

#### Freephone 0808 802 0020

Monday to Friday 9am-5pm or email: welfarechanges@adviceni.net

Tax and Benefits Advice

#### Freephone 0800 988 2377

Monday to Friday 9am-5pm or email: tax@adviceni.net

**Business Debt Service** 

#### Freephone 0800 083 8018

Monday to Friday 9am-5pm or email: bds@adviceni.net

Historical Institutional Abuse advice and support

Call **028 9064 5919** and ask for a HIA advisor Monday to Friday 9am-5pm or email: hia@adviceni.net

#### Advice NI Training

Advice NI is the leading provider of nationally accredited Advice and Guidance, Legal Advice and Independent Advocacy Qualifications in Northern Ireland. For a list of courses, please visit our website.

#### Contact Us

Parents, carers, family members...

# if you need us we're here.

Call Parentline NI today for advice, support or guidance.

FREEPHONE

0808 8020 400





### Where to go for help

If you, or someone you know, is in crisis now and need someone to talk to:





Childline is there 24 hours a day, 7 days a week.

0800 1111

www.childline.org.uk





#### **Sudanese Community Association NI**

#### What your organisation does

Promotes knowledge and mutual understanding among people of Sudanese descent and the wider community within Northern Ireland through organisation of community social, cultural and sports events.

#### The charity's classifications

The prevention or relief of poverty

The advancement of education

The advancement of citizenship or community development

#### Who the charity helps

Adult training
Asylum seekers/refugees
Children (5-13 year olds)
Community safety/crime
prevention
Ethnic minorities
Interface communities
Language community
Parents

Preschool (0-5 year olds)
Voluntary and community
sector

Youth (14-25 year olds)

#### How the charity works

Advice/advocacy/information Community development

Community transport Counselling/support

Cross-border/cross-

community

Cultural

Education/training

General charitable purposes

Grant making

Playgroup/after schools

Sports/recreation

#### **CONTACT DETAILS**

Website:

http://www.scani.co.uk

Email:

scanisudan@gmail.com

Tel: 07438860254

Address: Flat 29 Elgin Court

30 Elgin Street

**BELFAST BT7 3AG** 



If you would like to find out more about family support services in your area please see the Family Support NI website at: www.familysupportni.gov.uk











#### **YOU ARE NOT ALONE**

Start360 continues to put YOU at the centre.



If you have concerns or need to talk to us - use social media or telephone: 028 9043 5810



#EveryPersonStronger #ChangeStartsHere #WeDeliver

To make sure you're getting all the benefits, services and supports vou're entitled to:-



# make the call

0800 232 1271\*

text 'CHECK' to 67300\* nidirect.gov.uk/makethecall

Northern Ireland only

\*network charges may apply



# we are still here to support you



028 9066 4434



enquiries@addictionni.com



www.addictionni.com

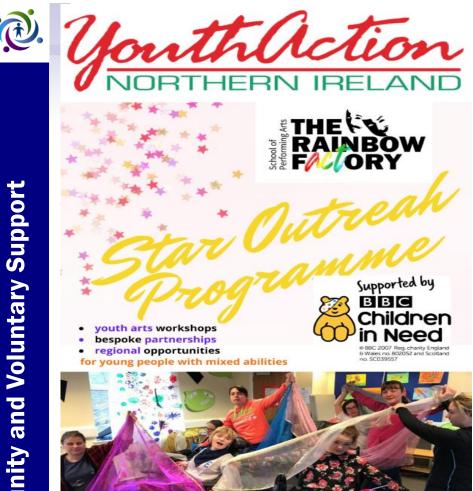
If you are living with cancer... It may also help to talk through your concerns with someone.



**End of Life Care** 

You could speak to a family member or friend. You can also talk to nurses or trained staff on our free Support Line Call 0800 090 2309, email support@mariecurie.org.uk or contact us on web chat.









helen@youthaction.org



**Vision:** Everyone in our community working together to help kids talk.



**Act Early** 

Support Parents

**Achieve More** 

#### **WANT TO KNOW MORE?**

**Early Intervention Lisburn** 

Unit 2, Laganview Enterprise Centre, 69 Drumbeg Drive, Lisburn BT28 1NY

Help Kids Talk Coordinator contact details:

028 9267 0755 / 07715801635

For further information on Family Support Hubs in your area?

Contact: Helen Dunn, Regional Coordinator of Family Support Hubs

Email: Helen.dunn@hscni.net