**South Localities Support Services – Coronavirus Outbreak**

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# **Community Support**

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| Facebook page – Leighton-Linslade Helpers |
| Community support for those in need – volunteers offering food, shopping, services etc. Business are also advertising support.  Public group: <https://www.facebook.com/groups/llhelpers/> |
| Facebook page – Houghton Regis Mutual Aid Community Action Group (COVID-19) |
| Community support for those in need – volunteers offering food, shopping, services etc. Business are also advertising support.  <https://www.facebook.com/groups/HoughtonRegisMutualAidCommunityActionGroup/> |
| Houghton Regis Helpers – Good Neighbour Scheme |
| Run by volunteers – help with shopping, prescriptions, post, phone befriending and advice.  Contact: 07587 004514 or 07708 201112 |
| Facebook page – Dunstable COVID-19 Mutual Aid |
| Community support for those in need – volunteers offering food, shopping, services etc. Business are also advertising support.  <https://www.facebook.com/groups/212501353493575/> |
| NHS Responders |
| Voluntary support offering:  -Check in and chat support – short term telephone support for those at risk of loneliness due to self isolation  -Community Support – collection and delivery of shopping, medication or other essential supplies for those self isolating  -Patient transport support – Transport for those ready for discharge from hospital or who are going to NHS appointments  <https://www.goodsamapp.org/NHSreferral> |

# **Parenting Support**

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| Homestart |
| Continuing to offer support to families and are accepting referrals, however, they are carrying out telephone appointments only.  Contact: 01582 660061 |
| Family Action – Family Line |
| Free practical and emotional support on parenting and other family issues, befriending and short term telephone counselling to adult family members via phone, text, email and webchat. Available Monday to Friday 9am-9pm.  Contact: Telephone – 0808 802 6666 Text: 07537 404282  Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk) Website: [Family Line](https://www.family-action.org.uk/what-we-do/children-families/familyline/) |
| Family Meeting, Advocacy and Mediation Service |
| Not using video calling/virtual meetings but are using phone calls to produce Family Plans, to gather wishes and feelings from children over the phone or Teams if they are in school.  Mediation referrals are being assessed but FMAMs have stated it is unlikely they will go ahead at present, however can offer a private telephone session.  Contact: [FamilyMeetingService@centralbedfordshire.gov.uk](mailto:FamilyMeetingService@centralbedfordshire.gov.uk) |
| Leighton Buzzard Childrens Centre |
| Offering Freedom, Revive, Wearning, Baby Days and Parent Puzzle as virtual groups. Numbers are limited.  Professionals can contact Childrens Centre or parents can self refer.  Contact: 01525 384368 |

# **Youth Services**

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| Groundworks – all areas |
| Virtual youth clubs via Zoom and online/phone call one to one support  Contact: Local Groundworks |
| TACTIC – Leighton Buzzard |
| TACTIC Centre is closed. Telephone support for young people will be available.  Contact: Linda Farmer 01525 373838 [linda.farmer@leightonlinslade-tc.gov.uk](mailto:linda.farmer@leightonlinslade-tc.gov.uk) |
| Think Ninja – Download App for young people |
| The link takes you to a free APP for young people aged 10-18  <https://www.healios.org.uk/services/thinkninja1> |
| Aquarius |
| Aquarius is a young people’s drug and alcohol service covering Bedford Borough and Central Bedfordshire. We are free, voluntary and confidential.  Our support can be accessed by any young person aged 5-18 who is affected by drugs and/or alcohol. This includes young people who are thinking about using and want information and advice; young people who are using and would like to reduce or stop; and young people affected by a family member’s drug and/or alcohol use.  We provide brief interventions and advice (up to 3 sessions) and longer term support (up to 12 sessions).  For further information please contact us on email [YPBedfordshire@aquarius.org.uk](mailto:YPBedfordshire@aquarius.org.uk) . |

# **Food/Household supplies**

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| Supermarket Opening Hours for Vulnerable People |
| Asda: Before 9am, Fridays  Co-op: 8-9am Monday-Saturdays, 10-11am Sundays  Iceland: First hour of trading  M&S: First hour of trading, Mondays & Thursdays  Sainsburys: 8-9am, Mondays, Wednesdays & Fridays  Tesco: 9-10a, Mondays, Wednesdays & Fridays |
| The Black Horse Foodbank – Leighton Buzzard |
| Food parcels for professionals to collect. Not offering deliveries directly to families. LB Childrens Centre have also offered to support in collection and delivery to families (see below)  Contact: 07842 122429 |
| Leighton Buzzard Childrens Centre – Leighton Buzzard |
| Have suggested that if CS are in need of a food parcel for a family, to contact the Childrens Centre and they can co-ordinate this and collect food parcels. Can also deliver if CBC staff unavailable.  Childrens Centre also have a lot of nappies/baby milk available for vulnerable families.  Contact: 01525 384368 |
| Waterdene Food Services – Leighton Buzzard |
| Catering supplier but are now offering deliveries to general public.  [www.waterdenefoodservice.co.uk](http://www.waterdenefoodservice.co.uk)  Contact: 01525 371367 [orders@waterdenefoodservice.co.uk](mailto:orders@waterdenefoodservice.co.uk) |
| Irmak BBQ, Dunstable – Dunstable/Houghton Regis/Leighton Buzzard |
| Helping families and business find essentials including wipes, toilet roll, soap, pasta and aiming to stock up on more items for people in need.  Contact: 01582 814180 |
| The Dunstable Food Bank |
| Covers the LU5 and LU6 postcode area, supported by most local churches. A referral voucher system is in place. Various distribution centres across Dunstable & Toddington.  Contact: 07874 200056 or [info@dunstablefoodbank.org.uk](mailto:info@dunstablefoodbank.org.uk) |
| The Need Project |
| Food parcels for professionals to collect. Collection points in Stotfold, Flitwick, Sandy & Shefford.  Contact: 07952 765302 or [admin@theneedproject.co.uk](mailto:admin@theneedproject.co.uk) |
| Beehive Childrens Centre – Dunstable |
| Making packs of nappies (mainly sizes 4 and 5), nappy rash ointment, a few newborn clothes and Milton tablets  Also have a supply of Easter Eggs for families. Contact Michelle Hunt.  Contact: 01582 699092 |
| Referrals to Community Mutual Aid groups |
| Information is on Facebook pages below. They are able to offer 3 day food parcels including delivery.  Families can self refer/register themselves at vulnerable through the CBC link <https://www.centralbedfordshire.gov.uk/info/26/public_health/737/coronavirus_-_covid-19/5> |

# **Financial Support**

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| Citizens Advice |
| Offering phone and email advice only. Specific links below.  Contact: 01525 373878 or 01525 374589 (Leighton Buzzard)  **01582 670003 or 07367 457 834 (Dunstable)**  [**Coronavirus - Help paying bills**](https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/)  [**Coronavirus - Struggling with living costs**](https://www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/if-youre-struggling-with-living-costs/)  [**Coronavirus - Check what benefits are available**](https://www.citizensadvice.org.uk/benefits/coronavirus-check-what-benefits-you-can-get/) |
| Universal Credit |
| Universal Credit can help you with your living costs if you’re on low income or out of work.  How to claim: <https://www.gov.uk/how-to-claim-universal-credit> |
| Money Advice Service |
| Free and impartial money advice. Various information on coronavirus, including for people self employed, employed, running their own business, those unable to work due to looking after someone, childcare costs and free school meals.  <https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you> |
| Central Beds Council – Support for individuals in hardship |
| CBC are offering additional financial support to those receiving Council Tax Support, Housing Benefit and increasing Local Housing Allowance.  CBC residents can also contact through the online form for support.  Contact: [Support for individuals in hardship](https://www.centralbedfordshire.gov.uk/info/26/public_health/737/coronavirus_-_covid-19/8) |

# **Mental Health**

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| CAMHS |
| Currently developing plans to manage risks in young people. Those in crisis will receive support through face to face contact as well as using technology.  Currently have in place: Crisis and home treatment intervention, daily duty system, face to face review of high risk young people only, diverting any young people in crisis to be assessed at CAMHS instead of A&E, daily triage for all new referrals (Including CHUMS referrals), assessment of urgent referrals. CAMHS are also keeping on contact with young people and their families.  Have also developed an Intergrated Critical Response Team (ICRT) to prioritise urgent and emergency cases. This will operate via a rota system during normal operational hours.  **ELFT Luton All Age Crisis Team: Tel 01582 538631**  **Luton & Dunstable CAMHS Team Tel: 01525 638614** |
| CHUMS |
| Continuing to accept new referrals. No face to face contact. Are offering initial contact and assessments via phone, one to one interventions via phone, WhatsApp, Facetime or Skype and group interventions via Teams. Chums are also holding virtual drop ins.  Contact: 01525 863924 or [info@chums.uk.com](mailto:info@chums.uk.com) |
| Crombie House Adult Mental Health team – Leighton Buzzard |
| Everything is running as normal however all appointments are being carried out over the unless absolutely necessary for patients to be seen face to face. Where this is the case, they are putting in individual measures for patients/staff.  Contact: 01525 751133 |
| Beacon House Adult Mental Health team – Dunstable/Houghton Regis |
| Everything is running as normal however all appointments are being carried out over the unless absolutely necessary for patients to be seen face to face. Where this is the case, they are putting in individual measures for patients/staff.  Contact: 01582 709200 |
| Adult Mental Health Crisis team – Leighton Buzzard/Houghton Regis/Dunstable |
| Limiting face to face contact – appointments being carried out over the phone as much as possible. Generally, only seeing high risk patients face to face.  Contact: 01582 556971 |
| The Mental Health Foundation |
| Have put together some useful tips for how to look after your Mental Health during the Coronavirus outbreak.  Contact: <https://mentalhealth.org.uk/coronavirus> |
| The Mix – Essential Support for under 25s |
| Offering telephone and 1to1 online chat support to young people regarding a range of topics, including Sex & Relationships, Mental Health and Drugs & Alcohol.  Contact: <https://www.themix.org.uk/> |
| The Noah Academy- staying well during isolation |
| Central Bedfordshire youth support service is helping those who are struggling with low self esteem, anxiety or depression. To build resilience to stress, anxiety, depression to develop coping strategies.  The next session is running Monday 27th April 1300 – 16.00.  Young person must have access to a phone, smart phone, tablet or laptop and must have an e mail account, for further information please contact youth service team |

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# **Physical Health**

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| 0-19 team |
| Operating an essential service only. Also have use of Parentline, a Health Visitor text support service and Chathealth, a School Nurse text support service (see below).  Contact: 0300 555 0606 (Monday-Friday 9am-4.30pm, except bank holidays)  Parentline (Health Visitors) – Text 07507 331456.  Chathealth (School nurse) – 07507 331450 |
| Disability Resource Centre – Dunstable/Houghton Regis |
| *During the coronavirus crisis we can help you access reliable health and support information, and also put you in contact with NHS services to get medications delivered.*  Contact: 01582 470900 or <https://drcbeds.org.uk> |
| Pathway to Recovery (P2R) |
| Changing face to face meetings to telephone where possible but the face to face service will still be availavle for high-risk clients. When referring to P2R, please advise clients to call rather than present in person.  Contact: 01525 638340 |
| Aquarius |
| Still accepting new referrals. Offering support via telephone and also delivering virtual sessions to young people and parents via Whatsapp and Zoom. Can also email/post resources for use in sessions.  ContactL 0330 008 3925 or YPBedfordshire@aquarius.org.uk |

# **Domestic Abuse**

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| Bedfordshire Police |
| Currently no changes to Bedfordshire Police’s response to Domestic Abuse calls. |
| Stepping Stones |
| Still accepting referrals, offering support via telephone, text, WhatsApp. Skype etc but no face to face meetings/visits being offered.  Contact: <https://www.steppingstonesluton.co.uk/> |
| Domestic Abuse Resettlement Project |
| Still accepting referrals and offering support via telephone, Skype, text, email etc but no face to face visits or outreach. |
| Luton All Women’s Centre (LAWC) |
| Still accepting referrals but continuing to support clients by telephone and email only.  Contact: <http://www.lutonallwomenscentre.org.uk/> |
| IDVA |
| Still supporting clients but moving to telephone contact only  Contact: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/east-england/bedfordshire> |
| The Hope Programme – Sexual Violence support |
| Helpline will continue. They have changed their services to telephone counselling, talking therapy and emotional support only.  Contact: <https://hopeprogramme.com> |
| Embrace Child Victims of Crime |
| Offering counselling to existing clients via telephone and online.  Contact: <https://embracecvoc.org.uk/> |
| Families First |
| Still accepting new referrals. Offering telephone support and welfare checks where they can. Offering telephone and online counselling via zoom for existing clients.  The Horizons team are offering online support groups for existing high-risk clients, alongside welfare checks via telephone and online support for existing clients. |
| Mental Health Foundation |
| Have put together some useful tips for how to look after your Mental Health during the Coronavirus outbreak, including an article on staying at home and abusive relationships.  <https://mentalhealth.org.uk/coronavirus/abusive-relationships> |
| Safety Planning Advice – The Survivors Handbook |
| Provides practical support and information for women experiencing domestic abuse, with simple guidance on every aspect of seeking support. Most of the advice would also apply to any man who is also experiencing domestic abuse.  Contact: <https://www.womensaid.org.uk/the-survivors-handbook/> |
| MARAC |
| For an interim period, MARAC will move to a virtual meeting with core MARAC agencies/ Key operational processes are being reviewed at the moment to ensure mving to a virtual MARAC will still ensure safeguarding of high-risk victims and suitable safety planning is in place. |
| Additional Support and Helplines |
| * Bedfordshire Domestic Abuse Support Service Directory: [click here](https://centralbedfordshire.app.box.com/s/0d8q2o0ht9vxvl8zd7gk5yg9rq3oheyu) * National Domestic Abuse Helpline: 0808 2000 247 * Mens Advice line: 0808 8010 327 * LGBT National Domestic Abuse Helpline: 0800 999 5428 * Respect Phoneline (for perpetrators of abuse\_: 0808 802 4040 |
| Mobile Apps |
| [Bright Sky](https://www.hestia.org/brightsky) is a free to download mobile app, providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know. The app is also designed to be used by practitioners and for anyone looking for information about issues around domestic abuse such as online safety, stalking & harassment and sexual consent.  [Hollie Guard](https://hollieguard.com/) is an app that which essentially transforms your smart phone into an advanced personal safety device. All you need to do is shake your phone or tap the screen and you generate an alert, which automatically sends your location and audio/video evidence to your emergency contacts. |
| Keeping Children Safe |
| PCC launched 8 April 2020 a unique fund to help support young people, aged between 10 and 25, in Bedfordshire during the Covid-19 pandemic.   The Office of the Police and Crime Commissioner (OPCC) is encouraging applications to the Covid-19 Fund which aim to provide arts and crafts, cooking lessons, health and fitness activities and advice or innovative educational support, but deliver them remotely to help occupy young people during the current period of social distancing and which provide the sort of activities they would want to have made available to them.   The OPCC is also looking for organisations which may be able to support these remote sessions by providing packages with materials to help young people to be able to follow along. These packages would be distributed to those who are currently living away from home, without most of their belongings, for example as a result of leaving a home where there has been Domestic Abuse. A Just Giving page has been set up ([www.justgiving.com/crowdfunding/Bedfordshirecovid-19fund](https://www.justgiving.com/crowdfunding/Bedfordshirecovid-19fund?utm_term=qNqqQxJpR)) to allow members of the public or local businesses to donate which will provide the contents, including bakery and general cookery utensils, arts and crafts materials or exercise mats. |