

Helplines and resources to support communities through the Covid-19 Pandemic



This document is pulled together to support you with where to go for advice and guidance as we navigate these uncharted waters. We have tried our best to check each resources is valid and correct but as they are external to HeadStart Newham, we cannot guarantee that they will remain current.

We have organised them by the following:

1. COVID-19 Health and Government
2. LB Newham support
3. National support websites and resources (Health and Wellbeing, Domestic Violence, Single Parents, financial support)
4. Learning resources (parenting support, adult learning and personal development, educational and wellbeing resources for children)

If you need to register yourself or another person as extremely vulnerable and in need of local support you can register here:

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

For people who want to volunteer they can contact volunteers@activenewham.gov.uk or call 020 3770 4444 to sign up.

Organisation	Description	Contact Details	Who can Access
Covid- 19 Health and Government			
Covid-19 Symptom Tracker	An app that can help you to track any symptoms you might experience related to the virus and helps agencies gather evidence and data. Download from your phone app stores.	https://covid.joinzoe.com/	Everyone
Government	For latest guidance and legislation relating to the Pandemic	https://www.gov.uk/coronavirus	Everyone
Public Health England	For latest health guidance	https://www.who.int/news-room/q-a-detail/q-a-coronaviruses	Everyone
WHO (World Health Organisation)	To help you with the evidence on the pandemic across the globe. Add WHO to your contacts for latest guidance by texting them 'hi'	https://www.who.int/health-topics/coronavirus/coronavirus#tab=tab_1 +41798931892	Everyone

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	For support and guidance in parenting through the pandemic	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting	Parents
Doctors of the World	Corona Virus Information Translated in to 35 Languages.	https://www.doctorsoftheworld.org.uk/coronavirus-information/	Non English Speakers.
Organisation	Description	Contact Details	Who can access
LB Newham Support			
London Borough of Newham	For the latest news and disruption relating to the Pandemic in Newham. The second link provides additional guidance and support regarding rent, council tax, childcare for vulnerable families and Key Workers.	https://www.newham.gov.uk/Pages/index.aspx https://www.newham.gov.uk/Pages/ServiceChild/Coronavirus-(Covid-19).aspx You can use the #helpnewham on social media platforms to find support on the local Newham Hub supporting vulnerable residents and how to volunteer.	For residents and those who work in Newham Anyone who is interested in becoming a volunteer to email us for more information and to register. This can be done via volunteers@activenewham.org.uk or call 020 3770 4444
Getting access to food and financial support			
Newham Foodbank	A foodbank that works using a voucher referral system. To find out how to make a referral for foodbank vouchers, follow their website.	https://newham.foodbank.org.uk/	All local people in crisis
Newham Community and Crisis Support	Offering support and advice to Newham residents in crisis	https://www.newham.gov.uk/Pages/Services/Newham-community-and-crisis-support.aspx	All Newham residents in crisis
Money Works – Debt advice	Offering a limited service right now, they can offer support for those who require financial support	https://newhammoneyworks.co.uk/	Anyone in need of financial support and advice

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Money A+E	A Newham based Charity offers support and advice	https://www.moneyaande.co.uk/	Anyone
Community Based Support Groups	Ascension Community Trust Newham Community Links The Renewal Programme	https://www.ascensioncommunitytrust.org/elders-projects https://www.community-links.org/advice/ https://www.renewalprogramme.org.uk/	For Everyone locally who may require support
Services/Support for Families			
Services for Families	The Family Information Services The Local Offer for Families with Children with Special Educational Needs and Disabilities	https://families.newham.gov.uk/kb5/newham/directory/home.page	Newham families you will need to check with individual services on what they can offer during the period of the pandemic.
Newham Domestic Violence Support	In Newham we are working together to provide support and advice to families effected by Domestic Abuse. We can support you to find a safe place for yourself and your child/ren.	referralsnewham.dsv@hestia.org 0808 196 1482	Everyone who requires support.
Children's Health	Health Visiting, Infant Feeding, Family Nurse Partnership, HeadStart and School Nursing Services	Call 020 3373 9983	For families in Newham
Maternity Support	Newham NCT (includes breastfeeding support) and parents in Mind Postnatal depression support	https://www.nct.org.uk/local-activities-meets-ups/region-london/newham	Parents
Maternity Support	Maternity Voices Partnership Newham (Social Action for Health)	https://www.nct.org.uk/local-activities-meets-ups/region-london/newham	New Parents
Refugee and Migrant Project	Refugee and Migrant Project (RAMP) supports migrants, asylum seekers and refugees who are destitute or facing destitution and are based in Newham.	https://www.renewalprogramme.org.uk/Pages/Category/refugee-and-migrants-project	Refugee's and Migrants
The Magpie Project	All normal services have been suspended and the organisation is acting as a local hub to support those	https://themagpieproject.org/	Support for families with children under the age of 5.

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	impacted by Covid-19. Open Monday and Wednesday 10:00 am – 2:00 pm.		Families with no recourse to public funds.
Aston Mansfield	All usual provision has been adapted to respond to the Covid-19 Pandemic. Provision includes: <ul style="list-style-type: none"> • Childcare • Youth provision • Financial advice 	https://www.aston-mansfield.org.uk/our-coronavirus-response/	Community support
Ambition, Aspire, Achieve	All usual provision has ceased they are providing community hub support in response to the Covid-19 Pandemic	https://www.aston-mansfield.org.uk/our-coronavirus-response/	Community support
Children and Young People's mental health and wellbeing			
Kooth	A free online counselling and emotional well-being support service providing young people in Newham aged 10-16 years with a free, safe and secure way of accessing support from a professional team of qualified counsellors. With Covid-19 related support.	https://kooth.com/	All young people in Newham aged 10-16 years up to their 17th birthday
Newham CAMHS	A multi-agency specialist mental health service for children and young people with complex, severe or persistent emotional, behavioural or developmental problems. We accept referrals from birth to their 18th birthday.	020 8430 9000. York House, 411 Barking Road, Plaistow, London E13 8AL https://camhs.elft.nhs.uk/ Online referral form available: https://www.elft.nhs.uk/service/48/Child-and-Family-Consultation-Service	A referral can be made through GPs, schools, social services and other agencies.
Beat	Offering support and advice for those suffering with an eating disorder	Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s) www.beat.co.uk	Adults and under 18s suffering with an eating disorder

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HeadStart Newham	HeadStart Newham is a mental health service improving lives for young people and families in Newham.	www.Headstartnewham.co.uk	Young people aged 10-16, Parents and Schools.
Organisation	Description	Contact Details	Who can Access
National Websites and Resources			
Finance and Food			
Benefits Advice	Providing advice and support for those in need during a crisis	https://www.understandinguniversalcredit.gov.uk/coronavirus/ https://www.gov.uk/universal-credit/other-financial-support	For those in need
Turn2us	Has an updated benefits calculator to find out how much you are entitled to	https://www.turn2us.org.uk/	Anyone
Olio	Olio is a mobile app for food sharing, aiming to reduce food waste. It does this by connecting those with surplus food to those who need or wish to consume such food.	https://olioex.com/	Anyone
Fair Share	Emergency assistance (i.e. food parcels, clothing)	www.fairshare.org.uk	Anyone
The Trussell Trust	Trussell Trust support a nationwide network of food banks and together provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK. You can find a list of food banks near you or a family member.	https://www.trusselltrust.org/get-help/find-a-foodbank/	All people in need
Organisation	Description	Contact Details	Who can Access

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National Websites and Resources			
Domestic Violence and Abuse			
Organisation	Description	Contact Details	Who can Access
24-hour National Domestic Abuse Helpline	Offering support and advice to all those affected by domestic abuse	0808 2000 247 https://www.nationaldahelpline.org.uk/Contact-us	Victims of domestic abuse and violence
Women's aid	A grassroots federation working together to provide life-saving services and build a future where domestic abuse is not tolerated	https://chat.womensaid.org.uk/	victim of domestic abuse
Mankind	Our confidential helpline is available for male victims of domestic abuse and male victims of domestic violence across the UK	01823 334244 https://www.mankind.org.uk/	male victims of domestic abuse
London Black Women's Project	Support for BAME women experiencing Domestic Abuse/Violence	http://www.lbwp.online/	Women
Imkaan	Support for BME women affected by domestic violence	https://www.imkaan.org.uk/	BME Women
National Websites and Resources			
Children and Young People			
Barnardos	A children's charity that protects and supports the UK's most vulnerable children and young people. To find out more on what they can support on, visit their website.	https://www.barnardos.org.uk/	Children, Young people and families who require support.
Youth Work Support	This website is designed to bring together relevant advice, guidance, support and tools for youth workers during the COVID 19 pandemic.	https://youthworksupport.co.uk/	For youth workers and Youth Practitioners
Childline	Childline is a national support line helping all children and young people on various topics.	0800 1111 https://www.childline.org.uk/	For all children and young people

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NSPCC	A national organisation offering support and protection to those suffering from child abuse.	https://www.nspcc.org.uk/	All children and young people
The Mix	A UK support service for young people. They provide support to help you take on challenges you are facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via online, social or our free, confidential helpline. They have Covid-19 advice and guidance.	https://www.themix.org.uk/	Under 25s
Students Against Depression	Providing you with a calm environment and the resources to help you find a way forward - a website offering advice, information and guidance to those affected by low mood, depression and suicidal thinking.	https://www.studentsagainstdepression.org/	Children and Young People of educational age.
Young Minds	A UK charity fighting for children and young people's mental health. Has support relating to Covid-19.	https://youngminds.org.uk/ Parents Helpline 0808 802 5544	Young People, Parents and Professionals
Papyrus	A national charity dedicated to the prevention of young suicide	https://papyrus-uk.org/	Support for under 35s
Organisation	Description	Contact Details	Who can Access
National Websites and Resources			
Adult Mental Health and Wellbeing			
Campaign Against Living Miserably (CALM)	Aimed specifically at men. Their helpline is open between 5pm and midnight every day of the year.	Telephone (outside of London) 0800 58 58 58 Telephone (London) 0808 802 58 58 https://www.thecalmzone.net/	
Maytree	Maytree is open 365 days a year. They offer a free 4 night, 5-day stay for adults, with the opportunity to be heard in complete confidence, support all adults who are feeling suicidal.	https://www.maytree.org.uk/	Adults who are feeling suicidal
Mind	Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign	https://www.mind.org.uk/	Everyone who requires support.

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	to improve services, raise awareness and promote understanding.		
Mood Swings	Providing support to anyone affected by a mood disorder, including friends, families and carers. Their helpline is open from 10am to 4pm Monday to Friday.	www.moodswings.org.uk	Everyone who requires support.
Samaritans	Providing support and information to anyone who is having a difficult time, show signs you may be struggling to cope, if you are worried about someone else.	https://www.samaritans.org/	Everyone who requires support.
Sane Line	Providing support and advice to anyone affected by mental illness, including families, friends and carers. Their helpline is open between 4:40pm and 10pm every day of the year. They also provide a free text based support service called text care. An online supportive forum.	www.sane.org.uk	Everyone who requires support.
Shout	A 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It is a place to go for immediate help and you are struggling.	https://www.giveusashout.org/ Text Shout to 85258	Anyone of any age, who is a resident in the UK, can text into the service for support.
Support Line	Providing a confidential telephone helpline offering emotional support to any individual on any issue.	01 708 765200 www.supportline.org.uk	Everyone who requires support.
Our Time	Providing support to children and young people affected by parental mental health	https://ourtime.org.uk/	Families where a parent experiences mental illness.
Anxiety UK	Charity providing support if you have been diagnosed with an anxiety condition.	03444 775 774 www.anxietyuk.org.uk	Anyone diagnosed with an anxiety condition.
Mental Health Foundation	National Website with mental health support, guidance and advice	https://www.mentalhealth.org.uk/ https://mentalhealth.org.uk/coronavirus	
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National Websites and Resources Dealing with Child Death			
Cruse Bereavement Care	Providing support and advice around those who are affected by bereavement.	https://www.cruse.org.uk/	Support and information available for Young people, Parents and Professionals.
Child Bereavement UK	Child bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.	https://www.childbereavementuk.org/	Everyone who requires support.
Winston's Wish	Winston's Wish is a UK childhood bereavement charity. They support children and their families after the death of a parent or sibling.	https://www.winstonswish.org/	Everyone who requires support.
National Websites and Resources Helping Children Stay Safe Online			
Think u know	Providing education about sexual abuse and sexual exploitation. Thinkuknow is unique. It is underpinned by the latest intelligence about child sex offending from CEOP Command. Thinkuknow aims to ensure that everyone has access to this practical information – children, young people, their parents and carers and the professionals who work with them.	https://www.thinkuknow.co.uk/ https://www.ceop.police.uk/Safety-Centre/Should-I-make-a-report-to-CEOP-YP/Should-I-make-a-report-to-CEOP-concerned-adult/	children, parents and professionals
Net Aware (Run by NSPCC)	Check how to use apps and websites for social media and networking safely.	https://www.net-aware.org.uk/	For parents, teachers, youth workers and children and young people

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Organisation	Description	Contact Details	Who can Access
National Websites and Resources			
Support for Parents			
Unicef	6 ways parents can support their children through the Corona virus pandemic.	https://www.unicef.org/coronavirus/6-ways-parents-can-support-their-kids-through-coronavirus-covid-19	Parents
Gingerbread	Charity that offers advice and guidance Information for Single Parents they have specific information in relation to covid-19.	0808 802 0925 https://www.gingerbread.org.uk/coronavirus/	Single Parents
NSPCC	Parenting Tips Support for children who may be struggling with mental health challenges.	https://www.nspcc.org.uk/keeping-children-safe/childrens-mental-health/depression-anxiety-mental-health/	Parents
CoviBook	A downloadable short story to explain the Corona Virus with children under the age of 7. Versions in different languages including English.	https://www.mindheart.co/descargables	Parents

Free Online Learning Resources

Organisation	Description
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Khan Academy	https://www.khanacademy.org Especially good for maths and computing for all ages but other subjects at Secondary level. Note this uses the U.S. grade system but it's mostly common material.
BBC Learning	http://www.bbc.co.uk/learning/coursesearch/ This site is old and no longer updated and yet there's so much still available, from language learning to BBC Bitesize for revision. No TV licence required except for content on BBC iPlayer.
Future Learn	https://www.futurelearn.com Free to access 100s of courses, only pay to upgrade if you need a certificate in your name (own account from age 14+ but younger learners can use a parent account).
Seneca	https://www.senecalearning.com For those revising at GCSE or A level. Tons of free revision content. Paid access to higher level material.
Open Learn	https://www.open.edu/openlearn/ Free taster courses aimed at those considering Open University but everyone can access it. Adult level, but some e.g. nature and environment courses could well be of interest to young people.
Blockly	https://blockly.games Learn computer programming skills - fun and free.
Scratch	https://scratch.mit.edu/explore/projects/games/ Creative computer programming
Ted Ed	https://ed.ted.com All sorts of engaging educational videos

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National Geographic Kids	https://www.natgeokids.com/uk/ Activities and quizzes for younger kids.
Duolingo	https://www.duolingo.com Learn languages for free. Web or app
Mystery Science	https://mysteryscience.com Free science lessons
The Kids Should See This	https://thekidshouldseethis.com Wide range of cool educational videos
Crash Course Kids	https://m.youtube.com/user/crashcoursekids As above for a younger audience
Crest Awards	https://www.crestawards.org Science awards you can complete from home.
iDEA Awards	https://idea.org.uk Digital enterprise award scheme you can complete online.
Paw Print Badges	https://www.pawprintbadges.co.uk Free challenge packs and other downloads. Many activities can be completed indoors. Badges cost but are optional.
Tinkercad	https://www.tinkercad.com All kinds of making.
Prodigy Maths	https://www.prodigygame.com Is in U.S. grades, but good for UK Primary age.

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Cbeebies Radio	https://www.bbc.co.uk/cbeebies/radio Listening activities for the younger ones.
Nature Detectives	https://naturedetectives.woodlandtrust.org.uk/naturedetectives/ A lot of these can be done in a garden, or if you can get to a remote forest location!
British Council	https://www.britishcouncil.org/school-resources/find Resources for English language learning
Oxford Owl for Home	https://www.oxfordowl.co.uk/for-home/ Lots of free resources for Primary age
Big History Project	https://www.bighistoryproject.com/home Aimed at Secondary age. Multi-disciplinary activities.
Geography Games	https://world-geography-games.com/world.html Geography gaming!
Blue Peter Badges	https://www.bbc.co.uk/cbbc/joinin/about-blue-peter-badges If you have a stamp and a nearby post box.
The Artful Parent	https://www.facebook.com/artfulparent/ Good, free art activities
Red Ted Art	https://www.redtedart.com Easy arts and crafts for little ones
The Imagination Tree	https://theimaginationtree.com Creative art and craft activities for the very youngest.
Toy Theatre	https://toytheater.com/ Educational online games

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DK Find Out	https://www.dkfindout.com/uk/?fbclid=IwAR2wJdpSJSeITf4do6aPhff8A3tAktmpaxqZbkgudD49I71ep8-sjXmrac Activities and quizzes
Twinkl	https://www.twinkl.co.uk This is more for printouts, and usually at a fee, but they are offering a month of free access to parents in the event of school closures.
Holiday Pirates	13 zoos that offer live streams to see giraffes, koalas, pandas, tigers, penguins & more. Bring the safari and zoo life indoors while you sit in your PJs. https://www.holidaypirates.com/travel-magazine/13-zoos-that-offer-live-streams-see-giraffes-koalas-pandas-tigers-penguins-more_35765
ChatterPack	https://chatterpack.net/search?q=home+learning A number of home learning resource packs.
Breakout Edu	https://www.breakoutedu.com/funathome Learning game
Turtle Diary	https://www.turtlediary.com/ Fun Educational and Online Games for Kids
Seussville	https://www.seussville.com/ Everything Dr Seuss
Amazon Audible	https://stories.audible.com/start-listen A wide range of story books

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