

InfoNOWNews 26 August 2022

News

Work with us at InformationNOW

Make a difference!

An exciting opportunity is available in our Prevention, Information, and Advice Team in the Adult Social Care and Integrated Service Directorate.

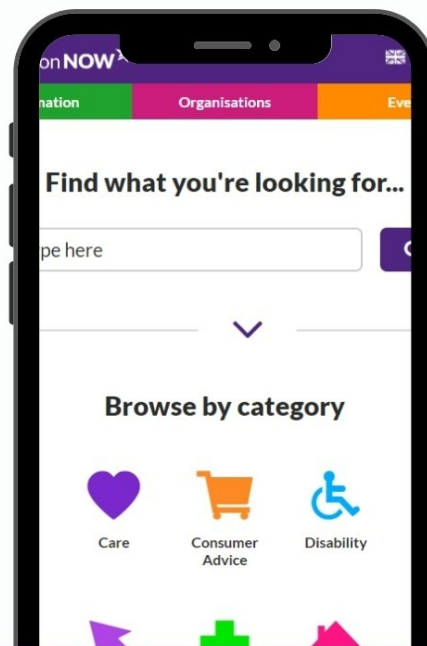
[Read more about working with us at InformationNOW](#)

Join the team!

We're Hiring

**Prevention,
Information and
Advice Lead**

Apply online at
www.NorthEastJobs.org.uk
before 6th September



Newcastle
City Council 

www.InformationNOW.org.uk
Information for people in Newcastle upon Tyne



NHS
North East and
North Cumbria

We are proud of www.InformationNOW.org.uk our information website for people living and working in Newcastle. Helping people to stay informed, be active, make choices, plan ahead, be

independent and have an excellent quality of life.

We are looking for someone with experience of: managing and updating websites, marketing and promotions in a voluntary, local authority, education, or health setting and community outreach to get information to people who are digitally excluded.

The role focuses on getting accessible information to people at the right time. This involves working closely with adult social work teams, the voluntary sector and partner organisations, such as health.

You will help develop and maintain our online information and publish the regular InfoNOW News. This includes coordinating and promoting information about Adult Social Care in Newcastle on www.newcastle.gov.uk

InformationNOW supports people to find up to date: information, local organisations, events and activities and social care support. With over 2,000 organisations and 1,500 members registered on the site, it reaches a range of professionals and residents in Newcastle.

If you have the qualities and experience for this post we would like to hear from you. For an informal discussion please contact David Forster on 07795047820

[Apply online at Northeastjobs select 'Apply Now' and complete our online application form.](#)

Northumbria Connected

[Northumbria Connected](#) is an online tool where you can tell Northumbria Police about any issues affecting your community in the North East. Like a modern day Neighbourhood Watch, you can receive 'Northumbria Alerts' to stay up to date with what's going on in your area.

When you register you can receive regular updates from the Police on issues in your area by email, text message or WhatsApp. By telling the Police about what's going on in your area you can help shape Neighbourhood Policing to tackle issues where you live.

In an emergency always call 999 or visit [Northumbria Police website](#) to report a crime online

[Read more on InformationNOW about Ways to report community safety issues or crimes](#)

Cost of living payments

The first round of Cost of Living payments have been issued by the DWP over the last couple of weeks. There is now a form on the [Cost of Living Gov.uk page](#) for anyone who has not received their payment and believes they are entitled to it to report this. Claimants should be directed to and scroll to the link 'report a missing Cost of Living payment'.

[Read more on InformationNOW about cost of living increase – managing on a low income](#)

Families struggling with back to school costs are urged to avoid loan sharks

Back to school can be a difficult time financially. The cost of school uniforms can be a real worry for many families, who are already under increasing pressure from the rising cost of living. According to The Children's Society, the average uniform costs £315 per primary school pupil and £337 per secondary pupil.

Families who are struggling to make ends meet could be at risk of falling prey to predatory lenders who offer quick cash loans at astronomical rates. These loans can lead people into long-term financial hardship, with exorbitant interest rates as high as 100,000% and threats that leave borrowers trapped in a cycle of debt for years. [Listen to real life experiences of how Loan Sharks make things worse for you.](#)

Loan sharks prey on all vulnerabilities, from emotional to financial or psychological. They'll do whatever it takes to get their money, no matter how ruthless and often the lending starts in a friendly way with a friendly face. It's important for parents to know about the dangers of loan sharks so they can protect themselves from opportunistic lenders and avoid falling into a vicious trap.

[Read more on Loan Sharks on InformationNOW](#)

[Help with clothing](#) is available. This includes shoes, school uniform and sports clothing.

Stop Smoking evening support

You can now get extra support on Mondays and Tuesdays 4.30pm to 6.30pm

[The Newcastle Stop Smoking+ Service](#) helps people living, working or registered with a GP in Newcastle to quit smoking. Take the first step by contacting them to get friendly, helpful support and medical products to help with cravings.

They can send e-vouchers to your local pharmacy where you can collect products to help you stop smoking.

[Read more on InformationNOW about giving up smoking](#)

Opportunities for Action

Donations to help households with cost of living increase

The Help for Households event takes place on Tuesday 27 September at Newcastle City Library. The purpose of the event is to help people with the increased cost of living by providing free essential items, such as clothes and toiletries, along with expert advice from some of our partners and external organisations.

If you have any unwanted clothes, toiletries, handbags, children's toys that you no longer need and are in good condition, then please donate them to the cause. They also need coat hangers and plastic bags if you have any spare. These can be dropped off at any Newcastle library.

Come along to the event to find out more from InformationNOW, Skills Hub, Citizens Advice and Northumbria Water.

For further information please email: information@newcastle.gov.uk or see the [Help for Households event on InformationNOW](#)

Artist in Residency working with local Ukrainian families

The council is seeking an Artist in Residence to work with local Ukrainian families. The commission will help Ukrainians with cultural expression and help demonstrate to assessors co-production in our Eurovision bid. The residency will last at least six months. Through engagement there will be an opportunity to promote economic, community safety and other messages. All are welcome to bid, including artists from Ukraine.

For more information about the residency go to the Arts Council of England web page : [Artist in Residence to engage Ukrainian Families, Arts Development Team, Newcastle City Council](#).
Closing date 6 September.

Ukrainian Support Helpline

In response to the war in Ukraine, following discussion with the Association of Ukrainians in Great Britain, [Barnardo's](#) has set up the **Ukrainian Support Helpline**. The Helpline is available to anyone who has been impacted by the Ukraine war (including hosts).

The Helpline is open:

Monday to Friday 10.00am to 8.00pm

Saturday 10.00am to 3.00pm

You can phone them on: [0800 148 8586](tel:08001488586)

You can email them at: ukrainiansupport@barnardos.org.uk

Get in touch if you need support with:

- therapy with a qualified psychotherapist, including interpreting services
- advice on practical matters e.g. registering with a GP, setting up a bank account, gaining qualifications/ ESOL etc
- Practical support e.g. access to digital devices to ensure families stay connected to loved ones during this worrying time, as well as stimulating toys for children, vital baby items (limited availability).

All services include access to interpreters in Ukrainian and Russian.

Read more on InformationNOW about

- [Support for asylum seekers and refugees](#)
 - [Help to use health services for refugees and asylum seekers](#)
 - [English classes for people who speak English as a second or other language \(ESOL\)](#)
-

Improving carers experiences of hospital discharge

Could your organisation help recruiting unpaid carers and carer support staff to take part in research this summer/autumn? Earlier this year VONNE commissioned a team of researchers from local Universities through the AskFuse network to gain understanding of the way unpaid carers in the North East and Yorkshire are supported when the person they care for is being discharged from hospital. Nationally, Carers UK published a report in September 2021 highlighting the poor experiences that carers had reported. VONNE want to understand carers' experiences in our local area through feedback from carers themselves, carers support organisations and local Healthwatch teams. The research team will also speak to a sample of NHS acute hospital Trusts and unpaid carers from across the region, asking them what they think the issues are, and what actions are required to improve this experience for carers.

The outcome of the work will be a good practice guide that can be used in every hospital across our region which sets out a carer led, evidence-based approach to the actions that should be taken to improve the experience for our unpaid carers.

[More information available](#) and you can contact mitchell.j.hogg@northumbria.ac.uk

Read more on InformationNOW about [hospital discharge](#)

Have your say on Newcastle East High Streets

A two-year programme of investment, called Newcastle East – Inclusive, Healthy, Vibrant High Streets – will focus on improving high streets on Chillingham Road, Heaton Road, Heaton Park Road, Shields Road and part of Welbeck Road. Funded by the North of Tyne Combined Authority's £6 million Town and High Street Innovation Programme, Newcastle City Council will use the pot of money to bring back empty properties into use, provide support for local traders and create greener and more attractive public spaces, as well as develop a long-term investment plan for the area.

Using an online portal, people will be able to pinpoint on a map their suggestions and comments about changes they would like to see.

Public engagement of the project will run until mid-October. People are invited to have their say at [Have Your Say Today – Newcastle High Streets – Commonplace](#).

Spotlight on

Trans youth healthcare and justice

We often hear discussions about trans young people without necessarily hearing from trans young people. Be Trans Support has launched [a new report](#) focused on the experiences of trans young people, as part of the TRANSforming Futures partnership

When it comes to accessing healthcare, trans young people find that healthcare providers lack knowledge about their needs. Many find the Gender Identity Development Service (GIDS) scary and struggle with the medicalised gender assessment process.

According to the report, trans young people are rarely able to find good mental health support, while often having to sit on long waiting lists for healthcare and support. The trans young people and their parents who took part in the work leading to the report had several ideas for how healthcare outcomes could be improved:

- Mapping out the medical transition process
- Creating welcoming, less impersonal spaces
- Introducing trans youth healthcare advocates

Other solutions to improving healthcare systems include:

- Improving access to GIDS, referrals and blockers
- Providing mental health support that isn't linked to assessment procedures
- Better education for healthcare providers

Contact Be Trans Support for advice/support if you have been impacted by the issues raised in the report. jay@be-north.org.uk

TRANSforming Futures partners include:

[Galop](#)
[Stonewall](#)

Resources

Funding opportunity for community research partnerships

There is an opportunity to apply for funding for community research networks. Find out more on the [NIHR](#) website. The lead cannot be a university, but the collaborator can be one. The lead has to be a :

- charitable trust
- registered charity
- community interest company
- cooperative society
- local authority

Deadline for applications is 21st September

[Read more on InformationNOW about NIHR](#)

Broadband Social Tariff

A new service, which will go live next week and be run by DWP, will allow internet service providers to verify – with customers' permission – whether they are in receipt of a relevant benefit and therefore eligible for extra financial support. The Government has called on all broadband providers to offer and promote [social tariffs](#) – discounted broadband and mobile deals for people on Universal Credit and other benefits. The scheme is already supported by Virgin Media, O2 who have announced that they will use the system to verify eligible customers signing up to their Essential Broadband tariff. The company will also waive early termination fees for those moving from existing tariffs. Customers on social tariffs could in some cases save over £100 a year. The new system will simplify the process of getting a social tariff by removing the need for customers to prove their entitlement to broadband providers as regularly as every month.

Briefings for professionals: Supporting residents with Universal Credit migration

Universal Credit (UC) is replacing 6 'legacy benefits'. Many people are still on those legacy benefits and are uncertain whether they have to claim UC and whether they would be better or worse off under UC.

In the next year or two – the DWP will write to people who are still on the legacy benefits – telling them they have to claim UC and their legacy benefits will stop.

BUT, in the meantime, Welfare Rights want to encourage them to find out **now**, if they would be better or worse off on Universal Credit. What are the pros and cons of claiming UC? This is even more important in the current cost of living crisis.

Welfare Rights will be sending out communications in late September, early October to residents telling them to find out and to get advice and support using their [Move to Universal Credit](#) webpage. They will also tell them about the support they can get in Newcastle if they can't manage the claim themselves. They may well come to you!

Welfare Rights has prepared information and resources to help them and you understand these issues and where to get that advice and support. **The session dates are:**

- Wed 7 Sept
- Thu 8 Sept
- Mon 12 Sept
- Wed 14 Sept

More details:

[Read more about the different training sessions and briefing available.](#) There are more detailed sessions available for advisors. Please make sure you choose the right level for you and sign up for that one.

[Book a place at a session to find out more about the Universal Credit issues](#) and the resources available.

Events & Activities

Find these [events and activities coming up](#)

Walk and Talk Group
Fridays with MHC

Silverline Memories has a new venue from September for face to face sessions

Newcastle City Council and YHN Recruitment Fair
29 September

Wellbeing for Life
Cutting costs in Difficult Times
7 September, Jesmond Library
10.30 to 12 noon

Search for **imAGE events** in October. Examples include:
Age Friendly City discussions with the Leader and Deputy Leader of the Council
October
Senior Back Yard Cricket
October
Chopwell Wood Fun days
October

New and updated organisations

Healthier Together

[Healthier Together](#) is an NHS website to find accurate and trusted NHS healthcare information across North East and North Cumbria (NENC). All the information has been checked by clinicians, to offer the best information for parents, carers, young people and health professionals.

You can find everything from pregnancy tips and information on poorly babies to 'should my child go to school today?' or emotional wellbeing for young people. They will add new topics.

You can download the Healthier Together app, search for '*healthier together*' in your usual app store

[Read more on InformationNOW about Children's health](#)

Mother Clutter

[Mother Clutter](#) is a company that helps people who hoard to declutter their homes. Services can be arranged to suit your needs, helping you to decide what you would like to rehome, recycle or keep. There is a cost for this service. You can contact Mother Clutter to find out how much it might

cost and the level of support you need.

This non judgmental service, aims to help people to create a clutter free living environment.

[Read more about When collecting clutter or hoarding can become a problem](#)

One Strawberry Lane

[One Strawberry Lane](#) is a city centre collaborative working space in Gallowgate, opposite St James's Park. It has 6 floors of workspace as well as co-working and meeting space for businesses and the Newcastle's community and voluntary sector organisations. It has a café, space for community events and activities, secure cycle storage, showers and changing rooms.

It's also home to [Home Group](#).

Contact them using the form on their website

Vita Health

[Vita Health](#) is the Talking Therapies service, commissioned by the NHS/Integrated Care Board from 1st August 2022. Sometimes known as IAPT services, they support mental wellbeing and the service is free. This replaces Newcastle Talking Helps.

Updated Articles

Pets and Animals

[Pets and Animals](#) has been updated with a section on help to look after a pet should you go into hospital or find it more difficult to take your pet out for walks or look after them.

Last updated: August 26, 2022

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NEWS InformationNOW Thank you to everyone who came along to our focus group session. Your feedback was invaluable and you were so generous with your time and insights. We're pulling all this information t...