

Barking and
Dagenham
Services
and support
for families
while in
self –
isolation



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We all need help and support sometimes, especially during these difficult times. The following pages show services that can help you with self-isolation, food and groceries, parenting, keeping safe at home, learning and activities, health, mental health, finance and employment and housing and homelessness. Each service has clickable links to their website and/or contact information.

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Stay at Home Guidelines

Stay at home

Only go outside for food, health reasons or work (but only if you cannot work from home)

If you go out, stay 2 metres (6ft) away from other people at all times

Wash your hands as soon as you get home


Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.

You should only leave the house for very limited purposes:

- 1** Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- 2** One form of exercise a day, for example a run, walk, or cycle – alone or with members of your household
- 3** Any medical need, including to donate blood, to avoid or escape risk of injury or harm including domestic violence, to provide care or to help a vulnerable person, travelling for work purposes but only where you cannot work from home



Top Parenting Tips – Triple P Parenting

- 
- 1. Reassure your children that your family is your top priority**

Say something like “I’m your parent, it’s my job to keep you safe and we are doing everything we can.”
 - 2. Take care of yourself the best you can**

Deal with your own distress by taking actions that give you a better sense of personal control. Stress management skills such as mindfulness and/or deep breathing can help reduce stress. Keep healthy and safe (good personal hygiene, exercise daily, eat well, get enough sleep, avoid using alcohol or drugs to lessen stress). Avoid behaviour that might increase your stress. For example, while it is helpful to keep informed about COVID-19, constant checking on your screens can increase stress.
 - 3. Make sure your children know you are ready to talk**

Children need to be able to talk to parents about their concerns and have their questions answered. When a child wants to talk about their feelings, stop what you are doing and listen carefully. Avoid telling your child how they should feel (“That’s silly. You shouldn’t be scared about that.”) Let children know it is OK to be worried. Talking or drawing can help children get in touch with their feelings and figure out what they are anxious about.
 - 4. Be truthful in answering children’s questions**

Find out what they know about the issue before answering. Keep answers simple. Get information from trusted sources (e.g. official government websites) rather than social media.
 - 5. Maintain everyday family routines**

Keep to usual rising times, mealtimes, and bedtimes. Every family is different. Involve children in working out any new routine (e.g. have a daily plan of activities for school-aged children who are at home).
 - 6. Have a family plan of action**

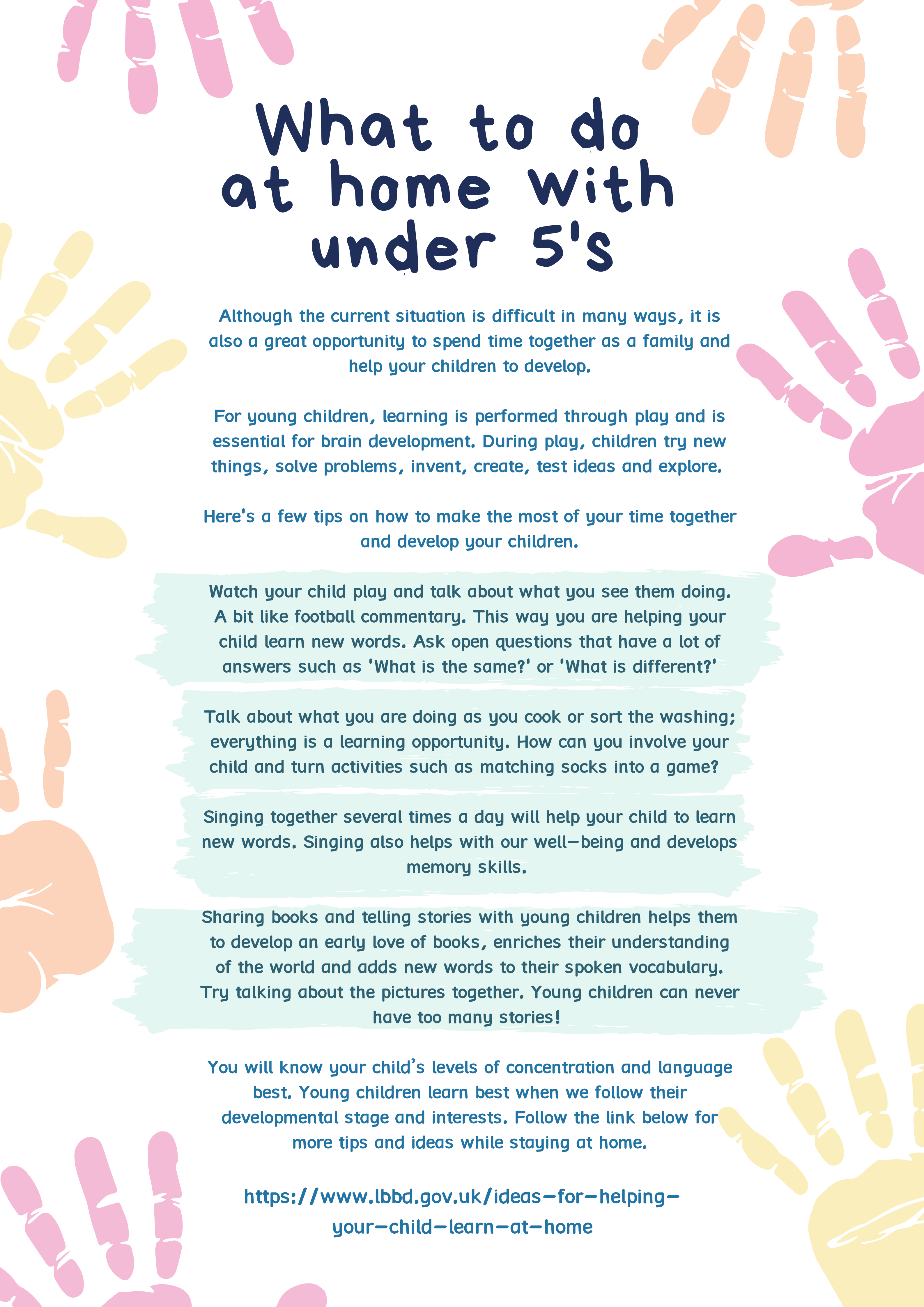
Involve children in preparing the plan. As situations can change quickly (e.g. new travel restrictions, school closures), update the plan as needed.
 - 7. Have plenty of interesting things to do at home**

Busy children are less likely to be bored and misbehave. With your child, help create a list of 20 activities that will keep them busy (not just screen time).
 - 8. Take notice of behaviour you like**

Think about the values, skills and behaviours you wish to encourage in your children at this very difficult time. There are many opportunities to teach your children important life skills (e.g. being caring, helpful, cooperative, getting on well with siblings, taking turns). Use plenty of praise and positive attention to encourage behaviour you like. Give them positive attention letting them know you are pleased by telling them what they have just done (“That’s a lovely card you have written to your grandmother. That’s so kind. She will really appreciate that.”).
 - 9. Help children learn to tolerate more uncertainty**

The COVID-19 crisis creates uncertainty for everyone. Parents need to find a way to accept uncertainty and, through your actions and words show this acceptance to your children. It’s OK to say, “I don’t know; let’s find out what we can.” Big changes to children’s lives can be hard and are often scary. They can also create opportunities for learning new skills.
 - 10. Reach out and connect with loved ones**

Make greater use of phones, online communication tools (video conferencing) and social media to keep in touch with family, friends, and neighbours. Help others in need who are going through a tough time and are more vulnerable (e.g. parents/ caregivers with disabilities, older people).



What to do at home with under 5's

Although the current situation is difficult in many ways, it is also a great opportunity to spend time together as a family and help your children to develop.

For young children, learning is performed through play and is essential for brain development. During play, children try new things, solve problems, invent, create, test ideas and explore.

Here's a few tips on how to make the most of your time together and develop your children.

Watch your child play and talk about what you see them doing. A bit like football commentary. This way you are helping your child learn new words. Ask open questions that have a lot of answers such as 'What is the same?' or 'What is different?'

Talk about what you are doing as you cook or sort the washing; everything is a learning opportunity. How can you involve your child and turn activities such as matching socks into a game?

Singing together several times a day will help your child to learn new words. Singing also helps with our well-being and develops memory skills.

Sharing books and telling stories with young children helps them to develop an early love of books, enriches their understanding of the world and adds new words to their spoken vocabulary. Try talking about the pictures together. Young children can never have too many stories!

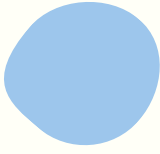

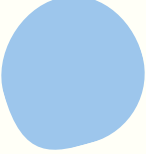
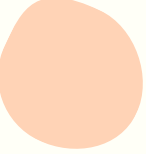
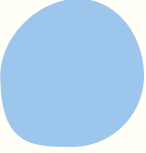
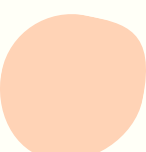

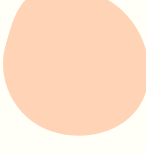
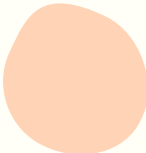

You will know your child's levels of concentration and language best. Young children learn best when we follow their developmental stage and interests. Follow the link below for more tips and ideas while staying at home.

<https://www.lbdd.gov.uk/ideas-for-helping-your-child-learn-at-home>



Daily Routine

Activities for families:

-  9:00AM Clean up & have breakfast
-  10:00AM Learning time
-  11:00AM Creative time
-  12:00PM Lunch time! :)
-  1:00PM Chore time
-  2:00PM Quiet time
-  3:00PM Learning time
-  4:00PM Afternoon fresh air
-  5:00PM TV and game time
-  6:00PM Dinner time!
-  7:00PM Relaxing time
-  8:00PM Bed time



Important Contact Numbers

Getting the right support is essential during these difficult times. This page has a list of useful numbers that you can contact. Read on for more services that may help you with a particular need.

Medical Help / Assistance

111

Emergencies

999

Covid-19 Support for Elderly and Vulnerable Residents

020 8227 2915

LBBB Council

020 8215 3000

LBBB Safeguarding Services

020 8227 3811

LBBB Healthy Lifestyles

020 8724 8018

LBBB Homes and Money Hub

020 8724 2115

Citizen's Advice Bureau

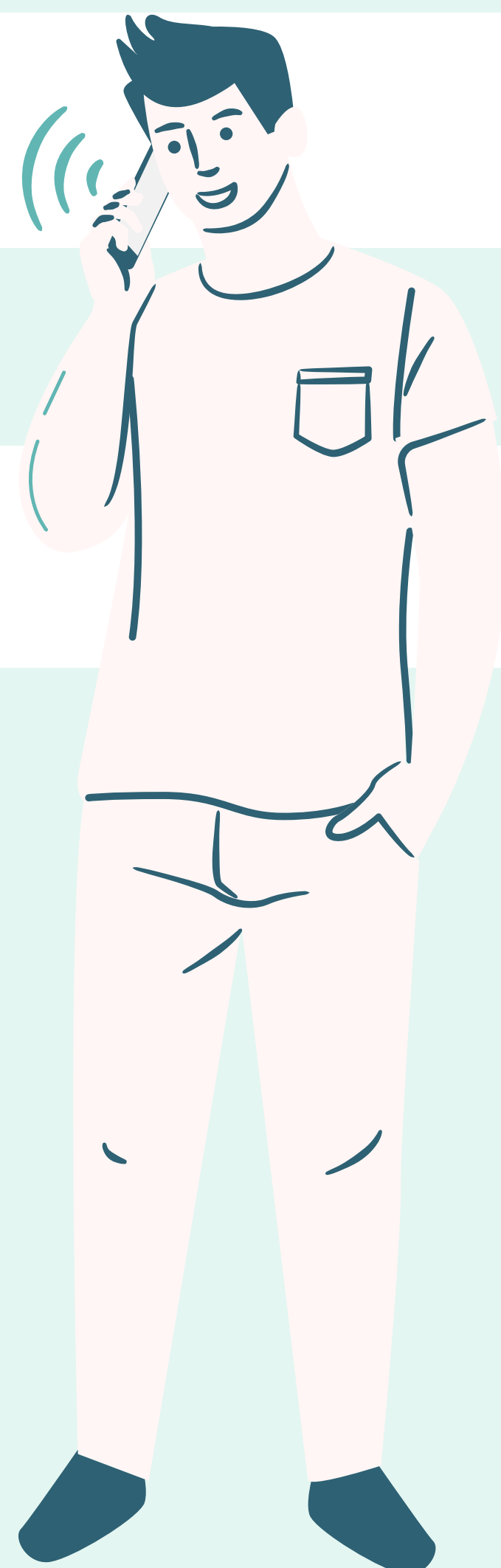
0300 330 9038

Citizen's Advice Universal Credit Helpline

0800 144 8444

Refuge Domestic Abuse Support

0300 456 0174



Services and support while in self-isolation

Community support groups and residents across the borough are coming together to support vulnerable individuals in this time of need. This page tells you more about how you can receive support if you are shielding or self-isolating and also how you can help your neighbours and the wider community.

Self Isolation Support

Volunteering for Community Response to Coronavirus

Register your details on our simple sign up form. You'll then be given an induction and have access to guidance and support from our volunteering team, enabling you to get started and helping the community as soon as possible.

<https://www.lbbd.gov.uk/volunteering>

Independent Age Reconnections

With the help of our friendly local volunteers, we provide companionship, encouragement and ideas to help over-65s rediscover old interests and make new friends.

Free for elderly people

020 7060 6565
bdh@reconnectionslocal.org

<https://www.independentage.org/reconnections>

LBBB Specialist Support for Extremely Vulnerable Residents

If you currently have social care needs, we can provide food parcels, pick up groceries and medicines, arrange for social contact over the phone or internet and any other practical tasks that can make your life easier while shielding from the virus.

Free

020 8227 2915
intaketeam@lbbd.gov.uk

<https://www.lbbd.gov.uk/specialist-support-for-extremely-vulnerable-people>

Samaritans

Whatever you're going through, a samaritan will face it with you. Open 24 hours a day, 365 days a year.

Free

116 123
jo@samaritans.org

<https://www.samaritans.org/>

BD Citizen's Alliance Network

Get in touch if you, or someone you know, needs help picking up medicine or essential shopping, a friendly phone call or something else.

Free

020 8215 3000
BDCAN@lbbd.gov.uk

<https://www.lbbd.gov.uk/let-us-know-if-you-need-help-or-support>

Silverline

Free confidential helpline providing information, friendship and advice to older people. Open 24 hours a day, every day of the year.

Free

0800 470 8090

<https://www.thesilverline.org.uk/>

Food and Groceries

Community Food Club

Community Food Clubs provide roughly £20 worth of grocery parcels each week and also provide wraparound support. This service is free during the Covid-19 situation.

Free

<https://www.lbbd.gov.uk/community-food-clubs>

Trussell Trust Foodbanks

Food banks are grassroots, community organisations aimed at supporting people who cannot afford essentials. If you cannot afford food, please contact your local food bank. Their contact details can be found using the link below.

Free

<https://www.trusselltrust.org/coronavirus-food-banks/emergency-support/>

Eman Hot Food

If you are aged 60+, shielding or isolating and in need of hot food, Eman channel provide 1 free hot meal per day. Please register online via the link below.

Free

<https://www.emanchannel.tv/hotfood/>

Services and support while in Self-isolation

Regardless of their age, this may be a difficult time for children and young people including parents and carers. It is important to listen to and understand each other but also seek support if you need it. This page gives you information on what support you can get for your family and staying safe whilst at home.

Parenting and Family Support

Action for Children Dots

Action for Children's under-fives team provide parenting advice and one-on-one chat support for parents. They also signpost you to local services, useful parenting apps and websites.

Free

<https://dots.actionforchildren.org.uk/>

Childline

You can contact Childline about anything. Whatever your worry, Childline can support you and help you find ways to cope. For children and teenagers.

Free

0800 1111
9.00am - Midnight

<https://www.childline.org.uk/>

LBBB Early Help Support

Early help service for residents who are experiencing family problems, want help with parenting or require speech and language support for their children.

Free

020 8227 5600
9.00am - 4.45pm
targetedreferrals@lbbd.gov.uk

<https://www.lbbd.gov.uk/early-help-and-support-for-families>

Triple P Parenting Programme

This free online programme is part of the acclaimed Triple P— Positive Parenting Programme, which is proven to encourage positive child behaviour and improve parents' mental health. Free for the first 500 LBBB parents that register (with children up to 16 years old).

Free

<http://www.triplep-parenting.net/lbbd>

Keeping Safe at Home

Women's Aid Support

Safety advice and support for victims of domestic abuse and survivors including a survivors' forum, live chat and email.

Free

helpline@womensaid.org.uk

<https://www.womensaid.org.uk/covid-19-coronavirus-safety-advice-for-survivors/>

National Domestic Abuse Helpline

The Helpline is still operating in the wake of the Covid-19 pandemic. Whilst the advice is to stay at home, anyone who is at risk or is experiencing domestic abuse is still able to leave and seek refuge. Refuges remain open and police will be supporting the helpline as usual.

Free

0808 2000 247

<https://www.nationaldahelpline.org.uk>

Refuge

Refuge work alongside Barking and Dagenham council to offer support for those affected by domestic, sexual and gender based violence.

Free

0300 456 0174
bdadvocacy@refuge.org.uk

<https://www.refuge.org.uk/get-help-now/recognising-abuse/>

Services and support while in Self-isolation

With children not at school and many in self-isolation, it's important to keep in touch with the outside world and keep yourself busy. There are lots of ideas on how to keep yourself and the family entertained with learning and activities to keep everyone engaged.

Learning and Activities

LBBB Adult College Online Courses

Enrolment and free adult learning courses available online.

Free

020 8270 4722
helpdesk@adultcollege.bardaglea.org.uk

<http://newsiteadultcollege.lbbd.gov.uk/>

LBBB Online Library Resources

You don't need to visit the library to find quality information, books and magazines to read. The library service subscribes to a number of online services, bringing reliable information to you such as free e-books, audiobooks, language courses, learning resources and much more.

Free

<https://www.lbbd.gov.uk/online-resources>

LBBB Home Library Service

We can deliver collections of books, audio books or music to anyone who is home-restricted because of age or disability.

Free

020 8724 8532
specialistservices@lbbd.gov.uk

<https://www.lbbd.gov.uk/home-library-service>

Khan Academy Online Learning

Khan Academy is a free resource for students, teachers, and parents and offer free lessons in math, science and humanities from nursery through to the early years of college. Students can use their exercises, quizzes, and instructional videos to learn and master skills.

Free

<https://www.khanacademy.org/about/blog/post/611770255064350720/remo-te-learning-with-khan-academy-during-school>

Audible Stories

For as long as schools are closed, kids everywhere can instantly stream an incredible collection of stories, including titles across six different languages, that will help them continue dreaming, learning, and just being kids. All stories are free to stream on your desktop, laptop, phone or tablet.

Free

<https://stories.audible.com/start-listen>

Open University Free Courses

Offer free online courses covering a wide range of topics at introductory to advanced levels.

Free

<https://www.open.edu/openlearn/free-courses/full-catalogue>

ESOL – Headway Student's Site

Beginner to advanced resources including grammar, vocabulary, everyday English and tests.

Free

<https://elt.oup.com/student/headway/?cc=gb&selLanguage=en>

Every One Every Day Online Portal

Every One Every Day has a new online home for now, where residents are hosting live sessions and writing blog posts of the creative things they are doing in their homes.

Free

<https://members.weareeveryone.org/feed>

Scouts – The Great Indoors

A collection of great indoor activity ideas to keep your kids learning new skills and having fun (and avoid hearing 'I'm bored' every 30 seconds) all in #TheGreatIndoors.

Free

<https://www.scouts.org.uk/the-great-indoors>

ESOL – British Council

Online course with a free English test to help find your current level. Listening, reading materials, grammar and vocabulary resources are also free to access.

Free

<https://learnenglish.britishcouncil.org/>

The Body Coach – Joe Wicks

Free PE workout videos for children (and adults) to do at home.

Free

https://www.youtube.com/user/thebodycoach1/videos?disable_polymer=1

Services and support while in Self-isolation

With many people working from home, children not at school and many in self-isolation, it's important to look after your mind just as much as you look after your body. Some people may struggle with being on their own for periods of time or being at home with family, here are some services that can help.

Health

NHS Coronavirus Guide

NHS Information, advice and guidance on Coronavirus for everyone.

Free

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Medical Help from Home

NHS GPs allow you to have telephone and video health consultations for everyday non-urgent medical needs. Please contact your local GP for more information.

Free

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

LBBB Healthy Lifestyles

Telephone and online support for a range of health needs: smoking cessation, weight management, exercise on referral, social prescribing and ageing well services.

Free

020 8724 8018
healthy.lifestyles@lbbd.gov.uk

<https://www.lbbd.gov.uk/newme-healthy-lifestyle>

NHS Fitness Studio

Take your pick from 24 free instructor-led videos for aerobics exercise, strength and resistance, and pilates and yoga. These workouts have been created by fitness experts 'InstructorLive' and range from 10 to 45 minutes.

Free

<https://www.nhs.uk/Conditions/nhs-fitness-studio/>

Mental Health

NHS Every Mind Matters

Find NHS guidance, advice and tips on how to maintain your mental wellbeing during the Coronavirus outbreak or if you need to stay at home.

Free

<https://www.nhs.uk/oneyou/every-mind-matters/>

Talking Therapies

Provide treatments and services for those feeling distressed by difficult events in their lives or concerned about their mental health. Services are confidential, easy to access and available to borough residents.

Free

0300 300 1554 (Option 3)
bdtalkingtherapies@nhs.net

<https://www.talkingtherapies.nelft.nhs.uk/barking-and-dagenham>

B&D Adult Access and Assessment Team

BDAAT is the assessment service for adults aged 18 to 65 that need to access community mental health services in Barking and Dagenham.

Free

0300 300 1570 (Option 3)
BDAA.Team@nhs.net

<https://www.nelft.nhs.uk/services-barking-access-assessment-team/>

Mind Coronavirus Guide

Free mental health and wellbeing advice for people affected by Coronavirus.

Free

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

The Mix Mental Health

Provide free confidential support for young people under 25 and everything you need to know about mental health, from anxiety and depression to self care and counselling.

Free

0808 808 4994

<https://www.themix.org.uk/mental-health>

Anxiety UK

Access information, resources and support to help you deal with your anxiety during these difficult times.

Free

0344 477 5774

<https://www.anxietyuk.org.uk/coronavirus-support-resources/>

Services and support while in Self-isolation

We understand that many of you will be worried about the impact Coronavirus will have on your household - and many will already be feeling its effects. There will be concerns about your benefits, when you are able to return to work and your finances. There are many services available to provide advice on money and housing to support you.

Finance and Employment

GOV Guidance for Employees and Businesses

Guidance on your rights and eligibility to benefits if you are in employment or self-employed.

Free

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees>

Citizen's Advice Bureau Benefits Advice

Advice and guidance on benefits that you are entitled to, if you have been affected by Covid-19.

Free

<https://www.citizensadvice.org.uk/benefits/coronavirus-check-what-benefits-you-can-get/>

LBBB Homes and Money Hub

Support for LBBB residents who are in serious financial difficulty or affected by Universal Credit.

Free

020 8724 2115
homesandmoneyhub@lbbd.gov.uk

<https://www.lbbd.gov.uk/money-and-debt>

Quaker Social Action Made of Money Guide

Provide helpful financial information for those affected by the virus and a list of useful services for benefits advice, debt, working parents, cash, scams and loan sharks.

Free

020 8983 5043
madeofmoney@qsa.org.uk

<https://quakersocialaction.org.uk/we-can-help/your-money-and-finances/made-money/coronavirus-financial-information-and-advice>

Job Shop

The Job Shop buildings are closed, but our employment services (including construction employment) will continue to operate digitally both online and by phone.

Barking: 020 8724 8877
Dagenham: 020 8227 28099

Barkingjobshop@lbbd.gov.uk
Dagenhamjobshop@lbbd.gov.uk
Construction@lbbd.gov.uk

<https://www.lbbd.gov.uk/early-help-and-support-for-families>

Gas and Electric Support

If you have a prepay meter and are self-isolating, some companies can send out at least two weeks worth of gas/electricity in one go. Or if you have a smart meter they can also top up for you if you are facing financial hardship.

Contact your energy supplier for more information.

Housing and Homelessness

Citizen's Advice Bureau Housing Advice

Advice and guidance if you're struggling to pay for your council or housing association rent.

Free

<https://www.citizensadvice.org.uk/housing/social-housing/during-your-tenancy/you-cant-afford-the-rent-for-your-council-home/>

LBBB Housing and Homelessness Advice

If you have an urgent housing or homelessness enquiry please email the address provided below. If you have an existing case, please include your reference number, full name and a contact telephone number.

Free

housingadvice@lbbd.gov.uk

<https://www.lbbd.gov.uk/housing-advice-and-homelessness-prevention>

Shelter Coronavirus Advice

Provide housing advice and guidance to those affected by Coronavirus. This covers information on evictions, rent, benefits, moving home, mortgage and landlords.


Free

housingadvice@lbbd.gov.uk

<https://www.lbbd.gov.uk/housing-advice-and-homelessness-prevention>

Balancing screen time

internet
matters.org



5 top tips to support children and young people

1

Lead by example

Just like anything, **children copy their parents' actions and behaviour.** If you set boundaries for your own screen, it will be easier for your kids to do the same.

2

Set boundaries WITH your kids

Get them involved in the process of setting age appropriate limits on how long they can spend online, at what times and on which platforms. Set up screen-free times or rooms where screens are out of sight and therefore more likely to be out of mind. Review these as they get older and give them the space to take greater responsibility for their screen use.



3

Ensure a healthy mix of screen activity

Make sure they have a good balance of **screen activities** that encourage creativity, learning & education, connecting with family & friends, as well as using devices for passively engaging with content.



4

Avoid using screen time as a reward

This will elevate the status of screen time above other activities and like using food as a reward **may encourage children to simply want more.**



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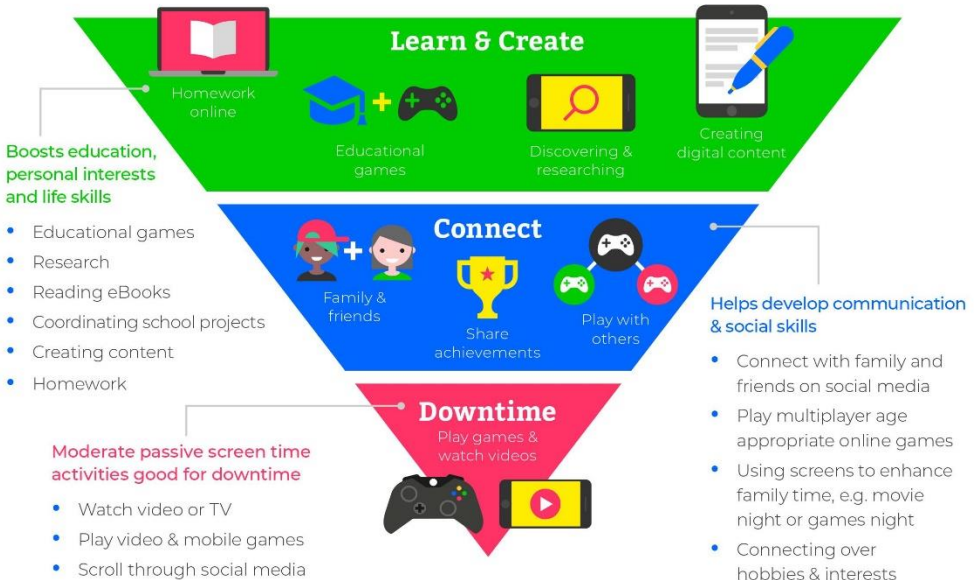
Physical activity & sleep are really important

Make sure screens are not displacing these things by keeping screens out of bedrooms at bed time and that you are creating opportunities for your children to be active each day.



Creating a balanced digital diet

Like a healthy meal, a healthy digital diet can help children **to develop good online habits**. Use our **digital diet tips** to help children prioritise screen time activities in a balanced way.



Visit internetmatters.org/screentime for more advice

InternetMatters

internetmatters

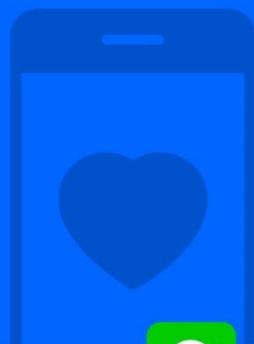
@im_org

**internet
matters.org**

4 steps to manage children's digital wellbeing

internet
matters.org

Get advice to help children develop critical thinking, self control and coping strategies to deal with online risks.



Step 1 Understanding the online risks

Help children get to grips with the types of risks they might be exposed to based on the website, apps and devices they use. For example if they're on social media having a conversation about issues around managing relationship online, cyberbullying and sexting will help them to know what to look out for and take appropriate action.

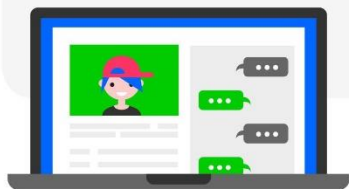
Step 2 Knowing where to go for help

Equip your child with the knowledge of where to get support. Whether it's a helpline like Childline, reporting tools on apps or a supportive network of friends and family, it's important they know that if they can't talk to you about something there are a number of places that can support them.



Step 3 Learning from experiences

Encourage children to explore the digital world in an age-appropriate way, so they can learn to manage challenges and develop good judgement. It is not possible to teach them self-control, risk management or how to take advantage of online opportunities if they are not given the chance to practice online.



Step 4 Recovering from experiences with the right support

Even with the best intentions there may be times that children are affected by something they experience online. To support them assess the situation and find ways to deal with it together. Depending on the situation seek advice from specialist organisations or your GP to give them the best chance to recover and regain their confidence.



Digital Resilience

USEFUL WEBSITES FOR PARENTS
AND CARERS

GENERAL DIGITAL RESILIENCE

NSPCC

www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety/

Includes useful tools and tips to help you keep track of your child's online usage, as well as information on how to talk to your child about the online space.

PARENTZONE

www.parentzone.org.uk/parents

Includes guides to the pros and cons of a range of online platforms, as well as contact details to receive free advice and access to the Parenting in the Digital Age course.

THINKUKNOW

www.thinkuknow.co.uk/parents/get-advice/young-people-online

Includes videos on a range of online harms, as well as tips on discussing how to stay safe online. Also includes links to CEOP reporting function.

INEQE SAFEGUARDING GROUP

www.ineqe.com/learn/safeguardinghub

Includes videos and factsheets on current online trends and risks. More videos can also be found on the organisation's YouTube channel.

VODAFONE DIGITAL PARENTING

<https://www.vodafone.co.uk/mobile/digital-parenting>

Includes articles on a range of online topics, safety and wellbeing, as well as technical tips and tricks. Also includes a link to the Vodafone Digital Parenting magazine.

BUILDING RESILIENCE AGAINST EXTREMISM

EDUCATE AGAINST HATE

www.educateagainsthate.com/parents

Includes information about warning signs of radicalisation, online extremism and how to talk to your child about extremism. Also offers links to other online safety resources.

NSPCC TALKING TO CHILDREN ABOUT TERRORISM

www.nspcc.org.uk/what-we-do/news-opinion/supporting-children-worried-about-terrorism/

Specific guidance on how to have open discussions with your child about terrorist attacks, with accompanying videos. Also includes advice on how to report suspicious activity online.

REPORTING MATERIAL PROMOTING TERRORISM OR EXTREMISM

www.gov.uk/report-terrorism

Through this site, you can anonymously report content which promotes violence or terrorism, as well as material posted by terrorist or extremist organisations.

