

## Updates from existing Services

### **Alzheimer's Society**

Are continuing to provide support, advice and information to people affected by dementia during this time. We have suspended our home/face to face visits and groups but are still very much providing support via the telephone and other electronic means.

Our Norfolk helpline number is 01603 763556.

The line is staffed by experienced Dementia Support Workers Monday to Friday 9am to 5pm. Dementia Support Workers offer information and practical guidance to help people understand the condition, cope with day-to-day challenges and prepare for the future.

This number is there for any one affected by dementia and can be used by professionals to make referrals on someone's behalf.

If anyone would like support outside the hours detailed above:

Alzheimer's Society National Helpline is on 0300 222 1122 and available 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.

Talking Point is an online forum for everyone who is affected by dementia, open 24 hours a day. <https://www.alzheimers.org.uk/get-support/talking-point-our-online-community>

### **ASD Helping Hands**

We might not be able to leave the house but that's not going to stop us doing what we love and supporting you.

Even though we aren't holding any of our Face to Face sessions at the moment that's not going to stop us supporting you. With the power of technology, we are coming to you with Two Brand New Services!!!

### **Virtual Support Group**

Join us on Saturday Mornings between 10:00 - 11:00 on Facebook for a Virtual Support Group.

Grab a Coffee, get comfortable and let's chat about the week, get advice and just unload.

The best bit is you don't even need to get dressed!!!

### **Live Chat**

From 9am to 9pm (Monday to Saturday) we will be on hand through our live chat on our [website](#), for one to one chats if you are looking for advice or just need to let off some steam with someone who just gets it.

*This is separate from our family support. Launching Tuesday 24/03/2020*

### **Baby Basic West Norfolk**

Baby Basics West Norfolk support for referrals is continuing as normal, with only one of at any one time preparing the baskets and we will not let you down so please do keep your referrals coming in and we will work in the same way to support you all and ensure no mums in need go without.

In view of the Covid 19 Coronavirus although our drop-off points are still open, we are currently unable to accept **any** second-hand items of donations which will include any clothing or bedding. We are following Government health guidelines and asking that donations be kept until restrictions are lifted when we will be more than grateful for the support. We will accept brand new donations of clothing and nappies, wipes, toiletries, maternity pads and breast pads.

During these unprecedented times, if you know of any mum in need of nappies (of any size) or baby wipes and cannot access them, please do contact us and we will pack a bag

and leave them in the back of St Nicholas church at Dersingham for the professional to collect (with a name on). This will be of course whilst we have the stock.

If we can help you or your clients in any way, please let us know.

### **British Red Cross Mobility Aids**

have had to revise the opening hours of our Mobility Aids Service across our three outlets in Norfolk. This change to our service operational hours has been made due to current guidelines and restrictions which has affected our staff and volunteer availability.

**Norfolk Coastal Centre Gorleston** - We will now be open three days a week – Monday, Wednesday and Friday from 10:00am to 4:00pm – we will continue to offer a delivery service on these days too.

01493 663626

**Norwich** – Open three days a week from 10:30 to 4:00pm. Offering a delivery service on Tuesday and Thursday 01603 253403

**Kings Lynn** – Open three days a week - Monday, Wednesday and Friday from 10:00am to 4:00pm

01553 766969

Or call 0300456 1914 Option 3

We will continue to review the situation and update you with any future changes.

### **Children and Young People's Health Services**

We thought it may be useful to let you know what the HCP are providing at present due to the pandemic and government guidelines. We are following the NHS essential services guidelines. Please click on this link for a summary of our current service

[https://www.justonenorfolk.nhs.uk/our-services/our-essential-services?emb\\_track=UUI4dkh1UINMUEk3WURyT0UyQjVqQT09](https://www.justonenorfolk.nhs.uk/our-services/our-essential-services?emb_track=UUI4dkh1UINMUEk3WURyT0UyQjVqQT09)

### **CHAT HEALTH**

This is our text messaging service for aged 11- 19 years old.

It is run by our 5-19 team in the Norfolk Healthy Child Programme. From 9am to 5pm Monday to Friday ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.

All young people need to do is text **07480 635060** to start a conversation

[Just One Number](#) 0300 300 0123 is still available for families

This is our phone service that is available from Monday – Friday 8am to 6pm (9am to 1pm on Saturdays). The Just One Number team can help you by providing health advice and information about your baby, child or young person. Just call 0300 300 0123 with any health questions or concerns you may have. If your child is unwell please call your GP, 111 or 999.

### **Coordinated Crisis Support Programme**

Here's a brief update on the Coordinated Crisis Support programme in Norfolk:

*The CCS team are seeking to support local partners to respond to CV-19 over the coming weeks. If any VCS organisations supporting those in financial crisis are struggling to deliver or changing their offer in response to the pandemic, we are keen to engage with a view to supporting with resource wherever we can.*

Please do encourage people to contact Julia with any queries or ideas.

Julia David CCS Programmer Officer

[Julia.David@childrenssociety.org.uk](mailto:Julia.David@childrenssociety.org.uk) [ccs@childrenssociety.org.uk](mailto:ccs@childrenssociety.org.uk) 07710396073

## **Early Childhood & Family Service (ECFS)**

In response to the Government's advice about [social distancing](#), we are reviewing the way we are delivering our services in a coordinated way with other providers. Currently we are planning to offer support and advice to families with by telephone, Skype, and other digital methods. For families in needs, we will continue to provide 1:1 support where our risk assessments indicate it is safe to do so.

Unfortunately, we are not able to provide our open access and targeted group services in the ECFS bases and outreach venues during this period, but we are looking at alternate ways of providing information digitally including video clips. At present, the ECFS bases will remain open but with minimal numbers of staff.

We would really value working together with you during this period to co-ordinate our response to supporting families. Please feel welcome to contact us with your suggestions about the best way that we can keep in touch with you and co-ordinate support to families. To safely minimize the number of contacts families are having with professionals, whilst ensuring that they receive a good level of support, it would be helpful if we could co-ordinate our resources around home visiting.

If families need support or if they are in financial hardship due to Coronavirus, please refer them to ECFS as normal or ask the family to visit our [website](#) and use the 'Green Button' to contact us, or email [ecfs-families@actionforchildren.org.uk](mailto:ecfs-families@actionforchildren.org.uk), or ring 0344 800 8020 to speak to one of our team.

## **GamCare**

– support for people affected by gambling-related harm – [www.gamcare.org.uk](http://www.gamcare.org.uk)

In light of recent developments, we understand that many of our partner agencies and service users will be worried and concerned about COVID-19 (Coronavirus). We appreciate that these are unusual times and, for some people, coping with the stress of this situation and self-isolation may increase urges to gamble. Please be assured that our services are still OPEN, and we continue to offer both telephone support and online services.

**The National Gambling Helpline is open 24 hours every day on Freephone 0808 80 20 133**, and all new assessments for clients across our network will be held over the phone. Our face-to-face Outreach Work is currently suspended, but we can offer free, live, online 1 to 1.5-hour awareness-raising sessions via Zoom, so individual staff can log on from wherever they are, using a laptop, tablet or mobile phone. For more information, contact Polly Johnson on 07397 224948 or [polly.johnson@gamcare.org.uk](mailto:polly.johnson@gamcare.org.uk)

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## **Hanseatic Union**

Esol sessions continuing on Skype contact Hanseatic Union on skype or fb message Hansos Unija for more info. Kids club cancelled but skype sessions available in holidays - email [julie.hanseatic@gmail.com](mailto:julie.hanseatic@gmail.com). All support work continuing via email/skype/phone - hansos unija on facebook

## **LILY**

Lily Directory - COVID-19

We have created a series of pages on the Lily online directory to help people (public and professionals) through this period. We have been very busy pulling together a wide range of information, ideas and resources that people may find useful.

Our 'normal' directory contains over 3,000 listings about events, activities and local services. It was unrealistic to change all of these to reflect the current situation so as a result, most of these are inaccurate. To compensate we have created a number of new

pages - these can now be found by clicking on the new banner on the home page. These include:

Service updates  
Staying active  
Food, nutrition and diet  
Activities to do at home  
Children and family activities  
Useful websites and apps  
Volunteering  
Finances  
How to - useful links  
Local delivery services  
Scams  
Staying safe

We are adding more and updating them 5 days a week. We are also sharing a lot of info via our Facebook and Twitter pages. The website is print friendly and can be emailed easily using the shortlist option.

If you have any other information to add to the website please email [asklily@west-Norfolk.gov.uk](mailto:asklily@west-Norfolk.gov.uk). There is so much emerging, it is a challenge to keep on top of it.

We are particularly keen to know about new community groups which are helping people during this time.

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### **Mpower**

I am currently working remotely from home on a flexi basis due to my children being at home. I am happy to take on new service users that are experiencing anxieties surrounding covid-19 especially if this is affecting their child contact.

Jasmine Watts Practitioner 07890 587046 Ormiston Families

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### **Musical Keys**

Following updated official advice, we have now suspended all of our public sessions. For the time being some sessions are still being run for clients, but the host institutions are keeping their positions under constant review. If you attend - or are responsible for someone who attends - one of those sessions, please contact the setting if you have any concerns. You can also see our latest information on our [website here](#).

If you are concerned, or have an urgent enquiry, please contact me on 07449 706215.

Ed Maxfield Chief Executive

Musical Keys *Specialists in disability and creativity*

Martineau Memorial Hall, 21 Colegate, Norwich NR3 1BN

Tel 01603 766690

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### **Pandora Domestic Abuse Services**

Pandora are all now working from home and will be offering support via phone, WhatsApp and Skype where appropriate. All our group programmes have stopped.

The Women's Centre is closed until further notice, but people can get in touch through our website [www.pandoraproject.org.uk](http://www.pandoraproject.org.uk) and social media.

### **Police - Operational Partnership Team West Norfolk**

Please can you keep us informed of any community tensions or arising issues that are likely to affect the wider community that you are experiencing or noticing as a result of the

Corona Pandemic, or any info from within your organisations that you feel we may find useful.

This will help us to react swiftly before any issues have bigger consequences.

There will be daily email to keep us up-to date with Policing issues, Please reply to the OPT mailbox: [kingslynnopt@norfolk.pnn.police.uk](mailto:kingslynnopt@norfolk.pnn.police.uk)

There is no need to respond if you don't have anything to report

We will of course share any relevant info we have with your organisations too.

Your assistance with this is appreciated.

If there are any organisations that have been left off the list, please feel free to forward the email on and let us know so we can add them to the distribution list.

### **Princes Trust**

As the government has made the decision to close Schools and local services, except for those considered 'key workers', we wanted to say The Prince's Trust is opening its educational resources for all youth services that provide educational support to YP across Norfolk and Suffolk. The Prince's Trust offers a fully accredited Personal Development and Employability programme to 11-19-year olds, at levels Entry 3 to level 2.

We know the next few weeks or months may bring challenges within Schools to help engage YP with flexible education alternatives, so please feel free to access our resources for free.

**If your School, or youth service, has students looking to engage in our provision, we would just require a profile form to be completed and returned to us digitally.**

Please contact [achieve@princes-trust.org.uk](mailto:achieve@princes-trust.org.uk) No School or learner is expected to complete the formal qualification, however this could be an option retrospectively if you were interested. Ultimately, we just want to provide some structure and support to Schools that may be looking for something positive to do during these difficult times.

If you are remaining open and looking for educational resources for your students, please feel free to contact me directly [peter.hennessey@princes-trust.org.uk](mailto:peter.hennessey@princes-trust.org.uk) and we will aim to provide you with access within 1 working day.

Following some feedback, we have now created some easy-to-follow WORD documents which can be emailed to learners for completing whilst at home or in school. This work can be completed online or printed off and completed by hand. Once completed, it can be emailed back to the teacher or The Prince's Trust for review.

We have so far adapted 4 modules into this format:

- Interpersonal Skills
- Managing Money
- Personal Project
- Planning for Personal Development

NOTE: If a student completes any 2 of these units, they could be submitted for an accredited Level 1 Award from The Prince's Trust.

We will continue to convert more modules, but these seemed most appropriate whilst in isolation. We would encourage teachers and learners to use the internet and books to complete the work in.

Let me know if you would like to start sending these to your learners and I will forward the modules to you.

### **SSAFA Norfolk**

SSAFA Norfolk Office: We have decided that from today [24<sup>th</sup> May] onwards and until further notice, the office will not be manned on a regular basis. The office answerphone message will ask callers to email the office or leave a short message. We have also

included contact details for Veterans Gateway and Forcesline. The office answerphone and email will be monitored regularly, and the post checked at least weekly.

### **Thurlow House**

CFYP at Thurlow House have suspended face to face contact with services user until further notice. Obviously will give updates as and when things change. We will still be running a duty service to give telephone support for critical cases on the Thurlow House number.

### **Wonder+ Project**

St Giles Trust have put their Business Continuity Plan into place. We remain open and are still accepting referrals into the Wonder+ project for those that meet the eligibility criteria (Women offenders and those at risk of offending in Norfolk). As with all services, we have had to make changes to the way we support clients due to the evolving guidance from the Government around Covid-19.

A key part of our overall approach is the 1:1 support we provide our clients, and this is an integral way in which we work. However, we are now being advised to work from home where possible and avoid social contact. Therefore, in order to protect the health of both our staff and clients, there will be NO face to face client interventions; instead we will be offering phone support and video calls to clients who have the technology to accept these types of calls.

Please do not hesitate to contact us should you have any questions regarding our service, you can email [Wonderplus@sgt.cjsm.net](mailto:Wonderplus@sgt.cjsm.net) or call our office on 01603 3228881 Monday to Friday between 10am and 4.30pm.

### **New Community Groups**

**New Groups are being encouraged to register with the BCKLWN LILY directory for more information please go to the Lily website**

<http://search3.openobjects.com/kb5/westnorfolk/cd/home.page>

LILY are adding more and updating them 5 days a week. They are also sharing a lot of info via Facebook and Twitter pages. The website is print friendly and can be emailed easily using the shortlist option.

If you have any other information to add to the website please email [asklily@west-norfolk.gov.uk](mailto:asklily@west-norfolk.gov.uk).

They are particularly keen to know about new community groups which are helping people during this time.

### **Angels of Kings Lynn**

'One individual post per business would be great so we can all find them easily. We have set this group up to give local information to those who live in around King's Lynn, and how the local community can support and look out for each if anyone has Corona Virus or are in quarantine. Our first aim is to compile a directory of local business who will deliver goods to house hold this could be local butchers, green grocers, bakery's, chemists, Gin makers, restaurant owners etc. If you are able to do this, please post with a link to your page and telephone number and what radius you are willing to deliver so it can be passed on those who are not on social media. Supplies Group- To help volunteer making hampers for those desperately in need! Especially the elderly and vulnerable! If anyone would like to donate or help volunteer with delivery's etc please let us know! We will post drop off points for donations of food, toilet rolls, nappies and other essentials! TIA This SUB-group headed by Tash Wilson & Jackie McIntyre Haverson please tag their name with your posts so that they see them.'

<https://www.facebook.com/groups/522099232047756/>

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**Norfolk Coronavirus Support Group has been set up by Community Action Norfolk:**

'This group has been created especially for people who live in the Norfolk area. The main aim of this group is to support those in isolation. If you are in isolation and need any kind of help or support this is the place to reach out and ask your community. We must all work together to pull through this. I need some admins to help me moderate the group, please reach out. Thanks'

[https://www.facebook.com/groups/221461955714083/?ref=pages\\_groups\\_card&source\\_id=318098768401280](https://www.facebook.com/groups/221461955714083/?ref=pages_groups_card&source_id=318098768401280)

**St Faith's Church Gaywood**

St Faith's Church are working with local supermarkets to create "Essentials Bundles" to support the people of Gaywood;- to deliver to people who are struggling because they can't get to the shops and who do not have the support they need for whatever reason.

We want to get the word out there that this is happening so if you can help with that at all it would be greatly appreciated.

We are always on the lookout for any donations of food or hygiene items and if there is anyone out there who would like to join in with the deliveries, we would love to hear from them.

The Reverend Canon Julie Boyd

**Rector for St Faith's Church, Gaywood**

The Rectory, Gayton Road, Gaywood, King's Lynn, PE30 4DZ

[boydjuliem@aol.com](mailto:boydjuliem@aol.com)

(01553) 770952

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**Useful information and contacts**

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**Advice and Guidance for separated parents**

Cafcass has put together the following guidance to support children and families as the situation surrounding COVID-19 develops. We will do everything we can to help you and make sure that our service continues to run as effectively as possible. This information will be regularly updated. If the information below does not answer your questions, please get in contact with us [here](#).

<https://www.cafcass.gov.uk/grown-ups/parents-and-carers/covid-19-guidance-for-children-and-families/>

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**Norfolk County Council News**

A comprehensive support package for those residents classed as vulnerable during the Covid-19 Pandemic is being launched by councils across Norfolk.

On Sunday, the Government announced it would be stepping in to directly support about 1.4 million people identified as vulnerable across the country.

But public services in Norfolk are aware the list will not identify everyone in their communities who need support. Today NCC will start to send a letter to every house in the county, asking people to contact us if they are vulnerable or need our support either now or in the coming weeks

A Hardship Fund has been provided by the Government, with measures to help individuals. Anyone who needs help, should visit their local council website and follow the

advice given. Businesses in need of support should visit the New Anglia Local Enterprise Partnership website.

People are being asked not to visit council offices during this time. They will be able to access information and ask for assistance either online or by phone.

Those who want to volunteer are asked to go through the Voluntary Norfolk website, [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

businesses who can offer support should email [covidbusinessresponse@voluntarynorfolk.org.uk](mailto:covidbusinessresponse@voluntarynorfolk.org.uk).

People are asked to keep checking their local council and Norfolk County Council's website and social media channels for updates on how to access help and support. People can donate to the Covid-19 Community Response Fund via the [Norfolk Community Foundation website](#) or by post to: Covid-19 Response, Norfolk, Community Foundation, St James Mill, Whitefriars, Norwich, NR31TN. Cheques should be made out to Norfolk Community Foundation.

### **District Councils**

Looking for information in the district you work/live in, in relation to Coronavirus? Don't forget your district council website, which includes lots of resources.

Norwich city council <https://www.norwich.gov.uk/coronavirus>

North Norfolk district council <https://www.north-norfolk.gov.uk/tasks/projects/coronavirus/>

Great Yarmouth Council <https://www.great-yarmouth.gov.uk/coronavirus>

South Norfolk Council <https://www.south-norfolk.gov.uk/residents/communities/coronavirus>

Breckland District Council <https://www.breckland.gov.uk/service-updates>

Broadland District Council <https://www.broadland.gov.uk/coronavirus>

West Norfolk and King's Lynn District Council <https://www.west-norfolk.gov.uk/coronavirus>

### **Support for Businesses**

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The Chancellor has set out a package of temporary, timely and targeted measures to support public services, people and businesses through this period of disruption caused by COVID-19.

This includes a package of measures to support businesses including:

- a Coronavirus Job Retention Scheme
- deferring VAT and Income Tax payments
- a Statutory Sick Pay relief package for SMEs



- a 12-month business rates holiday for all retail, hospitality, leisure and nursery businesses in England
- small business grant funding of £10,000 for all business in receipt of small business rate relief or rural rate relief
- grant funding of £25,000 for retail, hospitality and leisure businesses with property with a rateable value between £15,000 and £51,000
- the Coronavirus Business Interruption Loan Scheme offering loans of up to £5 million for SMEs through the British Business Bank
- a new lending facility from the Bank of England to help support liquidity among larger firms, helping them bridge coronavirus disruption to their cash flows through loans
- the HMRC Time To Pay Scheme

### **Trading Standards**

Trading Standards has received details of Coronavirus (COVID19) related community scams. We will continue to issue alerts through our email service and social media channels of any scams or information we receive so this can be shared within communities.

To see our recent alerts and subscribe to our emails visit [www.norfolk.gov.uk/scams](http://www.norfolk.gov.uk/scams)

To find us on Facebook visit [www.facebook.com/norfolktradingstandards](http://www.facebook.com/norfolktradingstandards)

To like us on Twitter visit [twitter.com/NorfolkCCTS](https://twitter.com/NorfolkCCTS)

You can report scams you receive to us, via our partners, the Citizens Advice consumer helpline on freephone **0808 223 1133** or through their [online reporting form](#)

We are also recommending that everyone completes the quick and simple **Friends Against Scams** online training. This allows everyone to better understand and spot scams and recognise when people are being scammed in our communities.

You can find out more and access the training at [www.norfolk.gov.uk/friendsagainstscams](http://www.norfolk.gov.uk/friendsagainstscams) and become more scam aware.

Keep Well

Keith

*'I have nothing to offer you but blood, tears toil and sweat' - Winston Churchill*

**Keith Mawson**

**Community Focus Officer**

Childrens Services

Tel: 01553 669235 | Mobile: 07500 764215

Priory House Austin Street Kings Lynn PE30 1EB