

Information provided by NCC

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Help with food and medicine

If you are a vulnerable person, you can call our helpline on 0344 800 8020.

All referrals for vulnerable people will be triaged by county and then come through to the Community Hub for allocation to the most local/suitable group to help them.

For anyone identified as needing help, they should be referred to the single point of contact at County if they haven't received an NHS letter.

The NHS has written to the shielded list of people who are extremely vulnerable. This letter has a national telephone number that extremely vulnerable people can contact.

If you are in touch with friends, family or a support network in your community who can support you to get food and medicine, follow the advice in the letter. If you do not have contacts who can help support you go to www.gov.uk/coronavirus-extremely-vulnerable or call 0800 0288327, the Government's dedicated helpline.

If you think you have a [medical condition which makes you extremely vulnerable to coronavirus \(COVID-19\)](#), and have not received an NHS Letter please register at www.gov.uk/coronavirus-extremely-vulnerable

Please only call either number if you are unable to ask friends or neighbours for support.

You can also find useful information on the Norfolk County Council website www.norfolk.gov.uk. Or the Borough Council of Kings Lynn and West Norfolk website <https://www.west-norfolk.gov.uk/coronavirus>

Antenatal, Children and Young People's Health Service

Essential Services

<https://www.justonenorfolk.nhs.uk/our-services/our-essential-services>

Due to the current situation with Coronavirus (COVID-19), we have had to make some changes to the way we work in the community. We want to ensure that the families, children and young people that really need our support can still access help.

As of Monday 23 March 2020, we will only be providing services that all the NHS have agreed are essential for families. In Norfolk these are:

[Just One Number](#) 0300 300 0123

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.

[Parentline](#) 07520 631590

This is our text messaging advice service for Norfolk parents/carers of 0 - 19-year old's.

All you need to do is text **07520 631590** to start a conversation.

[Just One Norfolk](#)

This is our digital platform which provides all sorts of advice, information and support for you, your baby, child and young person. It has advice and ideas of how to manage during the current coronavirus pandemic as well as links through to other people and services.

[Antenatal Visit](#)

A health visitor will arrange a phone contact with you after you are 28 weeks pregnant.

[Pathway to Parenting \(P2P\)](#)

Pathway to Parenting (P2P) is an antenatal programme for parents to be.

This course is only available digitally.

[New Birth Visit](#)

A Health Visitor will arrange to make a phone contact with you between 10 and 14 days after your baby has been born.

[Health Unlocked](#)

This is our online parent support forum, where families can talk and support each other by sharing their individual experiences.

[ChatHealth 07480 635060](#)

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

[16-19 Health Passport App](#)

The Just1Norfolk Health Passport has been developed to support Norfolk 16-19-year old's make the transition into adulthood

[*Click Here* to download from the Apple app store.](#)

[*Click Here* to download from Google Play store.](#)

Families who need more help and support

Our staff will keep in contact with you but if you need to speak to anyone please call us on **0300 300 0123**.

Families want their children to have happy and healthy childhoods but sometimes they need more support to do this. We all have a duty to protect children and this section will help you to access support if you are concerned that a child or young person is at risk of harm. [*Click Here* for safeguarding information.](#)

ASD Helping Hands - Virtual Support group for children with ASD

Be sure to like our ASD Helping Hands Support Page on Facebook to be notified of when we go live.

<https://www.facebook.com/groups/714706161877172>

Early Childhood & Family Service (ECFS)

Our bases in West Norfolk are now unmanned, all staff are working from home, if a professional needs access to the building for an essential purpose then they should contact me in the first instance, and I will arrange access.

Emma.Bell@actionforchildren.org.uk

MAP Advice Line

For young people aged 11-25 throughout Norfolk

MAP is here for young people. We're providing a free phone advice line and email advice service for young people across Norfolk.

0800 0744454

advice@map.uk.net

Open 10.30 am – 5.30 pm Monday to Friday (except bank holidays)

If you live in Norfolk, are aged 11-25, please call or email us if you:

- Need food
- Are worried about money and debt
- Need advice about housing or benefits
- Don't know where to get help for other problems or worries

Our team of expert advisers will be there to help. It's free and confidential. We will listen to what you have to say. We will not judge you. To find out about all the things we provide advice and support on go to www.map.uk.net.

Matthew Project -Supporting young people with drug & alcohol related issues

Matthew Project has continued and will continue to support our members and service users, but in different ways.

Our staff have been working effectively from home since 18.03.2020 with all our offices and the Next Steps Centre temporarily closed. We have robust support processes in place to support all our members and clients.

We are making contact by phone, through the internet, using the post, and carrying out essential home visits. Contact us on 01603 626123

Unity

Unity continues to support young people and their families across Norfolk.

Appointments will be offered via telephone and all clients will be contacted on a regular basis by their worker.

Our helpline 0800 970 4866 is available as usual during office hours Monday – Friday for professionals, young people and their families. We are accepting new referrals via unity@matthewproject.org

Next Steps

The Next Steps Centre has closed temporarily. We have triaged members by risk, and they are contacted by a member of The Next Steps team regularly by telephone. Members are also connected with via closed social media groups.

New referrals can continue to be made via the phone on 01603 981686 or 07741 297712 or by email to nextsteps@matthewproject.org or via the contact us section on our website.

Youth and family's services

Our work supporting 13 – 18-year olds with their mental health and wellbeing in West Norfolk continues by phone or on-line. To refer, contact:

susan.campbell@matthewproject.org

We continue to coach 16 – 24-year olds, with various needs from self-esteem to smoking cessation by phone or on-line. Contact:

gina.summerskill@matthewproject.org

Our preventative education in substance misuse is on hold but we are working towards an online offer.

For updates re our social prescribing service please refer to our partners Community Action Norfolk at www.communityactionnorfolk.org.uk

Outside the Wire

Outside the Wire are continuing to support our clients, albeit through telephone calls only. We are still taking new referrals, so if you have any potential clients, please contact us on: outsidethewire@matthewproject.org

On Track

On Track is continuing to support 16 – 24-year olds in Norfolk into education, employment and training. We are delivering our coaching by phone and we are providing a range of training and positive activities on-line. We are still taking new referrals. Contact us on 07770 610215 contact@ontracknorfolk.org or visit www.ontracknorfolk.org

Swan Youth Project Downham Market

During this uncertain time, we are still here for all young people aged 8-18 in our area. Our sessions may now be remote, and our discussions may be on line or by phone, but we are here for you

We can currently offer

- 1:1 Sessions online or by phone (subject to need and demand)
- ‘Check-in’ calls to young people
- Instagram live sport sessions
- WhatsApp small groups for peer support
- Princes Trust Achieve Programme – online

Please check out our social media for regular updates for days and times available

Facebook: [theswanproject1](https://www.facebook.com/theswanproject1)

Instagram: [dmswanyouthproject](https://www.instagram.com/dmswanyouthproject)

Twitter: [DMSwanYouth](https://twitter.com/DMSwanYouth)

Updates from existing services

Charity	Remit	Telephone	Email/Web Chat
Age UK Norfolk	For age 50 and over (excluding Norwich area)	0300 500 1217	advice@ageuknorfolk.org.uk

Shelter	Housing advice including tenancies, private/ social housing, evictions, contracts, homelessness	03445 151 860	norfolk@shelter.org.uk
Equal Lives	For people with mental and/or physical disabilities	01508 491210	info@equallives.org.uk
Norfolk Community Law Service	legal advice: employment law, family law, domestic abuse, debt, immigration	01603 496623 or 07900153753 (also for WhatsApp, manned Tues, wed, fri)	info@ncls.co.uk WhatsApp can also be used to send documents 07900153753 (manned Tues, Wed & Fri)
Norfolk Citizens Advice	range of advice including applying for benefits	03444 111 444. For Universal Credit 'Help to Claim' contact 0800 1448444	www.ncab.org.uk and click 'email advice'. Webchat available.

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Alzheimer's Society

In response to Coronavirus, Alzheimer's Society have taken the decision to temporarily suspend all group services and replace dementia support visits with telephone support.

For those primarily accessing group-based activities, Alzheimer's Society will ensure that they do not miss the valuable support that they need. Practices are being adapted in line with need and include offering regular check in calls with those who would usually attend groups.

A large part of Alzheimer's Society's work has always been the delivery of person-centred advice and support via the telephone. Expert teams in Norfolk continue to provide specialist support in this way whilst reducing the risk of potential infection to those who are the most vulnerable. They will continue to provide a full assessment of need, signpost to additional support and make onward referrals where appropriate. They will continue to work with those accessing their services to develop individualised person-centred support plans and monitor their progress and any change in need using regular follow up calls. They will also increase the use of 'Keeping In Touch' calls making sure that people affected by dementia know that they are still here to support them whilst enabling them to maintain up to date information.

The Norfolk helpline number is **01603 763556** and is available Monday to Friday 9am to 5pm

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

Referrals and enquiries can also be emailed to norfolk@alzheimers.org.uk

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>

Age UK Norfolk

Our two main services are still operational; our Information and Advice Helpline and our Telephone Befriending service although the help line is now running as a call back service.

Age UK Norfolk Information and Advice Helpline:

T 0300 500 1217 Open 10am-4pm Monday, Wednesday and Friday and 10am – 1pm Tuesday and Thursday (this is currently a call back service)

E advice@ageuknorfolk.org.uk

Age UK Norfolk Telephone Befriending Service:

T 01603 785 223

E befriending@ageuknorfolk.org.uk

British Red Cross Mobility Aids

Awaiting updated information

Kings Lynn – 01553 766969

A delivery service is available – please call the Norwich office to arrange

Norwich – Coronation Road 01603 253403

Broadland Housing Association

In light of the current government guidelines relating to the Covid-19 pandemic, the office is closed to the public and no face to face appointments will be made until further notice.

If your enquiry is urgent, please contact 0303 303 0003 or go to our website at www.broadlandgroup.org

To speak with me directly, please email or call 01603 750135 during the following times:

Tue: 9am - 3.30pm

Wed: 9am - 2.30pm

Thur: 9am - 2.30pm

Helen Brodowski Neighbourhood Officer
helen.brodowski@broadlandgroup.org

Carers Matter Norfolk Service Update

Carers Matter Norfolk adult and young carers services are continuing through this uncertain period due to the coronavirus (Covid-19) pandemic and we continue to support carers and their families. However, much of the support we usually deliver in face-to-face or in group settings, has not been possible in the usual manner due to the necessary tighter social distancing restrictions and the increased vulnerability of service users and/or their families.

All services with Carers Matter Norfolk for both adult and young carers remain open to new referrals to carers and their families. Particularly at such a time of extreme isolation and vulnerability it is more important than ever to refer adult and young carers into these services for support.

Latest update on our services:

Advice Line (adult and young carers) (0800 0831148 and Live Chat via www.carersmatternorfolk.org.uk or www.youngcarersmatternorfolk.org):

The Advice Line is the main front door to our Carers Services for adult and young carers and is still operating normally. If a carer has a need for ongoing support this is still being passed as normal onto Carer Connectors or counselling.

One to One Meetings with Carers – through Carer Connectors (adult and young carers):

We are currently avoiding doing home visits unless there is no other way to deliver help and support. We are offering telephone support, as well as utilising other forms of communication with carers such as email, text and online. For **essential home visits** we are prioritising support to the most vulnerable and Carer Connectors are taking appropriate infection control measures for these visits. One off visits to drop off food/medication, etc can be made via a doorstep drop by Carer Connectors before referring into Volunteer Hubs.

Community Development and Innovation Project (CDIP) (adult carers only):

Our CDIP plan has been revised in light of current circumstances and we are sourcing tablets to loan to our most vulnerable carers. Connectors will initially train carers remotely on how to use them, especially to reduce isolation, order medication/food and stay in touch.

Community Development (adult and young carers):

We will continue to map initiatives that are going on in our communities, with information shared through our social media channels.

Norfolk & Waveney Carers Voice (adult carers only):

The Carers Voice team continuing to work with carers to ensure that locality meetings and co-production continues. They are also continuing to offer support to carers they are in contact with via telephone, or through video call using Skype.

Norfolk & Suffolk Care Support (adult and young carers):

The team are proactively contacting groups to offer the opportunity to feedback collecting any carers concerns/queries. The Self-Help Hub (www.carersselfhelphub.org.uk) is still operational and will be updated as necessary.

For education sessions for young carers, although the group sessions are cancelled in person, the team are exploring offering these online instead.

Targeted 3 – 6 month 1:1 & group support (young carers only):

All partners are currently avoiding doing home visits, and are offering telephone support, as well as utilising other forms of communication such as email, text and online. Groups are now being set up online to continue offering sessions.

Please note, as the situation changes, we will continue to add to and develop our services for adult and young carers accordingly.

Further details on the services offered can be found on our adult carers website at (www.carersmatternorfolk.org.uk/service-update-during-covid-19-coronavirus) and on our young carers website at (www.youngcarersmatternorfolk.org/service-update-during-coronavirus-covid-19/).

Community Learning and Development

'Coffee and Chat'

It's all about chat and information, talk to tutors, ask your questions on any subject and watch a useful fifteen-minute micro teach on a broad range of subjects including simple cookery, crafts, mental wellbeing and all those useful IT tips to help in the current situation.

Sessions will run 1030-1130 on Monday, Wednesday and Friday

Interested? Access via Zoom meeting 553-027-2723, password 150420

Or contact Community learning and Development Officer Team cldo@norfolk.gov.uk

Community Support Service – Homegroup

the Community Support Service which supports customer to prevent homelessness remains open for referrals. Currently all colleagues are working at home and contacting customers by phone but if you do have a customer with a housing concern please email Tracey.Baker@homegroup.org.uk.

Forward Day Centre, Kings Lynn

Forward is currently closed for at least twelve weeks. We are staying in regular contact with all of the people we support to see if they are ok and setting up facetime slots with those who want them.

Steve.Fuller@Forwarddc.org.uk

Home Start Norfolk

NEW HOME-START FAMILY SUPPORT WORKER FOR KINGS LYNN AND WEST NORFOLK

Home-Start Norfolk are pleased to announce a new role of Family Support Worker for the Kings Lynn and West Norfolk area. The new post will provide direct support to vulnerable families within the Kings Lynn and West Norfolk area. Working in partnership with other agencies both statutory and non-statutory, supporting families to make positive life changes and improve outcomes for themselves and their children. Sarah Smith, who has a range of experience working with families in the county has been seconded into the role.

Our grateful thanks to the Flux Family Fund for supporting this new post for an initial 12- month period.

To make a referral to the new service for families with a young child in the Kings Lynn and West Norfolk area, please contact us on 01603 977040 or email admin@homestartnorfolk.org. Professionals should download and complete our referral form which is available to download from our website www.homestartnorfolk.org.

During the current lockdown period, referrals will currently only be accepted for telephone support.

Kings Lynn Foodbank

We are trying to keep the Foodbank provision going as well as we can to ensure that those who are in greatest need can get through the coming weeks and months. As you know, we rely a great deal on our lovely team of volunteers to pack and hand out the food parcels. Unfortunately, the majority of our team are unable to come in as they are in the high-risk category either by virtue of their age or their health. This means that we are VERY short of people to ensure that the Foodbank provision can continue, especially at a time when more people are likely to need the food we provide.

Therefore, I am emailing to ask if any of your congregation who are not in the high-risk category would be able to come and help us, to please get in touch by email or phone and let us know which day or days you would be able to help:

info@kingslynn.foodbank.org.uk

07582 558143

We normally open Monday - Friday 12:30-2:30pm

Helen Gilbert King's Lynn Foodbank Project Manager

Money Advice Hub

Money Advice Hub have been very busy over the last week developing our new Coronavirus information site, which I would encourage you to have a quick look at and direct residents to...

Coronavirus Advice Hub

Link: <https://sites.google.com/moneyadvicehub.org.uk/coronavirus-advice-hub>

alex.christian@moneyadvicehub.org.uk

National Autistic Society West Norfolk Branch

NAS west Norfolk branch have a very active public Facebook page we are posting lots of information on it that also helps

And anyone can email in naswestnorfolkbranch@nas.org.uk for more information if they need support during this time .

Nelsons Journey Child Bereavement Support

As you will know, Coronavirus is having a huge impact on society and the economy, including having a devastating impact on the fundraising income to many local charities. This week, with a significant reduction in our fundraising income, we have no choice but to take further steps to protect the charity's future by **temporarily** laying off the majority of our staff with immediate effect, using the Government's Job Retention Scheme. We are maintaining our Support Line which has already begun to receive calls following deaths due to the virus. All other support services have been paused until further notice.

This decision was made with a very heavy heart. Our priority is to the children and young people we were set up to support, we must ensure that Nelson's Journey is able to respond to the inevitable increase in demand both now and in the future. We have therefore prioritised the most responsive element of our service to ensure adults are given the professional guidance and support they require to assist them in supporting children and young people.

As things develop, we will keep you updated but, in the meantime, thank you for your ongoing support and patience. Please bear with us during these challenging times.

Open Road

Following Government guidance Open Road will be shut for the foreseeable future. Please forward your enquiry onto julie@openroadtraining.co.uk who will be able to help you.

Pandora Domestic Abuse

Pandora have set up an emergency phone number for women needing immediate support 07856 812 610

Princes Trust

We have now increased our free educational modules to 8.

If you haven't already started accessing these modules, we have now adapted 8 modules into WORD format:

1. **Interpersonal Skills**
2. **Managing Money**
3. **Personal Project**
4. **Planning for Personal Development**
5. **Teamwork** **NEW**
6. **Preparing for a Healthy Lifestyle** **NEW**
7. **Digital Skills** (Including Online Safety) **NEW**
8. **Presentation Skills** **NEW**

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

Let me know if you would like to start sending these to your learners / young people and I will forward the modules to you. Peter Hennessey Peter.Hennessey@princes-trust.org.uk

We have now started to recruit for our **ONLINE NHS England – Get into Adult Social Care Programme with Steadfast Training**.

This is a great opportunity for anyone aged 18-30, looking to start a career in the Health and Social Care sector – so get in touch quick to prevent them missing out.

To join the course YP must email: peter.hennessey@princes-trust.org.uk

Prospects

I am still providing the usual support service for Prospects, but this is being provided via telephone support only. I am still accepting referrals from any agencies.

Gary.Murray@prospects.co.uk M: 07702 877341

Youth Support Worker – King's Lynn and West Norfolk

Wellbeing

Wellbeing is still available and is taking new referrals. We want as many people as possible to realise that we are still working hard to offer support during this difficult time.

In line with the government's advice, we have obviously had to adapt how we work, so all appointments will now be done by phone, video link or webinar. For further information about the current changes within the service, please follow the link below:

<https://www.wellbeingnands.co.uk/norfolk/get-support-coronaviruswehavemadesomechanges/>

Our clinical team are running a webinar workshop which covers managing your over-all wellbeing and also includes specific Corona virus support. Please feel free to share this with your friends and colleagues:

<https://www.wellbeingnands.co.uk/norfolk/course/online-everyday-wellbeingwithcoronavirussupport/>

In the meanwhile, take care and please don't hesitate to get in touch if you have any questions.

Wellbeing Socials

New Virtual Wellbeing Socials

To be able to continue to provide opportunities to connect while following government guidelines regarding social distancing, we're offering virtual socials.

We will be hosting these via [Zoom](#), and the links to join these socials will be posted to our social media. Zoom can be downloaded from your PC or get the App for mobiles. Once you've installed or got the app, check our social media for the links to the socials at the times listed.

In addition to The Wellbeing Service's current Facebook and Twitter accounts (linked below) the social team now have a twitter to keep you up to date with new online events, news and resources from Wellbeing, Norfolk and Waveney Mind and our colleagues across health and social services in Norfolk and beyond. You can follow us on twitter '@WellbeingSocial1' www.twitter.com/WellbeingSocial1

Our new virtual socials consist of a 'Coffee and Catch Up', and chance to drop into a virtual meeting and chat, bring a cuppa and get comfy with good company. A new series of workshops in the 5 Ways to Wellbeing including 'Keep Learning', 'Be Active', 'Give' and later we'll explore 'Connect with others' and 'Be present and live in the moment'. We'll explore these themes and lead discussions on what others have done, and ways we can explore enriching our daily wellbeing by trying something new.

We're excited to be hosting a fun interactive evening quiz! Play along at home, maybe make a team with your household! And from Monday the 27th April we'll be hosting an online Yoga class every Monday morning!

And finally, for now, 'Theme Fridays' where we will be exploring different subjects and skills that can help keep you stimulated while at home, we'd love suggestions for future topics! Our 1st session will be on outside spaces/being outdoors. We'd love if you have some photos to send in from your garden or from your daily exercise if you're going out as per Government guidelines.

And remember, during this time feeling overwhelmed is natural, and The Wellbeing Service is still business as usual other than no face to face if you would like to refer yourself. We also have new Everyday Wellbeing sessions with Corona Virus Support, and Employment Adviser led sessions about getting the most out of working from home, running via webinar that can be accessed via our website.

West Norfolk Carers

West Norfolk Carers are still here for telephone support, we are running Zoom online meetings for our young carers and young adult carers and support on our Facebook groups, we are still taking referrals for all unpaid carers and families and we will support them by telephone, we can signpost to volunteers who can help with shopping, prescriptions etc.

www.westnorfolkcarers.org.uk

Telephone 01553 768155

info@westnorfolkcarers.org.uk

West Norfolk Help Hub

West Norfolk Help Hub Multi-Agency Conference Call Meetings are **cancelled until further notice**.

The Help Hub will remain open to receiving referrals, but these will be dealt with on a priority basis and I will coordinate the appropriate support for the case independently, between myself and the referrer.

As a BCKLWN employee I am continuing my role as a coordinator by supporting the running of our 'Community Hub' which involves organising assistance to those in isolation that require food, medicine and other necessities.

The service is now fully operational so **if you know someone in isolation who needs help, please contact Norfolk County Council on 0344 800 8020 (option 5)**

Further information on what we are doing can be found on <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/community-support-for-people-at-home/help-with-home-food-and-finances/help-if-you-are-self-isolating>

Amy Attlesey

West Norfolk Help Hub Coordinator

New Community Groups

Community Action Norfolk

Community Action Norfolk are seeing numerous community initiatives emerge in response to the Covid-19 pandemic. This is a fantastic statement on the caring nature of our communities. For basic advice and information go to our webpage '[Community Responses to Covid-19 Pandemic](#)'

North Lynn Methodist Church

Last week, we were very busy, making sure the large number of elderly folk in our churches were ok. Thankfully, most have family living nearby, who are shopping for them.

However, this does mean that we have a team of about 10 people who are ready and willing to do shopping for others- but with few people to shop for at the moment. Please can you advertise, in the next newsletter, that any agencies needing help for specific families in the North Lynn or Kings Lynn areas to please contact me. My number is 01553 379142. I will deal with the money side of things (obviously cash only, and I will wear my dog collar so people know its genuine) but then I will share out the shopping itself.

Becca Phillips

Downham Market & Surrounding Area -Mutual Aid Covid-19

If you are unable to leave your home because of C-19 and need help we are here for you

We're a group of local residents supporting the community we live in and to ensure nobody is left isolated or without support.

We don't ask for anything in return we just believe in helping each other in a time of difficulty. We're your Local neighbours and not a professional body

Do you need support we can offer help within reason in ways we can also stay safe Arranging deliveries, picking up shopping and medication, a friendly phone call, topping up electric or gas key, posting mail, urgent supplies

Call or text 07943 682216 or visit our Facebook page www.facebook.com/Covid-19mutualaidfordownhammarket

If you wish to volunteer, please message on Facebook or email downhammarketmutualaid@gmail.com Please leave the phone line clear for people who need help.

Norfolk Heritage Centre - Collecting around Covid-19

Can you help Norfolk Heritage Centre to record the COVID-19 pandemic's impact on the county?

It is important for us all to document the impact of this global event on Norfolk, how we responded to the crisis, and how local communities managed. Norfolk Heritage Centre are aiming to create a collection of documents, diaries, zines, and photographs to preserve this history for the future.

We would like you to save any leaflets or local information that comes through the door which we can add to the collection. If you are keeping a day-to-day diary or log, taking photographs, or making another creative response to COVID-19 (and are willing to share it!) these will be really important historical documents too.

If you can help, or would like more information, please email rachel.ridealgh@norfolk.gov.uk.

Volunteer to support Covid-19 Response

Voluntary Norfolk, Momentum and Community Action Norfolk are working with Norfolk County Council and local health providers to recruit volunteers for a county wide effort to respond to the Coronavirus (Covid-19) crisis.

We are particularly keen to hear from people who have the skills to volunteer in health and social care roles, which have been identified as priority areas and those people who have current DBS checks.

After you submit your details, you will receive a call back in due course from a member of our Covid-19 Volunteering Response Team to discuss what you can offer, what volunteers are needed in your local area and the next steps. Please be aware that this may take a bit of time as we coordinate our efforts with our partners. As you can imagine there has been an amazing response from the public offering their time and commitment, with over 2000 people registering to volunteer in the past week, so we will be working our way through everyone's registration as quickly as we can, but it might take us a few days to get back to you.

Please also note that volunteers must be over 18 and children should not accompany adults who are undertaking volunteering activities.

[Register Now](#)

Do you need volunteers for your Covid-19 support work?

Work is underway to match volunteers who have registered to help with the response to the Covid-19 (Coronavirus) with VCSE organisations that need more people to keep services running or to provide extra help.

To register your roles for volunteers, please complete the form by clicking the button below

https://forms.office.com/Pages/ResponsePage.aspx?id=NAEDk2_rgk-rTfXDhgPOGbm5eQiyidNJt2jb08_HajpUQkM2UVNNN1FaRVFON0RWVE0wWFZQKkVKTS4u

West Norfolk Childminders

One of our West Norfolk Childminders, Zowie Bishop Saunders, has been in touch. She has just done her first "Facebook live" with 4 of her families. The new "Community Spirit Stay and Play" group, which Zowie also runs, has recently been awarded Early Childhood Community Funding. She has also set up a YouTube channel with lots of ideas and activities for all families including those attending the Parent & Toddler group. Check out her Community Spirit session at <https://www.youtube.com/channel/UCpJcHkICxWsmYAwNAT9MKXw>

Woodlands Community Spirit - YouTube

Day-care, and stay and play learning through play with the Reggio Emilia philosophy

www.youtube.com

Useful Advice, Guidance and Young People's Activities

How GCSEs, AS & A levels will be awarded in summer 2020

For any young people who are worried about GCSE or A Levels and transition to college or university – please see Government advice

Ofqual sets out details for schools, colleges, students, parents & carers on how GCSEs and A levels will be awarded following the cancellation of this year's exams.

<https://www.gov.uk/government/news/how-gcses-as-a-levels-will-be-awarded-in-summer-2020>

24/7 Helpline

First Response is a 24/7 helpline offering immediate advice, support and signposting for people with mental health difficulties.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the helpline on **0808 196 3494**.

Who can call?

The helpline is available to members of the public of any age, regardless of whether they are an existing NSFT service user.

The line is also open to other healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues and police personnel who may need advice when working with individuals who are undergoing mental health difficulties or may wish to refer someone.

What happens when I call?

Your call will be answered by a trained mental health professional who will be able to listen to your concerns and help you get the support you need.

Callers will hear a recorded message instructing them to press either 1 or 2, depending on whether they are a professional or member of the public, and will then be connected to a mental health practitioner.

What if I want to remain anonymous?

If you would prefer that the person answering your call doesn't see your telephone number, you can turn off your caller ID in your phone's settings.

Cup-O-T Wellness and Therapy Services

Cup-O-T: Wellness and Therapy Services are providing FREE telephone / video call support sessions to those aged 16+ in **Norfolk** who are finding it difficult to manage their mental health and wellbeing due to the restrictions and impact of COVID-19 (Corona Virus). We have received funding to provide 50 hours of support. To reach as many people who need support as possible, we will only be able to offer a single session of support to each person. We will signpost to further longer-term support if needed.

These free sessions are for those living in Norfolk only.

This service is supported by Norfolk Community Foundation through the COVID-19 Community Response Fund.

Referrals are accepted from:

- Self-referrals from Norfolk residents
- GP's
- Health and Social care providers
- Norfolk Help Hub Community Connectors
- Other organisations (including charities and social enterprises) working with vulnerable and shielded individuals.

<https://cup-o-t.co.uk/covid-19-support/>

Free suicide Prevention training

Zero Suicide Alliance have made their online training modules free for a limited time. There are two options – a ten-minute introduction for a general audience and a more advanced course aimed at frontline professionals.

<https://www.zerosuicidealliance.com/training/>

Looking after people who lack mental capacity

Guidance for health and social care staff who are caring for, or treating, a person who lacks the relevant mental capacity.

Guidance when a person is NOT following the rules on Social Distancing

Guidance: When a person is not following the guidelines on social distancing or self-isolating due to COVID-19 (16 April 2020)

[Click here for NSAB's COVID-19 page](#)

Healthwatch COVID-19 Survey

At Healthwatch Norfolk are working with local councils, hospitals and other service providers to help them understand the needs of their communities in these challenging times.

The organisation is asking people to share their experience of accessing the right information, support and health and social care services by completing our short survey.

Whether you have had a positive or negative experience since the COVID-19 outbreak, it is important that you share your thoughts so that providers know what is working well and what could be improved.

Complete the survey [here](#), or by contacting Healthwatch Norfolk on 01953 856029, where you will be able to complete the survey on the phone with a member of their engagement team.

The survey is an opportunity for you to have your say about anything relating to care and support since the outbreak of the virus, but Healthwatch Norfolk are particularly interested in hearing about:

- Quality of local information and advice about coronavirus
- Your experience of urgent and emergency care
- Experience of health and social care routine appointments
- Communication from NHS trusts, councils and charities
- Managing your mental and physical health at home
- Advice for individuals and families in self-isolation
- Caring for someone in isolation
- Access to dentistry services in Norfolk
- Positive experiences and messages of support for health and social care staff

Survey URL and HWN landing page

Survey: <https://www.smartsurvey.co.uk/s/hwncovid19-survey/>

HWN landing page: <https://healthwatchnorfolk.co.uk/hwn-covid-19-survey/>

Department of Work and Pensions Updates

Covid-19 Campaign Resources

[Public Health England \(link is external\)](#) have produced a range of materials that can be download. They will be available in a range of languages to help land messages with the harder to reach BAME groups. Please share this information with partners, employers and stakeholders

Visiting Service Arrangements

DWP Visiting Service has suspended routine face-to-face home visits with the exception of the following three criteria:

- Visits to vulnerable customers
- Where a visit is needed to ensure benefit payments can be made
- Visits to undertake safeguarding checks

For our partners who make referrals to DWP Visiting, they can continue to do so in the same way you do at present. For all visit referrals we will undertake a risk-based assessment, ensuring they meet the criteria above and then make a decision on the best way to support the customer. Those customers who do not meet the criteria will instead be contacted by telephone or letter.

Employment and Benefits Support Website

New page to replace Understanding UC Coronavirus and claiming benefits page - DWP's employment and benefits support.

These pages have additional information and will help answer lots of the question's partners are asking. Please continue to promote this site to partners. Visit the new [Employment and benefits support site \(link is external\)](#) regularly to keep up to date with the latest guidance and messages on sick pay, existing benefit claims, new claims to benefit, self-employment, housing and more. This site covers all the changes DWP is making to respond to coronavirus – not just to UC. It also includes a Frequently Asked Questions section

Coronavirus (COVID-19) – Businesses and Employers Bulletin


The Department for Business, Energy and Industrial Strategy (BEIS) are producing a regular bulletin which provides information for employers and businesses on Coronavirus (COVID-19). All the guidance, information and announcements can be found on GOV.UK but the bulletins pull this in to one useful document. Anybody can sign up to receive the bulletin - to sign up [click on this link \(link is external\)](#) and enter an email address. The Business Support website now hosts an [archive of all Bulletins from 11 March 2020](#)

Touchbase

Touchbase is produced quarterly by DWP and is available on GOV.UK providing news and articles from across government for advisers, employers and organisations that help people find jobs. During the current Coronavirus Pandemic, it is being emailed on a weekly basis with the latest roundup of announcements to anyone who has subscribed. These editions are not being published on the [Touchbase website \(link is external\)](#) at the moment but have been published on the

[Employer and Partner Knowledge Hub](#). Anyone can sign up to receive these updates - to sign up [click on this link \(link is external\)](#) and enter your details.

Local Authority Direct Bulletin

Housing Delivery Division (HDD) is producing a Covid-19 related bulletin sent weekly each Monday (or more frequently if urgent messages need communicating). These provide Covid-19 related information or changes that affects Housing Benefit and other areas of DWP, to Local Authority staff. View  [Covid-19 Local Authority Direct Bulletin – 08 April](#) previous editions have been published on the [Employer and Partner Knowledge Hub](#).

What to do if you're already getting benefits

[Guidance \(link is external\)](#) for people who were receiving benefits before the coronavirus (COVID-19) outbreak has been released on GOV.UK - this covers a range of benefit types.

Child Benefit

Parents of new-born children will still be able to claim Child Benefit despite the outbreak of coronavirus. General Register Offices are currently operating with reduced capacity and with government guidance to social distance and stay at home, new parents are advised not to visit them. They can however still [claim Child Benefit \(link is external\)](#) without having to register their child's birth first to ensure that they do not miss out

Closing Businesses and Venues and Social Distancing in the Workplace

GOV.UK has a [list \(link is external\)](#) detailing the status for different sectors and business types during the current coronavirus pandemic. Also recently added is advice for employers on guidance.

Claiming Universal Credit

GOV.UK has a press release - [Don't call us, we'll call you \(link is external\)](#) - which carries the message that people making new claims for UC will no longer need to call the Department as part of the process

What is Universal Credit?

A new mini site has been added to GOV.UK to help people find out about coronavirus and claiming benefits. [What is Universal Credit? \(link is external\)](#) helps the user to understand what UC means for them and how it can support them if they are on a low income or out of work

Benefit and Pension Rates

The weekly updated [benefit rates for 2020 to 2021 \(link is external\)](#) have been published on GOV.UK

Housing Benefit Circular

[Housing Benefit Circular A7/2020 \(link is external\)](#) has been issued which includes further measures for housing benefit staff to be aware of.

Funeral Expenses

A [press release \(link is external\)](#) on GOV.UK carried the message that from 8 April financial support helping families meet the costs of funeral expenses such as coffins and funeral directors' fees will increase from £700 to £1,000.

Support for Modern Slavery Victims

Individuals supported through the [modern slavery victim \(link is external\)](#) care contract will be allowed to stay in government-funded safe accommodation for the next three months, as the government steps up measures to protect the vulnerable from coronavirus. These changes will take immediate effect

Funding for Frontline Charities

Charities across the UK will receive a [£750 million package of support \(link is external\)](#) to ensure they can continue their vital work during the coronavirus outbreak. As part of a UK- wide package of support, £360 million will be directly allocated by government departments to charities providing key services and supporting vulnerable people during the crisis.

Covid-19 Local Resilience Fund is Now Open

Expressions of Interest are invited from charitable organisations in the county able to evidence their potential to alleviate specific needs/ gaps directly resulting from the Covid- 19 pandemic, as identified by the Local Resilience Forum.

Proposals are invited from charitable organisations able to deliver impact in one or more of the following priority areas in response to the Covid-19 pandemic:

- support and services for homeless and rough sleepers to increase access to safe accommodation, including provision for self-isolation
- actions to reduce acute isolation of older people, and those facing particular challenges in self-isolation due to disability, serious health condition or special needs
- support for those affected by domestic violence and other safeguarding issues in the home as a result of self-isolation
- building networks/ connecting supply chains to ensure food and household essentials are readily and locally available to the most vulnerable

- access to specialist financial/ legal advice for those in crisis due to loss of income, unemployment, debt and/ or change in family circumstances during the pandemic
- specialist counselling/ support provision for those affected by bereavement

Grants of up to **£10,000** are available to support projects that clearly meet one or more of the above priorities. Larger grants of up to £25,000 may be considered for exceptional projects bringing together multiple partner organisations in a strategic response programme to deliver significant targeted impact and/ or broad geographical reach.

Find out more and apply online at www.norfolkfoundation.com/funding-support/grants/groups/covid-19-local-resilience-fund/

If you are seeking a small grant to enable urgent and immediate community action to connect vulnerable people to the essential support they need please see www.norfolkfoundation.com/funding-support/grants/groups/covid-19-community-response-fund/

Getting in touch

The NCF team are now working remotely, so please direct grants enquiries to grants@norfolkfoundation.com if you can, to help us respond quickly.

Just one Norfolk Coronavirus FAQs

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

Norfolk Safeguarding Adults Board - advice for Coronavirus volunteers

[Click here for NSAB's COVID-19 page](#)

GOV. UK Coronavirus Information Service WhatsApp

The new free to use service aims to provide official, trustworthy and timely information and advice about coronavirus (COVID-19) and will further reduce the burden on NHS services.

This will help combat the spread of coronavirus misinformation in the UK, as well as helping ensure people stay home, protect the NHS and save lives.

The GOV.UK Coronavirus Information Service is an automated 'chatbot' service which will allow the British public to get answers to the most common questions about coronavirus direct from government.

The service will provide information on topics such as coronavirus prevention and symptoms, the latest number of cases in the UK, advice on staying at home, travel advice and myth busting.

The service will also allow the government to send messages to all opted-in users if required.

To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

A set of menu options is then presented which the user can choose from and then be sent relevant guidance from GOV.UK pages as well as links to GOV.UK for further information.

Prof Yvonne Doyle, Medical Director, Public Health England, said:

This service will help us ensure the public has a trusted source for the right information about coronavirus, updated with the latest public health guidance and providing assurance that they are not misled by any of the false information circulating.

Coronavirus Information for Single Parents

We know many single parent families are worried about the impact of the coronavirus, also known as COVID-19, on their families. This page collects together information that is especially helpful to single parents.

You can also read:

- our [coronavirus FAQs page](#) for answers to common questions.
- the latest [government guidance](#).
- the latest [NHS advice](#).

For practical advice, you can contact our expert advisers on our [Single Parent Helpline](#). Our helpline will continue to operate as normal and information on the [opening hours is available here](#). Please understand we are receiving a lot of calls so it may take a long time to connect you.

<https://www.gingerbread.org.uk/coronavirus/>

Learning resources

Below is the link that NCC is using to put additional learning resources for schools and families including those with SEND to use. Further resources are being added regularly.

<https://www.norfolk.gov.uk/education-and-learning/schools/educational-resources>

Library Updates

Your library account

We've automatically renewed all borrowed items, including books, DVDs and music, until further notice and we are asking you to keep them at home for the time being. Don't worry - you will not be charged overdue fees, and any existing charges you may have on your account won't increase over time. You will not be able to reserve items or request inter-library loans whilst our libraries are closed.

People can still [join the Library Service online](#), so tell your friends.

Keep up to date with the latest information by following us on social media:

Twitter: [@NorfolkLibs](#)

Facebook: [@NorfolkLibrariesUK](#)

Instagram: [norfolklibraries](#)

eBooks, eAudio and online newspapers and magazines

Did you know you can download six books straight away through the [Libby App](#)? All you need to do is sign in using your library card and PIN number and you're ready to go. We've been busy adding lots of new books for children and adults.

Check out our [new eBook collection for Book Clubs](#), with 25 titles carefully chosen by library staff. Over the coming weeks we'll be featuring a book a week and inviting anyone at home to send us their comments, whether you're a book club member or not.

Did you know you can also read thousands of books, newspapers and magazines for free using the [RBDigital](#) and [PressReader](#) apps? All you need is a library card number. Read or listen on your computer, smartphone, or tablet. To find out more and to start your journey visit www.norfolk.gov.uk/ebooks

If you're missing your book group or chatting about books with friends, then why not join our [Norfolk Borrowers Facebook group](#)? You'll be able to share what you're reading with others and get lots of recommendations to add to your 'to be read' piles.

BBC Novels 'Coming of Age' survey

As part of the BBC's [Novels that Shaped our World](#) campaign, Norfolk Libraries want to hear about a novel that either meant a great deal to you when you were growing up, or is something that you read as an adult that made you feel differently about the world.

Use our online survey to [nominate your favourite book](#) and tell us why it's special to you. If you have a story that you'd like to share, you can also choose to become part of our Coming of Age novel podcast.

Remote teaching: safeguarding children and young people

NSPCC Learning has published a webpage with resources to help schools keep children and young people safe while teaching in a remote or unusual setting. Topics covered include: consent; contacting children at home; child protection concerns; online safety and mental health and wellbeing.

Visit the webpage: [Undertaking remote teaching safely](#)

Keeping the kids busy

For those of you with children at home, we have lots to help keep them occupied. Our eBook apps above have content for all ages, from picture books like Scaredy Squirrel, to longer novels like Harry Potter and the Hunger Games.

They can also read the latest Beano, along with lots of other fun children's magazines, using the [PressReader app](#). Just log in using your library card and PIN.

Whilst you're not able to join us in the library for groups and activities we'd love you to join us online. Follow our Facebook page and tune in for events including Storytime every weekday at 12pm, Brick Builders Club every Wednesday at 4pm and Bounce and Rhyme Time every Tuesday at 10am.

Next week we'll be launching a reading challenge to keep you busy throughout April, so stay tuned to our social media to find out more.

SWAN Youth Project Downham Market

Please find attached what we have going on this week.... If people could follow us on social media from the website, they will get the full updates:

www.swanyouthproject.org

Our ever-growing list of remote support is here for you! We are available on a Tuesday Thursday and Friday for the Following

- 1:1 sessions online or by phone (subject to need and demand)
- 'Check-in' calls to young people
- Instagram live sports sessions
- WhatsApp small groups peer support
- Princes Trust Achieve Programme (online)
- Roblox gaining sessions
- Vocational taster session (cooking skills)
- Call/message us for a call back for chat or support 07849914208 or 07709227748

Young Norfolk Writing Competition

Love writing? Aged 11-18? We're looking for the freshest, boldest words in Norfolk. Send us **stories, lyrics, narrative for games, graphic stories, poems, spoken word, scripts, podcasts, plays, articles, journalism or essays!**

You can enter up to six pieces of writing, and audio entries are also welcome across all entries (except graphic novels).

Are you a teacher? [Tips for involving the YNWC in the classroom and your work with young people](#)

- Individual prizes
- Mentoring opportunities
- The chance to have your work performed and published

The word limits are as follows:

- Stories, lyrics, narrative for games, poems, spoken word, scripts, podcasts, plays, articles, journalism, essays – one side of A4 or up to 40 lines
- Graphic stories – up to four sides of A4

Audio entries can be up to five minutes in length.

To enter, you must be aged 11 to 18 and be living and/or studying in Norfolk, or your school or home address has an NR postcode.

Once your writing is ready, you can submit your entry via the button below (you will need to have a Google Drive login) **or** send us an email from your school/college/ personal email account to competitions@nationalcentreforwriting.org.uk.

[Submit your entry now](#)

Please note: writing previously submitted to the Young Norfolk Writing Competition cannot be accepted. However, you are very welcome to enter again with new writing!

The closing date for entries is 5pm on Monday 25 May 2020.

If you have a question or are experiencing difficulties with submitting your entry, please email competitions@nationalcentreforwriting.org.uk or call 01603 877177.

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Active Norfolk Home Activities for Kids

Here is our updated page focused on supporting children to stay active at home:

<https://www.activenorfolk.org/active-at-home-kids>

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National Activity Providers Association

As many care settings make the difficult decision to close their doors to visitors, the need for conversation and connection grows. To support meaningful engagement for all we have made the decision to make our web-based activity resources FREE.

<http://napa-activities.co.uk/membership/free-resources>

Open Norwich Running Activities online

Our youth team have organised and have started running online classes via the Zoom app which young people can sign up to, staff are doing live streams and are creating regular videos around wellbeing, climbing, dance, creative writing, arts and crafts as well as lots more to keep young people engaged. During the Covid-19 crisis we are utilising social media on Instagram, Tiktok, Twitter and Facebook @OPENNorwich to engage more young people.

Our regular online schedule is as follows:

Monday

ZOOM Drop In session 3.30pm - 4.10pm

Tuesday

ZOOM Junior Dance Classes 4pm - 4.40pm

ZOOM Creative Writing 4pm - 4.40pm (coming soon)

Wednesday

ZOOM MAS Photography 4pm - 4.40pm

Thursday

Online Gaming 4pm - 4.40pm

Friday

ZOOM Senior Dance 4pm - 4.40pm

Saturday

ZOOM Drop In 1.30pm - 2.10pm

ZOOM Jam Music 3pm - 3.40pm

These classes and online sessions are for young people aged 11 -17. Our Junior Dance is for ages 7 - 11. The sessions are open to all young people whether they have participated in activities with OPEN before or are new to the organisation. If they are new then we will need a consent form completed by parent/guardian before young people start accessing sessions.

Young people can sign up to sessions by emailing activities@opennorwich.org.uk stating which session they would like to join.

If you have any questions about our programme which the youth team are delivering online, feel free to get in touch again.

More information about our youth activities can be found online via our website here:

<https://opennorwich.org.uk/youth-activities/whats-on>

Information updated and provided by

Keith Mawson

Community Focus Officer

Childrens Services

Tel: 01553 669235 | Mobile: 07500 764215

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