

Updates from existing Services

AbilityNet

AbilityNet supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education. We do this by providing specialist advice services, free information resources and by helping to build a more accessible digital world

Covid-19 Update: All of our services are still available

Free helpline: 0800 269545

Free online resources - <https://www.abilitynet.org.uk/free-resources> including factsheets on various topics such as Communication Aids, Windows Keyboard shortcuts etc.

Free Tech Support from our network of DBS-checked IT volunteers is available by phone or [online](#)

DSA Assessments are being delivered [online](#)

Our NEW Working From Home Review is being delivered [online](#)

Our Digital Accessibility team is delivering work for our clients – find information [here](#)

AbilityNet Live is our free [programme of events](#) in response to the current situation

Action for Children Under 5's Parenting programme

Action for Children's under-fives team bring you advice and one-on-one chat support. We'll also signpost you to local services, and the best parenting apps and websites we can find.

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

Active Norfolk

Whilst we are being told to stay safe at home, the disruption to our lives and routines is presenting new challenges and creating stress and anxiety for many. Active Norfolk is working to support the general public and our partners and stakeholders during this period of restricted movement. Our new website section at www.activenorfolk.org/coronavirus-covid-19 can help you find the information and resources you need.

Going virtual? There are lots of examples of coaches and providers taking their classes and coaching virtual to continue to engage with audiences during the lockdown. We encourage our partners in the sport and leisure sector to adapt to these challenging times and develop virtual online classes, which we will help to promote and share across our communication networks. Plus, [your virtual activity can be uploaded to our Activity Finder now](#), simply tick the "Online" box when you upload your activity.

Safeguarding during the Pandemic: The pandemic is generating unprecedented safeguarding risks, as children and vulnerable adults are restricted from access to the teachers, community groups and coaches that might be the first to spot signs of neglect or abuse. We are actively supporting safeguarding at this time and have set up a one-stop point of reference for anyone with any safeguarding concerns. We support safeguarding, we support you at home, we support the physical activity sector. Find out more at <https://www.activenorfolk.org/coronavirus-covid-19>

Online physical activity training which people can access online for free, they just need to register to access the different modules. All the training can be accessed at <https://new-learning.bmj.com/> or <https://www.e-lfh.org.uk/> (the information is on both but the e-lfh.org site is more interactive). People can pick and choose which modules they want to do, and they don't have to be completed all at once.

Adult learning

British Sign Language, 40 languages, Health and wellbeing, creative arts and crafts, ICT courses, functional skills in English and Maths etc. www.norfolk.gov.uk/adultlearning

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/>

Age UK Norfolk

Information and Advice Helpline:

0300 500 1217 Open 10am-4pm Monday, Wednesday and Friday and 10am – 1pm Tuesday and Thursday (this is currently a call back service). Email advice@ageuknorfolk.org.uk

Telephone Befriending Service:

01603 785 223. Email befriending@ageuknorfolk.org.uk

Alzheimer's Society

We have suspended our home/face to face visits and groups but are still very much providing support, advice and information to people affected by dementia via the telephone and other electronic means. This number is there for any one affected by dementia and professionals making referrals on someone's behalf. Referrals by professionals can also be emailed to norfolk@alzheimers.org.uk

Norfolk helpline: 01603 763556. Monday to Friday 9am to 5pm.

Outside these hours: Alzheimer's Society National Helpline is on 0300 222 1122. Monday to Wednesday 9am – 8pm. Thursday/Friday 9am – 5pm. Saturday/Sunday 10am to 4pm.

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>

Angels of Kings Lynn

Group 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 symptoms or are in quarantine. Local businesses who will deliver goods to households eg 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. Volunteers to make-up and/or deliver hampers 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/>

ASD Helping Hands

We aren't able to support you Face to Face, but we can support you with the power of technology!!!

Virtual Support Group: Saturday Mornings: 10:00am - 11:00am on Facebook

Live Chat: Monday to Saturday: 9am to 9pm through our [website](#) live chat.

Baby Basic West Norfolk

Baby Basics West Norfolk support for referrals is continuing as normal, 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.

Please note:

- our drop-off points are still open,
- we are unable to accept **any** second-hand items of donations including clothing/ bedding – please keep donations until restrictions are lifted.
- Brand new donations of clothing and nappies, wipes, toiletries, maternity pads and breast pads are very welcome.

If you know of any mum currently 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.

Breathe Easy Kings Lynn

The local support group of the British Lung Foundation: email: breatheeasykl@gmail.com

Web page: <https://www.blf.org.uk/support-in-your-area/breathe-easy-kings-lynn-support-group>

Facebook page: <https://www.facebook.com/groups/BreatheEasyKingsLynn/>

Also, on Lily (as are the Wisbech Group)

Twitter : Breathe Easy King's Lynn [@BreatheasyKL](https://twitter.com/BreatheasyKL)

British Red Cross Mobility Aids

Revised opening hours for Mobility Aids Service across three outlets in Norfolk.

Norfolk Coastal Centre Gorleston - 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 – 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.

Broadland Housing Association

Office is closed to the public. For *urgent* enquiries, contact 0303 303 0003 / 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

Open for carers (both adult and young carers) to access and still receiving referrals. Delivers a free 7-day a week Advice Line, 1:1 support, Counselling, Education & Training and Carers Voice to adult carers supporting someone in Norfolk.

In response to COVID19 we are increasing the number of carers we contact directly and the frequency and channels by which we contact them. Carers who already have access will be offered regular calls during this time. Also identifying/contacting carers who look after 'at risk' groups and those more 'at risk' themselves. For further details, please read the full [Service Delivery Update for CMN Adult Carers during COVID-19.](#)

For regular updates, please follow Carers Matter Norfolk on [Facebook](#) and [Twitter](#) and visit the [Carers Matter Norfolk](#) website or call the Advice Line on 0800 083 1148.

Children and young people's hub

Access advice and support from Norfolk county Council if you're a child or young person feeling scared or unsafe during the coronavirus pandemic:

[Children and young people's hub](#)

These are difficult times and we hope you're safe at home. If you're feeling unsafe or scared, then don't keep it to yourself. We're here to help, so contact us:

- Text: [07480 635060](tel:07480635060)
- Call: [0344 800 8029](tel:03448008029)

You'll also find links on this page to activities, support, advice and information to help you.

<https://youtu.be/rbYPG5qUpqQ>

Community Support Service – Homegroup

Supports customer to prevent homelessness. 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

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@childrensociety.org.uk ccs@childrensociety.org.uk 07710396073

Dawn's New Horizon are still supporting victims of domestic abuse, from the phone, emails, Facebook etc. They are doing food parcels to help people suffering from domestic abuse and families who have fled abuse.

Tel: 0844 884 3140 or Email: dawnsnewhorizon@yahoo.com

Dementia UK

We're updating our website all of the time, with the latest information and advice on things you can do to look after yourself, and someone with dementia, during the pandemic. Also, if you're a Facebook or Twitter user, you'll be able to get updates from [facebook.com/DementiaUK1](https://www.facebook.com/DementiaUK1) and twitter.com/dementiauk.

Please remember, if you, or someone you know needs advice about dementia, our Helpline Nurses offer practical and emotional support and can be contacted on **0800 888 6678** or by emailing helpline@dementiauk.org. The Helpline is open seven days a week, 9am-9pm Monday to Friday, and 9am-5pm on weekends

Do IT are inviting all LAs to be involved in the new COVID-19 response ecosystem, developed with DCMS. The system makes it easy for individuals to sign up to say how they want to help and are matched with local organisations that need support.

Endorsed by Government, Do IT is the largest UK network of voluntary sector organisations. They connect 40,000 organisations with over 450,000 individuals offering support. During this crisis, they are offering a free way for all local charities and community groups to find the help they need.

Do IT also provide a free Trusted ID service to all users via an integration with the Government approved Yoti app. Passport validation enables users to have a Trusted ID status indicated against their account which can be seen by volunteer recruiters.

If you contact cities@doit.life, they will provide you with a unique link that means you will receive a weekly update of the number of citizens, organisations and applications made in your area. They will also provide a comms pack to make it easy for you to promote to your network across all channels.

DIAL Great Yarmouth

DIAL offer benefits and debt advice and can help via phone to complete forms. Tel 01493 856900 Mon-Fri 9.30 – 4.30pm. Email info@dial-greatyarmouth.gov.uk

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 our community to ensure nobody is isolated or without support.

We don't ask for anything in return we just believe in helping within reason, in ways we can also stay safe. We're your Local neighbours and not a professional body. Arranging deliveries, picking up shopping and medication, a friendly phone call, topping up electric or gas key, posting mail, urgent supplies etc. Call or text 07943 682216 or visit our Facebook page www.facebook.com/Covid-19mutalaidfordownhammarket If you wish to volunteer: downhammarketmutualaid@gmail.com

Please leave the phone line clear for people who need help.

Early Childhood & Family Service (ECFS)

Our bases in West Norfolk are now unmanned. 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, or ring 0344 800 8020 to speak to one of our team.

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>

Easy Read Coronavirus Resources

Here are some helpful general resources about coronavirus (covid-19) which have been produced to support people with a learning disability and their families and carers – please share as appropriate:

- Latest [Public Health England \(PHE\) guidance](#)
- [Hand Washing Rap Video](#) guide to handwashing from the Purple All Stars
- [Easy Read information](#) from Photosymbols

FamilyLine

A free helpline to all family members over the age of 18 across England and Wales (those under 18 will be referred to the relevant services required). Provides Helpline, Befriending and Counselling support via telephone, email and text message.

Monday to Friday – 9am to 3pm and then 6pm to 9pm. (Text crisis line will operate outside of these times including weekends and Bank Holidays).

Contact: 0808 802 6666

Text: 07537 404 282

Email/web: familyline@family-action.org.uk www.family-action.org.uk/familyline

Forward Day Centre, Kings Lynn is closed. Email Steve.fuller@forwarddc.org.uk to set up contact for anyone who regularly used the centre, although they are contacting those whose details they have.

GamCare - support for people affected by gambling-related harm – www.gamcare.org.uk

Just a quick email from GamCare to touch base with you to see how things are going, and to provide you with an update on our services.

Treatment and advice: We remain concerned about the potential for people to gamble more during lockdown and for this to be a challenging time for people in recovery. We are continuing to offer all of our free treatment and advice services during lockdown, adapted of course to comply with social distancing. More information about our phone and online treatment can be found on our [website](#) and our National Gambling Helpline remains open 24/7 on 0808 8020 133.

Resources: As well as the many gambling-related resources in the [Self-Help](#) section on our website, I have also created two resource packs for GamCare– one for adults and one for families – to provide ideas for things to do and ways to keep busy during the lockdown period. We are very happy for you to share these freely across your organisation, send out with your newsletters, or send directly to clients if you think they could be useful. Please contact Polly if you would like a copy polly.johnson@gamcare.org.uk

Outreach work: Our face-to-face Outreach work has been on hold now for over a month, but we are offering free, 1-hour Zoom training sessions to any organisation that would like to learn more about problem gambling – these can be accessed individually from home using a laptop, tablet or mobile phone. We will also be offering open sessions that can be booked via Eventbrite (let me know if you are interested and I'll send you the links). We can also offer a 15-20 minute 1:1 phone call to provide information about our referral process, which is followed up with an email with all the relevant documents. If I can help in any way, do get in touch with me using the contact details below.

Polly Johnson - Women's Programme Outreach Officer – East of England M: 07397 224948 E: polly.johnson@gamcare.org.uk

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.

Home-Start Norfolk

We would like to reassure you that Home-Start Norfolk is 'open for business' and running a responsive remote service to support referred families. Face-to-face meetings and volunteer support visits are currently suspended. Our staff and volunteers are currently working from home to provide remote telephone advice and support, signposting and referring to essential services, and providing reassurance to families who are struggling to cope during this extremely difficult period. Training sessions and fundraising events have been suspended temporarily.

New referrals for telephone support are being accepted - please contact us on 01603 977040 or email admin@homestartnorfolk.org . Professionals please use referral form at www.homestartnorfolk.org We would like to thank our referrers and supporters for their understanding at this time and we will continue to update you in the coming weeks.

LILY

Lily Directory - COVID-19 - <http://asklily.org.uk/kb5/westnorfolk/cd/service.page?id=iFG4fxGv944>
West Norfolk CG - Swaffham seeking community groups to go on list.

The Lily online directory is to help people (public and professionals) easily find a wide range of information, ideas and resources. 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.

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

Money Advice Hub

Money Advice Hub have just developed an interactive and live online advice prompt tool. Money Advice Hub are making this tool public so that anyone giving advice can use it, and of courses especially Norfolk advisers. It's created using Google Slides so it's compatible with all IT platforms by using the URL or iframe code. Please go to [MAH COVID-19 Advice Prompt Tool](#)

The tool provides a quick and easy prompt, cutting through topics to help different demographics of people, it has very simple navigation tools that make it a really useful stand-alone prompt tool for advisers during the pandemic. It can be added to laptop or PC laptops.

A standalone PDF version, which works. providing the user has the appropriate Adobe download, is available from Samantha Nurse sam.nurse@moneyadvicehub.org.uk

MAP Advice Line Update

MAP is providing a free phone advice line and email advice service for young people, aged 11-25, across Norfolk, open 10.30 am – 5.30 pm Monday to Friday (except bank holidays).

0800 0744454 advice@map.uk.net

Young people can call or email them if they:

- 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

Their team of expert advisers will be there to help. It's free and confidential. Please promote their advice line to young people and their families. The advice line and advice email are only for young people. If you need to refer someone to MAP for advice and support, please use the usual channels:

By telephone: 01603 766994 By email: info@map.uk.net

By the [Norfolk Community Advice Network \(NCAN\) online referral system](#)

Their team of professional young person advisers are available to provide advice on the full range of issues by telephone and email:

- Housing, money and benefits
- Employment, education and training
- Being a young parent
- Relationships, sex and sexual health
- Gender identity
- Mental health
- Drugs and alcohol

While government restrictions are in place in response to Covid-19 they are only doing face- to-face work by appointment and in rare circumstances; where a young person is vulnerable and there is no other way of providing advice. They will always try to resolve problems by telephone or email first. This means their centres are not open for drop-in Please check for updates on their [website](#).

Matthew Project

Matthew Project continues to support members and service users, but in different ways.

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 is open office hours Monday to Friday on 0800 970 4866 for professionals, young people and their families. **Referrals:** 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 also connected with via closed social media groups. **Referrals:** 01603 981686 / 07741 297712 / email nextsteps@matthewproject.org /contact us section on our website.

Youth and families services. Our work continues in supporting 13–18-year-olds with their mental health and wellbeing in West Norfolk. **Referrals:** susan.campbell@matthewproject.org

We continue to support 16 to 24-year olds, with various needs **from self-esteem to smoking cessation** by phone or on-line. **Contact** gina.summerskill@matthewproject.org

Preventative education in substance misuse is not live yet but are working towards online offer. For updates re our **social prescribing service** visit 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. **Referrals:** outsidethewire@matthewproject.org

On Track. On Track continues 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. **Referrals:** 07770 610215 contact@ontracknorfolk.org or visit www.ontracknorfolk.org

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.

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.

National Autistic Society West Norfolk Branch

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

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

National Lottery Awards for all England

This programme currently focuses on funding projects and organisations helping communities through the COVID-19 pandemic. We can fund activities supporting people affected by the crisis. Given the emergency, we're looking to award funding of £300 - £10,000 to cover six months of expenditure.

Organisations not looking for COVID-19 related funding should not submit applications at this time. All our resources need to be focused on helping communities through the pandemic.

Suitable for Voluntary or community organisations

Funding size £300 to £10,000

Application deadline Ongoing

<https://www.tnlcommunityfund.org.uk/funding/programmes/national-lottery-awards-for-all-england>

ALSO: Reaching Communities England Lottery Funding

This programme is also focusing on funding projects and organisations helping communities through the COVID-19 pandemic. We can fund activities supporting people affected by the crisis. You can also apply for funding if your organisation is struggling financially because of the impact of COVID-19. Given the emergency, we're looking to award funding to cover six months of expenditure. We expect most funding will be between £10,000 and £100,000. But we'll consider larger awards or longer timeframes by exception.

Organisations not looking for COVID-19 related funding should not submit applications at this time. All our resources need to be focused on helping communities through the pandemic.

Funding size Over £10,000

Application deadline Ongoing

<https://www.tnlcommunityfund.org.uk/funding/programmes/reaching-communities-england>

Nelson's Journey

We recently had to make the difficult decision to pause all our face to face support work with children and young people and to **temporarily** furlough the majority of our staff with immediate effect. This decision was made with a very heavy heart to ensure that Nelson's Journey is in a healthier place after the current situation has passed. Our priority is to the bereaved children and young people we were set up to support and we have taken this step to ensure that Nelson's Journey is able to continue its work in the foreseeable future. To this end, we are maintaining our **Support Line service** to provide guidance and information on supporting bereaved children and young people. All our other support services (including the individual support provided by our Child Bereavement Support Workers) have been paused until further notice.

If you wish to request support for a child or young person you are working with:

1. If you feel you need some guidance on how to provide bereavement support for a child(ren) or wish to make a referral, please call our **Support Line** on **01603 431788** to leave a message and our duty support worker will get back to you as soon as possible. Alternatively you can email us at enquiries@nelsonsjourney.org.uk or go to our website and use the online referral form giving us as much information as possible.
2. You can find resources on our website www.nelsonsjourney.org.uk or via our social media channels. We will keep this updated with information you may find useful.
3. If a child we are working with is aged 8 years and above, they may wish to use the NJ Forum to talk to others. This is fully moderated by our staff and provides children and young people an outlet to share their feelings and experiences at this time. Each child will have been sent a username and password but if this has been mislaid please ask the family to get in touch and we will re-issue this to them.
4. We also recommend that children and young people (aged over 13 years or younger with parental supervision) download our smartphone app called Smiles & Tears. This offers interactive activities to help them remember the person who died.

We will keep you updated if our services change but, in the meantime, thank you for your ongoing support and patience at this challenging time. *Nelson's Journey*.

Norfolk and Suffolk Victim Care (a commissioned service provided by Victim Support)

Local phone number	0300 303 3706 (lines open weekdays between 8am-5pm)
Email	nsvictimcare@victimsupport.org.uk
Website	www.nsvictimcare.org
Socials	@nsvictimcare
National Victim Support helpline	0808 168 9111 (outside above hours)

Victim Support has launched a 24/7 online Live Chat service, possible via funding from the Ministry of Justice, which is available to all victims of crime across England and Wales. For further details about the service, this link will take you to our website with links to the online Live Chat page:

<https://www.nsvictimcare.org/24-7-live-chat-now-available-for-victims/>

Support needs for victims of crime such as those impacted by Hate Crime, Scams & Fraud and Domestic Abuse, is growing. So this 24/7 online live chat facility will provide a new and invaluable way for victims to access practical and emotional support.

Norfolk Citizens Advice

The core service is fully digital at the moment including the Debt Team and HTC (Help to Claim Team), that offer exclusive support for first time UC applicants, from the moment the application is done until their first payment.

Best way to contact us now is through Adviceline, Email or Webchat via the website <https://www.ncab.org.uk/> . Lines are open 9am - 4pm. Monday to Friday.
Referrals through NCAN system.

Diss and Thetford: dissadviser@cadat.org.uk advice.thetford@cadat.org.uk @DissThetfordCA

Norfolk Community Law Service

Offers free, confidential and independent legal advice to people in Norfolk who might not otherwise be able to access legal assistance.

Areas include: employment law, family law, general law, discrimination, domestic abuse, debt, immigration and welfare benefits (appeals and tribunals only). Does not advise on criminal law (unless relating to Domestic Abuse).

01603 496623 or 07900 153753. Mobile also uses WhatsApp.

nfo@ncls.co.uk @NCLawService (twitter) @NorfolkCLS (Facebook)

Norfolk Constabulary

Community tension and why it's important: In its simplest form community tension can be described as an event or series of events that may threaten the peace and stability of our communities and potentially lead to disorder and crime. It is now recognised that by sharing information between communities and partners enables communities to develop their own solutions and responses, with support from other agencies, to prevent tensions escalating into conflict.

We all agree that we are in unprecedented times and it is even more important that we work together to ensure that all our communities feel supported and safe.

Community tension can take many forms:

- Political - elections, demo's, extremist activity
- Between communities – infighting, fallout, cultural differences
- Immigration, asylum, refugees – anti rhetoric, hate crime, ASB
- Racial and religious – anti rhetoric, hate crime, ASB
- Criminal – as a result of criminal behaviour
- National and International events and their impact
- Future events, celebrations, demonstrations

Currently, due to COVID-19, the police are reporting daily to the National Community Tension Team. They gather information from all forces in the country and then put out an assessment of what the themes and emerging issues are.

To assess this tension the Experienced, Evidence, Potential (EEP) system is used. This tell us how communities feel (experienced) what is happening (evidenced) and Potential (what might happen). This allows us to have a better understanding of what is going on in our communities enabling us to put resources where they are needed and increase trust and confidence in our communities as they feel listened to and supported.

What we need from partners: Our partners are best placed to pick up some of the early warning signs of potential community tensions. It might come from a conversation with one of your service users or a colleague. It might be a trend that your data has picked up or conversations about the same location, family or business. Any data partners feed in can add to the rich picture we have of our communities and enhance all our service provision.

By working together, we can ensure appropriate interventions are put in place to protect everyone. If you're not sure – ask someone – talk to the OPT , please reply to the OPT mailbox:

kingslynnopt@norfolk.pnn.police.uk

Thank you in advance for your assistance and if you have any questions or concerns please do not hesitate to contact me.

Julie Inns - Equality, Diversity and Citizens in Policing Manager, Community Safety Dept
Tel: 07717156726 Email: Julie.inns@norfolk.pnn.police.uk

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

This group has been created for those living in Norfolk to support those in isolation and need help or support. 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

Norfolk Music Hub

Updated regularly. Get in touch if you would like any assistance with creating any music resources.

<https://www.norfolkmusic hub.org.uk/site/about-the-hub/resources-for-schools/learning-resources/>

Norfolk Portage

Updated daily with activities, sensory ideas, stories and songs for children with SEND 0-5 years.

<https://www.facebook.com/Norfolk-Portage-Service-1009022632441587/>

North Lynn Methodist Church

We have a team of about 10 people who are ready and willing to do shopping for others so any agencies needing help for specific families in the North Lynn or Kings Lynn areas, please contact me on 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

Pandora Domestic Abuse: New web chat service

At this current time during lock-down where victims of domestic abuse are finding it even more difficult to reach out to support services, we have implemented a live chat option on our website. This will allow women to access support in a more discrete way. The icon shows at the bottom right of our website www.pandoraproject.org.uk

Women have to give their first name only but don't have to use their real name if they don't want to, we don't ask for any other information. The service is currently available Monday to Friday 1-3pm and we have 3 operators, who can all work simultaneously offering advice and support around domestic abuse issues. This new service offers a different way for women to get in touch at this very difficult time. Please share this with your contacts.

Pitt Stop

Pitt Stop is offering its 'lockdown service'. If you have clients who are feeling suicidal or just suffering with their mental health, then Ed Roberts, our specialist in this area has additional space in his schedule. Please feel free to give Ed a call about a client you are concerned about or pass on Ed's details. His number is 07851 004322.

We are also offering three different weekly online Pitt Stop sessions:

Tuesdays 2pm: Pitt Stop Check In

A general 'how are you' and lockdown chit-chat in our regular virtual Pitt Stop on Tuesdays, at 2 pm for up to an hour and a half.

Wednesdays 2pm: Pitt Stop Men's Talking Group

This is a more contained space for those men who want to talk more deeply about how they are feeling and doing. The basics of it are:

1. Confidentiality
2. You do not have to speak
3. We will ask people to not hog the space.

Thursdays 2pm: Discussion Group

We usually suggest people watch something that's on terrestrial TV the week before and then discuss the programme or film. We will also suggest topics for discussion.

Andy Wood (Pitt Stop Coordinator, MensCraft) is sending the zoom link out each morning of the day of the relevant group. Your clients can contact andy.andywood@gmail.com to get themselves onto the Bulletin or you can pass Andy their contact details – with their permission, of course. Feel free to contact Andy if you'd like any further information: 07584 253 441

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 No School or learner is expected to complete the formal qualification; however this could be an option retrospectively if you were interested. If you are remaining open and looking for educational resources for your students, please contact me directly peter.hennessey@princes-trust.org.uk and we will aim to provide you with access within 1 working day.

We have 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.

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/West Norfolk

See Something – Hear Something – Say Something Campaign run by NSCP and NCC. These are difficult times and families are under huge amounts of pressure – we are here to help. If you hear something or see something that makes you feel worried about a child living nearby, please **let us know on 0344 800 8020**, or dial 999 in an emergency. Help us to keep Norfolk’s Children safe. You can help spread the message by using @NorfolkLSCP on Twitter.

SSAFA Norfolk

SSAFA Norfolk Office: Until further notice, the office will not be manned on a regular basis. The answerphone message will ask callers to email or leave a short message. We have also included contact details for Veterans Gateway and Forcesline. The answerphone and email will be monitored regularly, and the post checked at least weekly.

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.

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.

Reverend Canon Julie Boyd, Rector for St Faith’s Church, Gaywood, King’s Lynn, PE30 4DZ.
boydjuliem@aol.com (01553) 770952

St Thomas Norwich Church Crisis Care Team

The Crisis Care Team at St Thomas Norwich church is supporting people who have been impacted by Covid-19 who may be self-isolating, unable to get out or are vulnerable, by picking up prescriptions, shopping, telephone support and prayer.

Area of operation: NR1, NR2, NR3, NR4, NR5, NR6 and will consider referrals outside these on a case by case basis. Contact details: Tel: 01603 624390 Email: hello@stn.org.uk Website: www.stn.org.uk

Swan Youth Project Downham Market

We are still here for all young people aged 8-18 in our area. 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)

Temporary Job Opportunities

New Anglia Local Enterprise Partnership have created a temporary jobs page (see below) on the LEP website that you may wish to bring to the attention of your students. The page compiles vacancies with organisations who are trying to recruit additional staff in order to continue to operate during the current Covid-19 situation across the East Anglia region.

Vacancies include those at supermarkets, such as Tesco’s, Morrisons, Aldi and East of England Co-op; food producers such as Bernard Matthews; various vacancies in the care sector, and fruit and crop picking and packing.

<https://newanglia.co.uk/employment-opportunities/>

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.

Trading Standards

Trading Standards will continue to issue alerts through our email service/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 To find us on Facebook visit www.facebook.com/norfolktradingstandards To like us on Twitter visit 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 to better understand and spot scams. You can find out more and access the training at www.norfolk.gov.uk/friendsagainstscams and become more scam aware.

Cartoon competition for 7 to 11-year olds

Please see the link below to a cartoon competition – it closes 31st May and there's a £50 Amazon voucher at stake. Aimed at 7-11-year olds – complete the quiz about the cartoon then print the certificate and colour it, post on social media and tag us in to win.

<https://bit.ly/2XoGySP>

A 'Cyber Aware' campaign and other services have been launched by the National Cyber Security Centre to combat cyber security threats.

<https://www.ncsc.gov.uk/news/public-urged-to-flag-covid-19-threats-new-campaign>

VE Day Celebrations

On Friday 8 May 2020 Britain will be commemorating the 75th anniversary of VE Day when the guns fell silent at the end of war in Europe. Due to the coronavirus restrictions most VE Day 75 events and street parties have had to be cancelled or postponed but we still want you to be able to mark the occasion, share your pride in our country and honour the men and women of WW2.

You can make your own special VE Day 75 'Great British Bunting' to display in your window at home.

The link below has all the instructions you need:

<https://www.bbc.co.uk/programmes/articles/4TrqYDyf4PMdLypxzyTwGDg/great-british-bunting>

Look out for the virtual VE Day Celebrations;- check out these websites for more information

<https://www.storiesoflynn.co.uk/>

<https://www.yourlocalpaper.co.uk/>

<https://www.lynnnews.co.uk/>

<https://www.facebook.com/klmagazine/>

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 1200 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](#)

Safeguarding adult's advice for Coronavirus volunteers: [Click here for NSAB's COVID-19 page](#)

Wellbeing Associates

Update regarding Virtual Socials

We're making some changes to make our virtual socials more secure. From now on you'll have to follow a link via the event's page on the wellbeing website, where you will find a unique password for each social. <https://www.wellbeingands.co.uk/norfolk/take-part/social-events/>

We will still add a links to our social media that will bring you to the wellbeing website rather than directly to our virtual socials.

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 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 and 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.

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

Wonder+ Project

St Giles Trust 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). We are now being advised to work from home where possible and avoid social contact, therefore, NO face to face client interventions will be taking place, but we will be offering phone support/video calls to clients who have the technology to accept these types of calls.

Email Wonderplus@sgt.cjsm.net - Phone 01603 3228881 - Monday to Friday 10:00am- 4:30pm.

YMCA

YMCA Norfolk are currently providing virtual services to the young people in our community.

- Weekly Motivational devotions.
- Weekly Challenges to encourage positive participation.
- Twitch Streaming Gaming sessions as a less informal way to allow young people to interact with youth workers within a virtual setting that is more comfortable for them.
- Mind Matters Podcasts which run once a week and provides informative positive coping mechanisms for the young people to use who are struggling with their mental health during this time. We also upload the resources to our online platform for free - download to encourage the young people to participate and engage.
- Active Norfolk also Funded YMCA Norfolk to run online, all abilities welcome, do-it-yourself exercise videos that require little to no equipment to ensure everyone can take part.
- We also share the Y-thrive, YMCA Workout at home youtube channel to both the local community and housing to support regular, achievable physical exercise.
- Friday Feelings Podcast in which YMCA Norfolk hosts a fun-filled, Covid-19 Jargon Busting, fully-interactive Stream from 8pm till 9pm.
- We also offer access to 1-2-1 virtual support via Facebook Messenger and Instagram Messenger within the times of 9-5pm every Monday to Friday.

To ensure that everyone can access all of the above we created a Virtual Youth Club website, that allows users to interact with everything all in one place without having to jump around the internet <https://ymcanorfolkyouth.wixsite.com/virtualaccessuite>

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 - 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.

Entrants 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.