

WINTER 2020 PARTNER PACK INFORMATION AND GUIDANCE

Produced by the Partnership and Community Focus Team, Children's Services, NCC

Date: December 2020

Welcome

This Partner Pack has been produced to provide you with information and guidance of services and support that are available to children and families in Norfolk this Winter during the COVID-19 pandemic.

If there is information or support, you can't find please contact your local Partner and Community Focus Team.

Please note that some services differ between different districts in Norfolk and where possible we have highlighted this.

Contents

Community and Partner Focus Teams	1
COVID-19 Information and Guidance	2
Safeguarding and Child Safety	4
Support for vulnerable residents and families from Norfolk County Council	5
Locality Based Early Help Hubs	8
Food Provision	10
Health Information	18
Maternity and Early Childhood Links	21
Bereavement.....	25
Finances, Benefits and Debt Information	28
Employment Information.....	35
Housing	37
Schools, Education and Learning	40
Domestic Abuse Support Services	44
Relationships, Stress and Mental Health	49
Christmas 2020 Resources	59
Christmas Activities for Children and Families	61

Community and Partner Focus Teams

The Partner and Community Focus (PCF) service works across Norfolk in partnership with a range of organisations, from education and health providers, to district councils and voluntary sector groups, to develop and strengthen the support that exists for families locally.

Each locality has a PCF team consisting of:

- Senior Manager
- Partner and Community Focus Manager
- Community Focus Officers
- Partner Focus Officers
- Pathway Advisors and Senior Pathway Advisor

Locality Team Contact Information

Norwich:

- **Email:** cspartnercommunitynorwich@norfolk.gov.uk
- **Phone:** 01603 222812

Broadland:

- **Email:** cspartnercommunitybroadland@norfolk.gov.uk
- **Phone:** 01603 222811

East Norfolk:

- **Email:** cspartnercommunityeast@norfolk.gov.uk
- **Phone:** 01493 448153

North Norfolk:

- **Email:** cspartnercommunitynorth@norfolk.gov.uk
- **Phone:** 01692 502205

South Norfolk:

- **Email:** cspartnercommunitysouth@norfolk.gov.uk
- **Phone:** 01603 222814

West Norfolk:

- **Email:** cspartnercommunitywest@norfolk.gov.uk
- **Phone:** 01553 669673

Breckland:

- **Email:** cspartnercommunitybreckland@norfolk.gov.uk
- **Phone:** 01362 654567

PCF Newsletter

Each month the PCF Team publishes a digital newsletter with service updates, news and opportunities for partners working with families and children. Sign up here, where you can also find links to our locality news web pages - <https://www.norfolk.gov.uk/children-and-families/early-help-and-family-support/support-for-professionals/useful-resources/news>

COVID-19 Information and Guidance

Latest government information and advice can be found at: <https://www.gov.uk/coronavirus>

The government has produced its winter plan -

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/937529/COVID-19_Winter_Plan.pdf

Coronavirus Testing

Anyone with coronavirus symptoms can get a test. Coronavirus symptoms are:

- A high temperature
- A new, continuous cough
- A loss of change to your sense of smell or taste

You can read the other reasons to get a test and also book a free test by following this link or calling 119 - <https://www.gov.uk/get-coronavirus-test>

National Rules

Everyone across all tiers must:

- Wear a face covering in most indoor public settings, unless they have an exemption
- Should follow the rules on meeting others safely
- Should attend school or college as normal, unless they are self-isolating. Schools, universities, colleges and early years settings remain open in all tiers.
- Should walk or cycle where possible, plan ahead and avoid busy times and routes when travelling.
- Must follow the gathering limits at their tier except for in specific settings and circumstances (these can be found on the government website)

Everyone who can work from home should do. Where people cannot do so they should continue to travel to their workplace.

Visits to care homes can take place with arrangements such as substantial screens, visiting pods, and window visits. The government will publish detailed guidance on its website.

In all tiers, the following businesses and venues can remain open (and are expected to follow COVID-19 secure guidelines):

- Essential and non-essential retail
- Certain leisure and sporting facilities – subject to relevant social contact rules in each tier (indoor group activities and classes should not take place at tier 3)
- Personal care and contact services
- Public buildings such as libraries, community centres and halls (they should not host events for private hire for most social activities in tier 3)
- Allotments, recycling and waste centres, public toilets, car parks
- Essential public services
- Places of worship

Tier Restrictions

From the 2nd December, people in England will need to adhere by the Tier rules for that area.

You can find out what tier an area is in here - <https://www.gov.uk/find-coronavirus-local-restrictions?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>

There remains separate guidance for the following which must be adhered to regardless of which tier your area is in:

- Households with a possible of confirmed coronavirus infection
- Support and childcare bubbles

Additionally, advice for people who are clinically vulnerable to coronavirus for each tier is available on the government website.

Support Bubbles (from 2nd December)

You form a support bubble with another household if any of the apply to you:

- You are the only adult in your household (any other members of the household having been under 18 on 12 June 2020) or are the only adult who does not have a disability that needs continuous care
- You have a child under 1
- You live with a child under 5 with a disability that needs continuous care

You may change your support bubble if you need to. You should treat your previous bubble as a separate household for 14 days before forming a new bubble. This means following the rules on meeting people from other households in the tier you are in.

<https://www.gov.uk/guidance/making-a-support-bubble-with-another-household?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>

Christmas Restrictions

You can form a Christmas bubble between 23 and 27 December. There is a 3-household limit on a Christmas bubble.

Existing support bubbles count as one household towards the 3-household limit. This means if you are in a support bubble, you can collectively form a Christmas bubble with 2 other households. You should keep your Christmas bubble as small as possible.

Safeguarding and Child Safety

If you are concerned about a child - Children's Advice and Duty Service (CADS) – 0344 800 8020

For information on safeguarding children in Norfolk - Norfolk Safeguarding Children Partnership (NSCP) - <https://www.norfolkscb.org/>

See Something – Hear Something – Say Something

If you hear something or see something that makes you feel worried about a child (or a vulnerable adult, including the elderly) – call the Children's Advice and Duty Service (CADS) on 0344 800 8020.

If you work within an organisation, you may report your concern to the designated safeguarding lead. In an emergency where someone is at immediate risk of harm dial 999.

Children and Young People's Hub – Norfolk County Council

Advice and support if you're a child or young person feeling scared or unsafe during the pandemic. <https://www.norfolk.gov.uk/children-and-families/children-and-young-peoples-hub>

Coronavirus Related Safety Support

More support information can be accessed on Norfolk County Council's website here - <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/staying-safe>

Norfolk Children's Safeguarding Partnership

The NSCP has lots of information and resources regarding children, safeguarding and the pandemic available here - <https://www.norfolkscb.org/people-working-with-children/covid-19-update/childrens-guide-to-coronavirus/>

Specifically this document gives information on online safety for children and young people - <https://www.norfolkscb.org/wp-content/uploads/2020/05/F-Online-advice-children-and-young-people-004.pdf>

NSPCC

The NSPCC is a charity fighting to end child abuse in the UK. They have produced lots of information regarding children and coronavirus - <https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/coronavirus-abuse-neglect-vulnerable-children/>

You can call their helpline on **0808 800 5000** (8am – 10pm Monday to Friday, 9am – 6pm weekends)

Children and Family Court Advisory and Support Service

CASCASS represents children in family court cases across England. They provide advice and guidance for young people, families and professionals. They have produced information related to coronavirus - <https://www.cafcass.gov.uk/covid-19/>

Support for vulnerable residents and families from Norfolk County Council

For anyone experiencing hardship because of COVID-19 - <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/winter-covid-support-scheme>

COVID-19 support information - <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus>

Norfolk Winter Support Offer

Norfolk County Council, alongside local councils across Norfolk, is aiming to support as many residents as possible this winter to access financial and other support if they are facing hardship.

We know for many people this winter will be challenging for a variety of reasons, and there will be a lot of people who will need help with things like paying the bills and buying food, and many people who have never needed help before.

To make sure people can access help and support where they need it this winter, we have implemented the Norfolk Winter Support Offer and we need your help to make sure we reach as many people as possible.

Where you work with a family or resident in Norfolk, who is currently suffering from hardship and unsure how to pay their bills, keep warm and buy food, we are asking that you help them apply to the support offer. You can do this with them online at www.norfolk.gov.uk/covidwintersupport using a simple form.

Help is also available to that suffering hardship because they are having to self-isolate or support their child or vulnerable family members to self-isolate.

Norfolk Assistance Scheme

The Norfolk Assistance Scheme (NAS) already provides hardship support to Norfolk residents, and this offer is being extended to reach more people where needed, over the winter period. The offer uses an additional government grant that is primarily aimed at families with children.

Initially the two-week provision includes

- Morrisons food boxes
- Additional support with household essentials like nappies, formula milk and cleaning products
- Paypoint top ups for gas and electricity
- Daily living allowance for living expenses and household bills where needed.

Week three onwards

- Support with things like broadband and help to get online
- Additional support with household items such as washing machines and fridges

- If further food and essential support is needed after the initial two-week period, then this will be implemented by NAS for as long as is required.

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme>

Pink Orange – Ingredients boxes

Some families will already have heard about this offer because they will have been contacted by their allocated worker.

Pink Orange will provide ingredients boxes including recipe guides to targeted families across Norfolk, NAS are able to refer to Pink Orange as part of their wrap around support offer. You just need to make one referral to NAS and they will do the rest.

Family can request a box themselves on the website - <https://www.pinkorange.co.uk/> - or by texting or calling **07553 894233**.

Free School Meals vouchers

All schools and educational establishments in Norfolk will have received communication about ensuring that all children who are eligible are signed up for free school meals (the means tested pupil premium element and not the universal free school meals that all children in reception to the end of year 3 are entitled to).

Schools are then able to provide a link and code for EdenRed which is the chosen provider of supermarket vouchers to the value of £15 per child per week, for two weeks over Christmas and a Week at February half term - these vouchers can be used at all main UK supermarkets.

If you are working with a family who you think may be eligible for free school meals, who are not currently receiving them, please encourage them to speak to their children's education provider or support them in that conversation where needed.

Students not on school rolls

As part of this package, students that would be eligible to receive vouchers but are not on school rolls (e.g. those that are with post-16 training providers and children that are home educated etc) so cannot receive vouchers via that route, will still have the opportunity to apply for vouchers. This this will be administered directly by staff in the Finance & Business Services Team.

Any enquiries received from parents or providers should be passed to finance.support@educatorsolutions.org.uk please.

Self-isolation support

Some residents are also entitled to a self-isolation support payment of £500 (scheme running until 31st January 2021). To help someone apply for this, or to find out more please visit - <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/community-support-for-people-at-home/test-and-trace-support-payment>

Please make sure that you help us to reach as many families in Norfolk with this offer of support, so that together we can keep Norfolk residents safe, resilient and well this winter.

Extremely Clinically Vulnerable

Clinically extremely vulnerable people have a medical condition that makes them extremely vulnerable to coronavirus. The government has recently updated advice on who is extremely vulnerable. You can find out if someone is clinically vulnerable on the government website - <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#cev>.

Vulnerable residents can get support and guidance from Norfolk County Council on their website or by calling **0344 8008020**.

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/community-support-for-people-at-home/vulnerable-people>

Locality Based Early Help Hubs

The Early Help Hubs in each locality offer a support service for professionals and members of the public. They are a point of contact for each district, offering support, advice and guidance on a variety of subjects. They have been integral to the COVID 19 support for Norfolk offering help with issues relating to hardship, housing and food.

They also offer advice and guidance to professionals requesting support for the local residents that they are working with. The Help Hubs offer a multi-agency approach to all such requests. The Early Help Hubs also facilitate collaboration meetings, which are an opportunity for professionals to seek support from a multi-agency meeting.

Locality Early Help Hub Contact Details

Area	Days and times meetings are held
Breckland	Telephone – 01362 656870 Website - https://www.breckland.gov.uk/brecklandcollaboration
Broadland	Online Request Form: https://forms.south-norfolk.gov.uk/pub/RequestForSupport.ofml?Prepopulate=true&Request=Early%20Help Telephone: 01508 533933 Website: https://www.broadland.gov.uk/broadlandhelphub
East Norfolk	Email: earlyhelphub@great-yarmouth.gov.uk Telephone: 01493 846375
North Norfolk	Email: northnorfolkhelphub@north-norfolk.gov.uk Telephone: 01263 516173 or 516248
Norwich	Email: nehh@norwich.gov.uk Telephone: 01603 987800
South Norfolk	Online Request Form: https://forms.south-norfolk.gov.uk/pub/RequestForSupport.ofml?Prepopulate=true&Request=Early%20Help Telephone: 01508 533933 Text: 07860 017323 Website: https://www.south-norfolk.gov.uk/residents/south-norfolk-help-hub
West Norfolk	Online Referral Form: https://www.west-norfolk.gov.uk/forms/wnhh-referral Email: amy.attlesey@west-norfolk.gov.uk or Westnorfolk.helphub@West-Norfolk.gov.uk

Early Help Hub Collaboration meetings

The local Early Help Hubs throughout Norfolk are now facilitating Virtual Collaboration meetings. These are multi agency support meetings which professionals can attend to obtain peer support and guidance. See the details below to find out more about the collaboration meetings near you:

Area	Days and times meetings are held	Details	Contact information
Breckland	Every Wednesday at 09:30am	Meetings are currently being held via Microsoft Teams. How to refer a case to the Collaboration: Complete referral information, including consent agreement.	E-mail referral to the designated mailbox / submit referral online www.breckland.gov.uk/brecklandcollaboration by close of play Friday. Please contact Sophie Soto if you are interested in attending in the future at community@breckland.gov.uk
Broadland	Every Thursday at 11am	Meetings are currently being held via Microsoft Teams.	Please contact Amanda Smith at Helphub@broadland.gov.uk
East Norfolk	Every Tuesday and Thursday at 9am	Meetings are currently being held via Microsoft Teams.	Please contact Sue Robinson at earlyhelphub@great-yarmouth.gov.uk
North Norfolk	Alternate Wednesdays at 09.30am	Currently meeting remotely via Skype, Zoom or Teams please contact Sonia for more information.	Please contact Sonia Shuter – Health & Communities Manager. Telephone: 01263 516173. Email: sonia.shuter@north-norfolk.gov.uk or northnorfolkhelphub@north-norfolk.gov.uk
Norwich	Every Thursday at 09:30am	Meetings are currently being held via Microsoft Teams.	Gina Warren (Business Support Officer). Telephone: 01603 987800 (if you are calling, please be aware you will hear music rather than a ring tone – your call will be answered) or email: nehh@norwich.gov.uk
South Norfolk	Every Thursday at 2pm	Meetings are currently being held via Microsoft Teams.	To join a meeting email: earlyhelphubsouth@S-NORFOLK.GOV.UK
West Norfolk	Every Thursday at 10am	Meetings are currently being held via Microsoft Teams.	To join a meeting email: Amy.attlesey@west-norfolk.gov.uk or use the online referral form https://www.west-norfolk.gov.uk/forms/wnhh-referral

Food Provision

For anyone experiencing hardship because of COVID-19 - <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/winter-covid-support-scheme>

Foodbanks

Many Foodbanks have requested that NCC Children Services professionals only make referrals for food parcels in order to ensure there is as little cross-over of families as possible, thereby making the food go further. If you require assistance, please contact our Partner and Community Focus Teams (details on page 1) who will support you with specific requests.

Other professionals such as GPs and health visitors may also be able to issue food vouchers to families.

Community Fridges

Many of these are closed at present, however the following are open to anyone that wants to donate/collect food.

Venue	Opening Details
Breckland District	
Dereham Community Fridge , Green Pastures Bookshop, 20 Norwich Street, Dereham NR19 1DB	Monday to Friday 1:00 - 3:00 pm Please use the back door entrance
Swaffham Community Fridge , Icen Community Centre, Campingland, Swaffham, PE37 7RB	Monday - Friday and Sundays 10:00 - 11:00 am Closed Saturdays
Broadland District	
Aylsham Community Fridge , Jubilee Family Centre, Norwich Road, Aylsham, Norwich, NR11 6JG	Tuesdays, Wednesdays, Thursdays 8:30am - 10:30 am
Spixworth Community Pantry , various sites around the village	Food boxes at set points in the village, people can donate or take items (Give what you can, take what you need)
City District	
The Feed Community Fridge , 78-80 Prince of Wales Road, Norwich NR1 1NJ.	Monday to Friday, 2:00 pm - 4:00 pm
East District	
The Pantry - All Saints Parish Church, Call 01493 780210 Rev Rosie Bunn. Donations to Marion or Colin on 07514 458186	For residents of Belton and Browston only.
North District	
Fakenham Community Fridge at First Focus , 21 Oak Street, Fakenham.	Monday to Thursday - mornings
Holt Community Fridge , The Treehouse, Charles Road, Holt.	Daily 9:00 am - 3:00 pm

Hoveton Village Hall Pantry , Stalham Road, Hoveton. The Pantry is in a wooden shed, just inside the playing field, through the little gate by the main entrance to the hall.	Daily 9:00 am - 3:00 pm.
Merchants Place Community Larder , 16 Church Street, Cromer.	Monday to Thursday 9:30 am - 5:30 pm
Mundesley Community Larder , All Saints Church Community Rooms, Cromer Road, Mundesley	Friday mornings 8:30 am - 11:30 am
North Walsham Community Fridge , North Walsham Community Shop, High Street. North Walsham	Daily 9:00 am - 2:00 pm
Stalham Baptist Church Stables , High St, Stalham, NR12 9AZ.	Monday to Friday 10:00 am - 12:00 pm

General Provisions

For families that need extra support through winter, the following are providing free or low - cost meals throughout the winter period.

Provision offered	How to access	Who is it for
Broadland District		
Dawn's New Horizon and Clova Greengrocers are providing free packed lunches to children up until Christmas	Child and parent to go into Clova Greengrocer, 3 Corbett Avenue, to collect.	Any child who needs a packed lunch
Dawn's New Horizon's provide food parcels to families they are supporting	Contact Dawn's New Horizon 07854 044680	Families who have fled Domestic Abuse
Aylsham Care Trust - providing a 2 course hot meal to Reepham residents on a Wednesday lunchtime and fish and chips on a Friday lunchtime - £7.50 per lunch	Contact Alison Wright 01263 733385	Older residents who are struggling
Soul Church currently supporting families at 32 schools across the city providing food parcels.	Contact the Soul Foundation 01603 343380	Families in City and Broadland
Feeding Aylsham and surrounding areas	Facebook group, https://www.facebook.com/groups/631194164223302 Join to help or request.	Anyone in Aylsham and surrounding areas
City District		

Salvation Army, Pottergate Arc- free toast and cakes/pastries. Hot breakfasts 90p - £2.40	9:00 am - 11:15 am Monday - Friday	
St. Elizabeths Church Cadge Road, in partnership with the NR5 Community Hub and the Parish of Earlham	Monday, Wednesday or Friday mornings between 9:00 am -11:00 am offer a free breakfast bap and cuppa	Available to anyone living within North Earlham, Larkman and Marlpit areas of Norwich.
NR2 Community Skills Share offer free food parcels	Contact Nr2foodbank@gmail.com or leave a voicemail on 07752 063897	People in Town Close Ward and NR2
WN Helping Hands can help with food parcels	Join their Facebook group for details or email NR5helpinghands@gmail.com or call them on 08435 572708	NR5 residents
Growkids, Trowse Sports Hall can offer store cupboard food (and clothing for 0-12)	See their Facebook and IFsta pages to get the links to book a slot for "click and collect": https://www.facebook.com/growkidsnorwich	Anyone in need
The Al-Madinah Community Centre, Sandy Lane, Norwich can provide emergency food parcels.	The Centre is open every weekday evening between 12:30 and 1:30pm for residents to collect a food parcel. Can deliver if you are self isolating or vulnerable.If you are in need help please email: Almadinahnorwich@gmail.com	for Lakenham residents
Silver Parcel Foodbank is based at Silver Road Community Centre, Silver Road, Norwich, NR3 4TB. If you need food and/or essential items, . Delivery is available if required.	contact them on hello@silverroadcc.org or call 07786 694325 to book a collection time slot	People local to NR3
Dawn's New Horizon and Clova Greengrocers are providing free packed lunches to children up until Christmas	Child and parent to go into Clova Greengrocer, 3 Corbett Avenue, to collect.	Any child who needs a packed lunch
Dawn's New Horizon's provide food parcels to families they are supporting	Contact Dawn's New Horizon 07854 044680	Families who have fled Domestic Abuse
Society Alive offer free hot meals. Their meal covers gluten-free, dysphagia (soft diet) and low-fat options, alongside options for vegetarians and vegans.	Deliveries are made every Thursday to various homes about lunch time. Interested residents should email society.alive@yahoo.co.uk or text 07832 972166	Community members especially vulnerable residents, in the

		Bowthorpe area
Norwich Soup Movement offers hot food free of charge opposite City Hall.	On Monday/Tuesday/Wednesday/ Friday and alt Thursdays at 7:30 pm. To connect with the group and access help, visit their Facebook page: Universal Edit Alternative Foodbank	Anyone who needs a helping hand
ENYP Picnic Project are currently delivering a bag of food across Norwich.	For info or to make referral email: picnic@enyp.org.uk.	to individuals and families registered on their database
SOUL Church can deliver food parcels in Norwich	Call 01603 488880	Mile Cross and surrounding area
Olio food sharing app (like Freecycle, but for food sharing)	Download the free Olio App https://olioex.com	Anyone
St Francis Church Heartsease	Weekdays from 10:00 am - 12:00 pm or 24 hour answerphone 01603 431259	Heartsease residents
Norwich Central Mosque, Aylsham Road	Every Sunday 10.30 am - 12.30 pm contact Mr Sirajul Islam 07908 252246 or Mr Kutubur Rahman 07450 287914	Everyone. Deliveries possible
Phoenix Centre, Mile Cross	Turn up every Friday between 11:30 am - 1:30 pm to get a free food parcel	Anyone, no questions asked
The Lakenham Way (bottom of Long John Hill, opposite the chippy/parade of shops)	Free food, toiletries. See their Facebook page "The Lakenham Way"	Anyone can help themselves to items
People's Picnic - hot food free of charge	at the Haymarket 7:30 pm Tuesday, 8:00 pm Saturday	Anyone, no questions asked
St Stephens Church Café Meal and a drink for £1	Monday to Saturday 10:00 am - 3:00 pm	Anyone, no questions asked
St Stephens Church Hot food, provided by Soul Foundation, free of charge	Wednesday 6:00 pm - 7:30 pm	Anyone, no questions asked
New Hope Christian Centre, 2 Martineau Lane, Norwich, NR1 2HX light lunch free of charge	For details call 01603 617905. Wednesday 10:00 am – 2: pm	Anyone, no questions asked
Society Alive Community Café - delivery of a free hot meal	Thursdays - call 07832 972166 for details	Anyone, no questions asked

Food Cycle, Quaker Meeting House, Upper Goat Lane, Norwich, NR2 1EW - Takeaway meal and bag of food, free of charge	Friday 7:00 pm	Anyone, no questions asked
Anon Street Team - hot food free of charge Haymarker, Norwich	Sundays 8pm	Anyone, no questions asked
The Feed Community Fridge 78-80 Prince of Wales Rd, Norwich NR1 1NJ. Pay it forward hot drink	free hot drink Monday to Friday 8:30 am - 2:00pm	Anyone, no questions asked
Namaste Village, 130 - 139 Queens Road, Norwich, NR1 3PN. Dosa on the wall scheme, a free Dosa meal for anyone who is hungry, partly funded by the business and partly from public donations. Take a voucher from the wall and claim your meal.	Monday - Friday 5:00 pm - 9:00 pm, Saturday & Sunday 12:00pm - 9:00pm	Anyone, no questions asked
East Area		
Tribal Trust, providing hot food, toiletries and gifts for homeless and those in need	Contact Dianne – 07860 350878 - dlhaworth@live.com See Facebook: https://www.facebook.com/TblTrust	vulnerable residents in need in GY And surrounding areas.
South Area		
Community Table - Long Stratton St Mary's Church, Long Stratton	Every third Saturday of month 10:45 am - 12:00pm Bring a bag or 2 and an egg box	Open to everyone
Community Table - Diss Hope Church, Diss	Every Friday: 10:30 am - 11:30 am	Open to everyone
FairShare Free Food Scheme Diss Youth and Community Centre	Every Thursday: 3:00 pm -4:00 pm, contact Sam on 07778 896325	Drop in if you need it

Other food related assistance in the Norfolk Area		
Provider	Help Offered	Contact Details
Norfolk Assistance Scheme	For all in financial hardship in Norfolk. Can support with food if application received by 10:30 am in order to receive next day. Can receive box of food from Morrisons (up to £35 box)	Online application at https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme or call 01603 223392 (option 5)

New Routes	Emergency fund available to provide financial aid, food aid and mobile phone credit to those with no recourse to public funds, those at risk of destitution due to job loss and delay in universal credit and those who have been dispersed to Norwich without access to their financial asylum support (Aspen card)	projects@newroutes.org.uk or call 07799 661009
Hidden Treasures, Magdalen Road, Norwich	Help for the elderly or those self-isolating in Norwich and surrounding area. If you need anything please ask. They run a food bank for the homeless and anyone who needs help and will do their best to help you with items needed.	Find Eric at Hidden Treasures via Facebook

Deliveries

Anyone that needs help with food deliveries can contact their local supermarkets, or one of the following providers if they are unable to get a delivery slot or prefer to use local traders.

Supplier	Offer	Contact Details
Arthurs Organics	Delivers to Norwich and South Norfolk areas only	Call 01603 291871 or go to https://arthursorganics.co.uk/
Bon Deli	Pies/quiches. Min order £20. (Not specialist dietary requirements)	call 01603 951091 / 07967 447517 or email bonproduce@gmail.com
CJ's, Norwich Market	Delivering within 15 km (9 miles) of City Centre. Min order £15. Delivery charge £2 or free if order over £20	Call 07810 835544. or email paulawiley@hotmail.com
Country Kitchen Food	Freshly prepared traditional meals that can be microwaved. Includes Norwich.	Call 01603 465717
Easters	Fresh fruit and veg boxes £20 and £35. Northumberland Street, Norwich	Call 01603 622890 / 760565
Flour Pot Catering	Food delivered to freeze or as a hot meal with potato and veg or salad and coleslaw. Free local delivery within 4 miles and a minimum order of £15 or £1 delivery charge. If delivery over 4 miles is then £1 a mile thereafter. Free delivery for customers over 70 has been subsidised by donations. For ref Norwich just over 4 miles	Call 07919 074574
(PB) George	Butcher, delivery available, call for details	Call 01603 625358
Good Wholesome Food Ltd	Freshly cooked traditional hot meal and pudding £6.00 Monday to Friday. Norwich postcode areas NR1 – NR8	Call 01603 465717

Mike, Debs and Sons Norwich Market Stall	Due to the current circumstances, they are offering local deliveries in your area. Market stall is open as usual but for those in need they can help with HOME DELIVERIES – please indicate if vulnerable or in isolation for them to prioritise. Deliveries of £20 or more are free. Times will be allocated	Call on 01603 305841 or message on Facebook messenger to arrange a delivery
The Oak Tree, Ipswich Road, Norwich	Pub delivery, Menu online	Call 01603 920280
Stop and Go Shop, Woodgrove Parade, Catton Grove Road, Norwich	Raj will deliver locally if he has stock	call 01603 929802
T L C Dinner Choices	Operating NR1 to NR7 and offering Hot Meals, Teatime Snacks and Chilled meals. Monday to Friday (excluding Bank Holidays). Special diets and needs catered for	Phone Elaine (07742 801716) or Karen (07946 544932 or email empayne2374@gmail.com for prices and further details.
Thorpe Plant Centre, Norwich	Delivering food parcels to vulnerable and isolated people	See their Facebook page to get in touch with them

Christmas Provision

These are Christmas specific offers for families in need

Provision	Provider and their contact details	When
Breckland District		
'Meals on wheels' Christmas lunches and companionship for older people living alone. Christmas food parcels for families struggling to afford a proper Christmas lunch and distribution of toys to children whose parents are unable to afford presents this year.	Salvation Army, Magdalen Street, Thetford, IP24 2BN thetford@salvationarmy.org.uk 01842 750315	Contact for details
City District		
40 Christmas Hampers for NCC CS to pass to families in need	Proclaimers Church	To be delivered by us to families identified by the City Team (Pracs, CFOs, PAs and PFOs)

A takeaway Christmas meal	Society Alive, from Clover Hill Village Hall. Book by calling 07832 972166	December 22nd
Free hot drinks, turkey rolls, soup, pigs in blankets	Open Christmas, opposite St Andrews Hall, for more information please email norwichopenchristmas.org.uk	Christmas Day 12:00 pm - 2:00 pm
Free packed lunches for all children. Also, Christmas Hampers	The Mile Cross Phoenix Centre, 132A Mile Cross Road, Norwich, NR3 2DL. For more information please visit their Facebook Page	Throughout the Christmas holidays, except Christmas Day
Takeaway meal and a bag of food	Food Cycle, Quaker Meeting House, Upper Goat Lane, Norwich NR2 1EW	New Year's Day at 7:00 pm
Delivering Xmas meals for older people and people living on their own in the NR3 area	Silver Parcel Foodbank, Silver Road Community Centre, Silver Road, Norwich, NR3 4TB. contact them on hello@silverroadcc.org or call 07786 694325 to book a collection time slot	December 10th
East District		
Weekly food boxes for family meals that can be cooked by the whole family, delivered for FREE during the holiday period. Box size will depend on the size of the family.	Pink Orange - https://www.pinkorange.co.uk/ to register, or contact Anna Croft at hello@pinkorange.co.uk or 07435993219 for more details	This is only available for the NR30 and NR31 areas for the duration of the Christmas holidays
Food hampers for elderly/most vulnerable (approx 100)	GY Minster Church	23rd - 25th December, collect from the church
North District		
Christmas Day Tea, for those living alone (including single parents) in the North Walsham parish. Delivered to their door	North Walsham Good Neighbour Scheme, contact Don Birch 01692 404889 or John Watts 01692 405119 to arrange.	Christmas Day only

Health Information

For childhood information health - Just One Norfolk - <https://www.justonenorfolk.nhs.uk/>
Just One Number - 0300 300 0123

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

Urgent Help

111 – Emergency Care

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.
Call -111 or visit <https://111.nhs.uk/> – both are available 24 hours a day, 7 days a week

In a life-threatening emergency always call 999

Help with getting medication

In the first instance residents are encouraged to ask a friend, family member, carer or volunteer.

Volunteer organisations in working Norfolk including/ can be found here -

<https://healthwatchnorfolk.co.uk/coronavirus-covid-19/information-and-guidance-on-covid-19/>

If none of these are available, patients can contact their pharmacy to inform them that they are clinically extremely vulnerable and need medicines delivered. They can arrange this free of charge.

GP Practices

GP practices remain open to patients. Appointments are being provided by face-face, online or telephone consultations. Face-face appointments are available to those who need them.

Residents should also contact the GP Practice via the telephone or on the phone before turning up – many will only admit those with a pre-arranged appointment.

No-one should go to a GP practice if they have coronavirus symptoms or are self-isolating.

Dental Practices

Dental practices are open although they are prioritising patients with the most urgent need.

Residents should contact their usual dentist for advice. If a resident needs urgent dental care out of hours they should contact 111.

Finding GP and Dentist Practices

This is a tool to find GP Surgeries in an area - www.nhs.uk/service-search/find-a-GP

This is a tool to find Dentist Surgeries in an area - www.nhs.uk/service-search/find-a-dentist

This is a link for the gypsy- traveller-roma-communities -

<https://assets.nhs.uk/prod/documents/how-to-register-with-a-gp-gypsy-traveller-roma-communities.pdf>

This is link for the homeless - <https://assets.nhs.uk/prod/documents/how-to-register-with-a-gp-homeless.pdf>

Just One Norfolk – Healthy Child Programme

Just One Norfolk is the 'go to' website for information about childhood health in Norfolk. The information it includes covers (but is not exclusive to):

- Pregnancy
- Childhood illnesses
- Staying Safe
- Child Development and Additional Needs
- Healthy Lifestyles
- Emotional Health
- Return to School

<https://www.justonenorfolk.nhs.uk/>

You can call Just One Number – 0300 300 0123 (open 8am – 6pm, Monday – Friday and 9am – 1pm Saturday)

The Healthy Child Programme runs the following services (information about all can be found on their website):

- Just One Number (single point of access for all Norfolk Healthy Child Programme services)
- Parentline – 07520 631590 (text service for parents/ carers to get in touch with concerns)
- Healthy Child Programme Services 0-5 – *offering services NHS have agreed are essential during the pandemic*
- Healthy Child Programme Services 5-19 - *offering services NHS have agreed are essential during the pandemic*
- Video Appointments
- ChatHealth – 07480 635060 (text messaging service for 11-19 year olds)
- Pathway to Parenting (online programme for parents to be)
- Child Health Drop-In and Self-Weigh – *temporarily suspended*
- School Age Immunisations - *offering services NHS have agreed are essential during the pandemic*
- School Height and Weight Checks
- Family Networking

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

Mental Health and Wellbeing Organisations and Services

Details can be found in the Relationships, Stress and Mental Health Section

Health and Healthy Living Organisations and Resources

Name of service	Details of their offer	Contact details
Nationwide		
NHS website	Information about health and medicines online	Website: https://www.nhs.uk/
One You and Every Mind Matters (NHS)	Provides information on living a healthy life One You – physical health, Every Mind Matters – mental health	Website: https://www.nhs.uk/oneyou/
Sport England	Provide information and resources on sport and activity	Website: https://www.sportengland.org/
Norfolk		
Just One Norfolk	NHS provider of childhood health services and information for Norfolk	Just One Number - 0300 300 0123 Website: https://www.justonenorfolk.nhs.uk/
Active Norfolk	Active Norfolk provides lots of information about sport and physical activity in Norfolk. It has information on sports and activity going on across Norfolk as well as information on how to get active	Website: https://www.activenorfolk.org/contact
Norfolk County Council – Health and Wellbeing	Information on health services in Norfolk and advice for healthy living and wellbeing	Website: https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing
Healthwatch Norfolk	Gather people’s view of health and social care services in the county – provide updates and information	Website: https://healthwatchnorfolk.co.uk/
Free Apps (NHS recommended)		
Corona-Help.UK	Self-reporting tool that aims to improve the understanding and management of coronavirus	Link - https://www.nhs.uk/apps-library/corona-helpuk/
NHS COVID-19	Official NHS COVID-19 contact tracing app	Link - https://www.nhs.uk/apps-library/nhs-covid-19/
NHS Go	Confidential health advice for young people	Link - https://www.nhs.uk/apps-library/nhs-go/
First Aid by British Red Cross	Easy-to-learn skills for a wide range of first aid situations from burns to heart attacks	Link - https://www.nhs.uk/apps-library/first-aid-british-red-cross/
Coach to 5K	Guiding running app	Link - https://www.nhs.uk/live-well/exercise/couch-to-5k-week-by-week/
You can find more NHS approved apps here, including for specific health conditions - https://www.nhs.uk/apps-library/		

Maternity and Early Childhood Links

For pregnancy and childhood health information health – Just One Norfolk -

<https://www.justonenorfolk.nhs.uk/>

- 0300 300 0123

For concerns during pregnancy – contact your midwife at any time without delay

Just One Norfolk – Health

Pregnancy Information during COVID-19

Norfolk midwives want parents and professionals to know that they are still available for families. If there are any concerns during a pregnancy, they should contact their midwife or maternity unit at any time of the day or night as soon as they are worried.

Up to date information on pregnancy services, information and advice can be found here -

<https://www.justonenorfolk.nhs.uk/pregnancy>

Healthy Child Programme 0-5 Services during COVID-19

The Healthy Child Programme is part of Just One Norfolk and the 0-5 Programme focuses on pregnancy to 5 years old. During the pandemic their services have been adapted.

You can find out about what their services currently are and what parents can expect, including appointments and visits - <https://www.justonenorfolk.nhs.uk/our-services/0-5>

For other Just One Norfolk services please visit the health section of this document.

Early Years Settings

Early Years Settings in Norfolk can open, providing they follow guidance to ensure their setting is COVID-19 secure.

The latest government guidance for early years settings can be found here -

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

Information on Early Learning and Childcare in Norfolk can be found here -

<https://www.schools.norfolk.gov.uk/early-learning-and-childcare>

If settings need advice and/ or support they can contact the Early Years Team at NCC by calling 01603 222300 or emailing csearlyyearsadvice@norfolk.gov.uk

Further support, information and resources can be found in the education section of this document.

Early Childhood and Family Service – Parents

The Early Childhood and Family Service (ECFS), offers support to 0-5-year-olds and their families in Norfolk. They have commissioned Action for Children to deliver additional support.

Virtual Activity Programme

The ECFS continue to run their virtual activity programme. Families can attend any of the virtual groups and activities. Some activities do need to be pre-booked.

You can download the programme here - <https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service/early-childhood-and-family-service-activities>

ECFS Courses for parents

If parents need a little extra support, they can request (or a practitioner can do it on their behalf) a place on one of the free ECFS courses for parents. Courses cover topics such as parenting 0-5s, keeping children safe and improving your mental health.

The link to the booking form is here -

https://forms.norfolk.gov.uk/AchieveForms/?mode=fill&consentMessage=yes&form_uri=sandbox-publish://AF-Process-5b8a8e3d-6dad-4b5e-bb10-d5edfda0e4db/AF-Stage-bcbd42e5-dd89-48c7-b5df-9d4c501a3f55/definition.json&process=1&process_uri=sandbox-processes://AF-Process-5b8a8e3d-6dad-4b5e-bb10-d5edfda0e4db&process_id=AF-Process-5b8a8e3d-6dad-4b5e-bb10-d5edfda0e4db

Or call 0344 800 8020 or email ecfs-families@actionforchildren.org.uk

Facebook Pages

The ECFS have active Facebook pages for each district in Norfolk which they keep up to date with updates, advice and information. Details can be found in the table at the end of this section.

Early Childhood and Family Service – Parent and Toddler Groups

The ECFS support Parent and Toddler Groups in Norfolk with information and guidance. They have a closed Facebook group and an email mailing list that leaders can join for the most up to date information. Email cs-0-5communityoffer@norfolk.gov.uk.

Norfolk Early Childhood Community Fund Scheme

The ECFS offers several grants available for leaders that are:

- Setting up a new parent and toddler group
- Wishing to expand the provision of an existing group (e.g. running an additional session)
- Wanting to reopen but need support to buy additional resources to ensure they are COVID-19 secure (*COVID-19 Recovery Grant*)

More information about the grants available, who is eligible, deadlines and how to submit an expression of interest from - <https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service/norfolk-early-childhood-community-fund>

Training

The ECFS run a training programme for Parent and Toddler Group leaders. Information on the course they run can be found here - <https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service/norfolk-early-childhood-community-fund>

Group leaders are invited to attend a 'Getting Back to Parent and Toddler Group' online session to discuss any concerns they might have about reopening. They will get the opportunity to share ideas and concerns, and consider government guidance with a small number of other leaders and members of the Community Offer Team.

Please email cs-0-5communityoffer@norfolk.gov.uk to book a place.

Services and Resources for Parents with Children under 5 year old

Name of service	Details of their offer	Contact details
Nationwide		
NHS website	Information about pregnancy and babies	Website: https://www.nhs.uk/conditions/pregnancy-and-baby/
Action for Children	Information and support for parents As well as their offer through ECFS	Website: https://parents.actionforchildren.org.uk/?_ga=2.261043397.997653364.1607684023-1651920781.1606239965
NSPCC	Information and support for parents including baby parenting	Website: https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/
Norfolk Services		
Just One Norfolk	NHS provider of childhood health services and information	Just One Number - 0300 300 0123 Website: https://www.justonenorfolk.nhs.uk/
Early Childhood and Family Service	Offer support to parent and families of 0-5 year olds	Telephone: 0344 800 8020 Email: email ecfs-families@actionforchildren.org.uk Website: https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service Norfolk ECFS Facebook: https://www.facebook.com/EarlyChildhoodFamilyService/ Breckland ECFS Facebook: https://www.facebook.com/ECFSBreckland/ Broadland ECFS Facebook: https://www.facebook.com/ECFSBreckland/ Great Yarmouth ECFS Facebook: https://www.facebook.com/ECFSGreatYarmouth/ King's Lynn and West Norfolk ECFS Facebook: https://www.facebook.com/ECFSGreatYarmouth/ North Norfolk ECFS Facebook: https://www.facebook.com/ECFSGreatYarmouth/ Norwich ECFS Facebook:

		https://www.facebook.com/ECFSGreatYarmouth/ South Norfolk ECFS Facebook: https://www.facebook.com/ECFSGreatYarmouth/
Norfolk County Council Family Learning	Offer courses and activities for adults with children 0-4 and 4-12 years old	Website: https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/family-learning-courses Email: adultlearning@norfolk.gov.uk
Norfolk Libraries	Online Bounce and Rhyme and Storytelling	Facebook: https://www.facebook.com/NorfolkLibrariesUK/videos/
Home Learning Ideas	Ideas of things to do at home with under 5's	Website: https://www.norfolk.gov.uk/children-and-families/childcare-and-early-learning/home-learning

Bereavement

A bereavement is a difficult time for everyone. The pandemic has resulted in more unexpected bereavements this year for Norfolk families.

Below is a list of services that support children and families who are bereaved. There are other services available to support other aged groups of people and for where someone has died of a specific illness or incident (for example cancer or a road traffic accident). If a someone dies in a hospital or a hospice, that setting may also be able to provide support for relatives.

What to do when someone dies

The government provides information on what to do when someone dies - <https://www.gov.uk/after-a-death>

District, borough and city councils can provide information on bereavement and what to do when someone dies.

Organisations that provide bereavement support

Name of Service	Details of service offered	Contact details
Norfolk Services		
Norfolk Critical Incident Support	Provide support, advice, information and training to educational settings in relation to critical incidents, bereavement and trauma. This is available to all LA schools, academies and independent schools that buy into the Critical Incident Service, and Early Years settings.	Website: https://www.norfolkepss.org.uk/information/schoolsacademies/critical-incident-trauma-bereavement/ Email: bianca.finger-berry@norfolk.gov.uk
Nelson's Journey	Norfolk charity that supports children and young people until they are 18 Currently offering a Support Line Service for families and professional to speak directly with a Child Bereavement Support Worker – can refer through online form	Telephone: 01603 431788 Email: enquiries@nelsonsjourney.org.uk Website: https://nelsonsjourney.org.uk/

Take Our Hand	Norfolk based charity supporting young people 16-24 years old Partner with local services to offer grief or support services alternative to counselling Offer bereavement care packages	Telephone: 07932 412 235 Email: info@takeourhand.org.uk Website: https://takeourhand.org.uk/
Cruse Bereavement Care (Norwich and Central Norfolk)	Offer one-one support, information and support line to bereaved people All services are being offered over the telephone and online currently	National Helpline: 0808 808 1677 (9.30am – 5pm Monday, Friday and Saturday, 9.30am – 8pm Tuesday – Thursday, 10am – 1pm Sunday) Telephone: 01603 219977 (Norfolk Branch) Email: support.norwich@cruse.org.uk Website: https://www.cruse.org.uk/get-help/local-services/eastern-england/norwich-and-central-norfolk
Time Norfolk – The Pregnancy Loss Charity	Provides free confidential help and support to anyone who needs support related to pregnancy, miscarriage, unplanned pregnancy, other pregnancy issues	Telephone (to make appointment): 01603 927487 Website: https://timenorfolk.org.uk/contact-us/
National Services		
Bereavement Advice	Free helpline and web-based information service provided by Co-op Legal Services	Telephone Helpline: 0800 634 9494 Website: https://www.bereavementadvice.org/
Children Bereavement UK	Provide support and information for children and young people (up to 25) when a child grieves or a child dies	Telephone: 0800 02 88 40 (9am-5pm, Monday-Friday) Email: support@childbereavementuk.org Live Chat: Available through website (9am-5pm, Monday-Friday) Website: https://www.childbereavementuk.org
Grief Talk	Provided by Griefencounter Helpline supporting bereaved children and young people	Telephone Helpline: 0808 802 0111 (9am- 9pm, weekdays) Website: https://www.griefencounter.org.uk/get-support/support-services/helpline/
Hope Again	Youth website of Cruse Bereavement Care	Telephone Helpline: 0808 808 1677 Email: hopeagain@cruse.org.uk Website: https://www.hopeagain.org.uk/
Hope Support Services	Provide a safe, monitored Facebook group to meet and share with peers in similar situations	Website: https://hopesupport.org.uk/

	Secure online one-to-one support sessions and provide active links and signposting	
Winston's Wish	Support for grieving children as well as resources and training for professional	<p>Helpline: 08088 020 021</p> <p>ASK email service: ask@winstonswish.org</p> <p>Online Chat: https://www.winstonswish.org/online-chat/ (available Tuesday 1-5pm and Friday 9.30am – 1pm)</p> <p>Crisis Messenger: In a personal crisis text WW to 85258</p> <p>Website: https://www.winstonswish.org/</p>
Miscarriage Association	Help for those who have been affected by miscarriage, molar pregnancy or ectopic pregnancy	<p>Telephone Helpline: 01924 200799 (9am – 4pm, Monday-Friday)</p> <p>Email: info@miscarriageassociation.org.uk</p> <p>Website: https://www.miscarriageassociation.org.uk/</p>
SANDS	Stillbirth and neonatal death charity providing support services for their national helpline	<p>Telephone Helpline: 0808 164 3332 (10am – 3pm, Monday- Friday, 6pm-9pm Tuesday and Thursday evenings)</p> <p>Email: helpline@sands.org.uk</p> <p>Website: https://www.sands.org.uk/</p>
The Lullaby Trust	Provides expert advice on safer sleep for babies and offers emotional support for bereaved families	<p>Telephone (bereavement support): 0808 802 6868</p> <p>Telephone (information and advice): 0808 802 6869</p> <p>Website: https://www.lullabytrust.org.uk/</p>

Finances, Benefits and Debt Information

Norfolk Assistance Scheme for those experience hardship - <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme> or call 0344 800 8020

Banks and Lenders – Residents should contact their bank and/ or lenders where appropriate for support – many have in house support

Norfolk Assistance Scheme

The Norfolk Assistance Scheme (NAS) already provides hardship support to Norfolk residents, and this offer is being extended to reach more people where needed, over the winter period. The offer uses an additional government grant that is primarily aimed at families with children.

Initially the two-week provision includes

- Morrisons food boxes
- Additional support with household essentials like nappies, formula milk and cleaning products
- Paypoint top ups for gas and electricity
- Daily living allowance for living expenses and household bills where needed.

Week three onwards

- Support with things like broadband and help to get online
- Additional support with household items such as washing machines and fridges
- If further food and essential support is needed after the initial two-week period, then this will be implemented by NAS for as long as is required.

The scheme can also help you if you can't meet your everyday needs and are struggling for reasons other than coronavirus. It can also help you with household items like white goods or beds if you're having to move house if, for example, you're fleeing domestic violence or moving out of care and into the community. Please remember NAS will also assess for discretionary awards so please make an application. If NAS cannot help they will find someone who can.

Digital Exclusion Project

NAS are offering support with families, children and adults who are struggling to make ends meet and do not have the adequate digital resources. Having access to digital resources at home could make the difference when home learning, applying for jobs as well as helping to reduce isolation and connecting with friends and family. Applications can be made through the usual NAS referral route.

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme>

Call 0344 800 8020

Benefits

Universal Credit

Those who are already on universal credit (UC) will continue to receive it as normal. Residents can manage their account only and do not need to call DWP any longer. Residents do not need to attend the job centre unless they are told to do so.

The government has increased the standard allowance in UC by £20 per week – this applies to new and existing claimants. This means that for a single Universal Credit claimant (aged 25 and over), the standard allowance has increased from £317.82 to £409.89 per month.

Where a person who is on UC and usually works is not currently able to longer due to coronavirus, their payment will be adjusted accordingly. This should be reported in the usual way following this link - <https://www.gov.uk/sign-in-universal-credit>.

Where a person has lost their job, they may be eligible for New Style Jobseeker's Allowance (JSA), Universal Credit or Pension Credit. For more information - <https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-you-were-employed-and-have-lost-your-job?priority-taxon=5ebf285a-9165-476c-be90-66b9729f50da>

New claims can be made online – <https://www.gov.uk/apply-universal-credit>.

All health and disability face-to-face assessments have been suspended. Residents will be contacted by telephone to let them know of the next steps.

This link provides information about what childcare costs can be claimed during the pandemic - <https://www.gov.uk/government/publications/universal-credit-and-childcare/universal-credit-childcare-guide>

Other Benefits

Information about all the benefits that are available from the government - <https://www.gov.uk/browse/benefits>

More information and guides about universal credit and other benefits can be found here - <https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/>

Debt

Debt can cause very serious problems for families and often they will need support to improve their financial situation and the other concerns that may have resulted from it.

The table at the end of this section has useful organisations that can help. Specifically, Norfolk County Council Service users can access the Money Support Service - <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/money-support-service>

The government provides information on paying off debts and there are options through the courts people can take - <https://www.gov.uk/options-for-paying-off-your-debts/debt-relief-orders>

Gambling

Many people gamble socially or for fun but for some people gambling can become a serious problem affecting their finances and many other aspects of their life. This is when gambling can become an addiction. Someone suffering from a gambling addiction is likely to need support in other areas of their life not just financial.

In Norfolk GamCare and Breakeven work to support people suffering from a gambling addiction – either their own or someone else’s. You can find out which organisation covers an area here - <https://www.gamcare.org.uk/get-support/find-local-treatment/>

The table at the end of this section provides information about organisations that can provide support.

Bills

In the first instance, people struggling to pay essential bills are encouraged to:

- Contact your provider: if you think you might have a problem paying a bill, contact your provider as early as possible to explain, and receive help with paying your bills
- Ask for help if you need it: if you are struggling with your bills or credit commitments, free advice is available. coronavirus has affected the entire nation and many of us need support now, even if we never have before
- Explore payment options: if you are struggling with bills, it is better to agree a payment plan with your provider and keep making regular instalments, rather than cancelling direct debits and letting debt build

Citizen’s Advice have created a guide for people struggling to pay their bills - <https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/>

Utility Bills

All utility providers are being asked by the government to prioritise customers who make need additional support and support customers struggling to pay bills. Residents should contact their utility providers if they are struggling or think they may struggle to pay their bills.

The government has agreed a set of principle with domestic energy suppliers to support consumers impacted by coronavirus - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873960/Supplier_Agreement_19.3.2020.pdf

Council tax

Residents should contact their district, borough or city council if they are struggling/ think they will struggle to pay their bills. Some councils have created hardship funds.

Contact details can be found on the websites of each of the seven districts in Norfolk.

Financial Crime

If you believe someone is a victim of financial crime you can support them to Action Fraud by calling 0300 123 2040 or on their website - <https://www.actionfraud.police.uk/>.

In an emergency always call 999.

Scams

Criminals have been taking advantage of coronavirus to scam Norfolk residents. These can be in the form of doorstep, phone or online scams.

Friends Against Scams is a national Trading Standards training programme. Anyone working with the public is encouraged to take their online training to help them spot the signs of scam victims and help educate people on how to avoid scams.

<https://www.friendsagainstscams.org.uk/elearning/Norfolk>

Illegal Money Lending Team (IMLT)

The IMLT are aware that the pandemic is causing financial pressure for some people and are providing a range of support and highlighting the official websites and guidance available to seek financial help. They have launched a live chat on their every Tuesday and can now be found on their Instagram account. These have been set up to increase the channels that people can use to find the help they may need. <https://www.stoploansharks.co.uk/>

Organisations who can provide help, support and advice

Name of service	Details of their offer	Contact details
Norfolk Financial Support		
Norfolk Assistance Scheme	Financial support for Norfolk residents experiencing hardship	Website: https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme Telephone: 0344 800 8020
District Early Help Hubs	Locality based information and support	Details as in the Locality Based Early Help Hub Section
Money Support Service – NCC	For NCC service users – support with budgeting	Telephone: 01603 223392 (option 4) Email: MSS@norfolk.gov.uk Website: https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/money-support-service
Norfolk Citizen’s Advice Branch	Provide information and advice as the national service but local to Norfolk	Offices currently open for face to face: <ul style="list-style-type: none">- Dereham – emergencies only- Kings Lynn – limited general service- North Walsham – limited general service- Wymondham – limited general service- Norwich – emergencies only (please visit the website for an up to date list and information on how to contact)

		Website: https://www.ncab.org.uk/ Email: https://www.ncab.org.uk/?p=email.advice
Financial Advice and Support		
Money Advice Service	Provided by the Money & Pensions Service Provide free and impartial money advice on a wide range of topics including (but not exclusively): debt; homes; budgeting and saving; work and benefits; pensions.	Telephone Helpline: 0800 138 7777 Telephone support is available 8am – 6pm Monday-Friday Website: https://www.moneyadvice.org.uk/ Web Chat: Available through the website. 8am-6pm Monday-Friday, 8am- 3pm Saturday WhatsApp: Add 07701342744 to your Whatapp and send a message
Citizen’s Advice (national service)	Provide information and guidance on a range of topics including (but not exclusively): benefits; work; debt and money; housing	National Phoneline: 0800 144 8848 Relay UK – 0800 144 884 Telephone Adviceline is available 9am-5pm Monday-Friday Website: https://www.citizensadvice.org.uk/ Online debt support chat - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/chat-service-money-and-debt/ Available 8am- 7pm Monday- Friday Online support chat (not debt) - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/ Available 10am – 4pm Monday- Friday Work (including COVID-19) - https://www.citizensadvice.org.uk/work/ Benefits - https://www.citizensadvice.org.uk/benefits/ Budgeting Advice - https://www.citizensadvice.org.uk/debt-and-money/budgeting/
Money Advice Hub	Not for profit providing free debt advice and other related advice topics (including housing and benefits) Including a Debtipedia	Telephone – Free debt help: 0333 305 7648 Online Enquiry Form (only for East of England): 1FAIpQLSdKtqWwxaYeQdS1hGYqjNX7Z_9JZDsU3u8br2TtR8GkcBErTQ Live Chat - https://www.formilla.com/chat.aspx?guid=385e5a40-ed2b-4dbd-b914-ed2a408d5ea4 Email – help@moneyadvicehub.org.uk WhatsApp chat - https://api.whatsapp.com/message/45QWL4XOFHVQN1 Website: https://www.moneyadvicehub.org.uk/home

Money Advice Hub – Coronavirus Advice Hub	Developed to bring information together regarding COVID-19	Website: https://sites.google.com/moneyadvicehub.org.uk/coronavirus-advice-hub (Including Interactive COVID-19 advice tool)
Benefits		
Welfare Rights Unit – Norfolk County Council	Benefits advice for Norfolk residents who receive a social care package or are a care leaver	Telephone: 01603 224447 Email: welfarerights@norfolk.gov.uk Website: https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/help-and-advice-with-benefits
Turn2Us Benefit Calculator	An online tool to help you calculate what benefits you are entitled to	Website: https://benefits-calculator.turn2us.org.uk/AboutYou Telephone: 0808 802 2000
Child Benefit Helpline	Provided by the government for help with child benefit	Telephone: 0300 200 3100 Website: https://www.gov.uk/child-benefit/how-to-claim
Understanding Universal Credit	DWP website providing employment and benefit support	Website: https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/
Debt and Budgeting		
National Debt Helpline	Provide free and independent debt advice over the phone and online	Telephone Helpline: 0808 808 4000 - Available 9am – 8pm Monday-Friday, 9.30am – 1pm Saturday Webchat: Access through website (times as phone) Website: https://www.nationaldebtline.org/
Business Debt Line	Specific support for self-employed and small businesses owners on debt	Telephone: 0800 197 6026 Webchat: Available through the website Monday-Friday 9am to 8pm Website: www.businessdebtline.org
Money Advice Trust	Help people to tackle their debts and manage their money wisely	Website: www.moneyadvice Trust.org Run the National Debt Helpline and Business Debt Line as above
Step Change	Provide free debt advice, to help people deal with debt and set up a solution. Information about debt and also budgeting.	Telephone: 0800 138 111 (debt advice) Telephone support is available 8am-8pm Monday to Friday, 8am-4pm Saturday Telephone: 0800 054 6734 ('persistent debt' letter) Website: www.stepchange.org Live Chat: https://www.stepchange.org/contact-us.aspx There are other numbers online for existing customers Budgeting advice - https://www.stepchange.org/debt-info/your-financial-situation/making-a-budget.aspx
Money Saving Expert	Information on saving money and many aspects of finances	Website: https://www.moneysavingexpert.com/

Debt Tester BBC	A quiz to help you find out how likely you are to have problems with borrowing	Website: http://news.bbc.co.uk/1/shared/spl/hi/business/debtcheck/html/index.stm
Gambling		
GamCare	Provider of free information, advice and support for anyone affected by problem gambling – including specific support for women and children	Telephone: 0808 8020 133 – available 24/7 Live Chat: https://www.gamcare.org.uk/get-support/talk-to-us-now/ - available 24/7 Group Chat Text room - https://www.gamcare.org.uk/get-support/group-chatroom/ Forum - https://www.gamcare.org.uk/forum/ Website: - https://www.gamcare.org.uk/
Breakeven	GamCare Counselling Partner	Telephone: 01273 833722 Email: info@breakeven.org.uk Website: http://www.breakeven.org.uk
Bills		
Ofgem	Britain's energy regulator - Impartial information and advice on household and business energy	Website: https://www.ofgem.gov.uk/consumers/energy-guides
Simple Energy Advice	Government endorsed advice on home energy	Website: https://www.simpleenergyadvice.org.uk/
Supply Comparison Sites	A range of sites that offer rate comparison between different suppliers	Look after my bills - https://lookaftermybills.com Uswitch - https://www.uswitch.com Confused - https://www.confused.com Money Super Market – www.moneysupermarket.com Simply Switch – www.simplyswitch.com

Employment Information

Latest government information regarding employment and coronavirus -

<https://www.gov.uk/coronavirus/worker-support>

For independent advice for employers and employees - <https://www.acas.org.uk/coronavirus>

Coronavirus Job Retention Scheme

If an employer has no work for an employee, they could get a Coronavirus Job Retention Scheme grant. Employers can claim 80% of an employee's usual salary for hours not worked, up to a maximum of £2,500 per month. Therefore, the employee will receive at least 80% of their usual salary (the employer can choose to top up the salary further than 80%).

The Coronavirus Job Retention Scheme has been extended until 31st March 2021.

For up to date government information - <https://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme>

Statutory Sick Pay

Some employees can get £95.85 per week Statutory Sick Pay (SSP) if they are too ill to work. It's paid by their employer for up to 28 weeks. Usually they can get SSP for the fourth day you are too ill to work (if it is).

Employees must be eligible to receive SSP. Some organisations have a sick pay scheme (or 'occupational scheme'), which might mean employees receive more than SSP.

For more information, including eligibility - <https://www.gov.uk/statutory-sick-pay>

COVID-19 and SSP

You may be eligible for SSP if you are needing to isolate due to coronavirus. The full list of reasons is available here - <https://www.gov.uk/statutory-sick-pay>

Redundancy or lack of hours

Where a person has lost their job, they may be eligible for New Style Jobseeker's Allowance (JSA), Universal Credit or Pension Credit. For more information - <https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-you-were-employed-and-have-lost-your-job?priority-taxon=5ebf285a-9165-476c-be90-66b9729f50da>

Where a person who is on UC and usually works is not currently able to longer due to coronavirus, their payment will be adjusted accordingly. This should be reported in the usual way following this link - <https://www.gov.uk/sign-in-universal-credit>.

Self-employed

If a person is getting less work or no work because COVID-19 they may be able to claim a grant through the Self-Employment Income Support Scheme - <https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work?priority-taxon=5ebf285a-9165-476c-be90-66b9729f50da>

They may be able to also get other support including access to benefits - <https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-self-employed-and-getting-less-work-or-no-work?priority-taxon=5ebf285a-9165-476c-be90-66b9729f50da>

Apprenticeships

The government has set out guidance for employers of apprenticeships during the pandemic - <https://www.gov.uk/government/publications/coronavirus-covid-19-apprenticeship-programme-response>

Finding Employment

Job Help is a good place for people who are looking for work to start during the pandemic - <https://jobhelp.campaign.gov.uk/>

The National Careers Services provides information, advice and guidance to help you make decisions on learning, training and work - <https://nationalcareers.service.gov.uk/>

Futures have provided some specific information on how they can support people during the pandemic - <https://www.the-futures-group.com/how-we-can-help.html>

Organisations who can provide help, support and advice

Name of service	Details of their offer	Contact details
Employment Support		
ACAS	Provide employees and employers free, impartial advice on workplace rights, rules and best practice Offer training and help resolve disputes	Telephone: 0300 123 1100 (available Monday-Friday, 8am – 6pm) Relay UK: 18001 0300 123 1100 Website - https://www.acas.org.uk/
Citizen's Advice (national service)	Provide information and guidance on a range of topics including (but not exclusively): benefits; work; debt and money; housing	Tel: 0800 144 8848 Relay UK – 0800 144 884 Telephone Adviceline is available 9am-5pm Monday-Friday Website: https://www.citizensadvice.org.uk/work/ Available 8am- 7pm Monday- Friday Online support chat (not debt) - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/ Available 10am – 4pm Monday- Friday

Housing

If a tenant is struggling to pay their rent or mortgage: Contact lender (homeowners) or landlord (renters) first

Homeowners

The Financial Conduct Authority recommends if a homeowner is struggling with their mortgage repayments they should:

- Talk to their lender directly if they are struggling with their finances
- If they can afford to repay their mortgage, even if it's a smaller amount than usual, they should do so
- Shouldn't cancel their direct debit without speaking to their lender first
- Check their lenders website first to see if the answer to a general question is available online

Mortgage payment holidays have been extended. Homeowners will need to apply by the 31st March 2021 and payment holidays must end by 31 July 2021.

Homeowners can request a payment holiday of up to 6 months in total, but lenders can only agree a payment holiday of up to 3 months at a time.

For more information - <https://www.fca.org.uk/consumers/mortgages-coronavirus-consumers>

Renting

Anyone who's income has been impacted by coronavirus and/ or is struggling to pay their rent should contact their landlord, including private landlords or registered providers.

Anyone who is experience problems can contact their district, borough or city council's housing team for advice and to see what help they can offer. Details are in the table at the end of this section.

Evictions

From 29th August 2020, with the exception of the most serious cases, landlords are not able to start possession proceedings unless they have given their tenants 6 months' notice. These serious cases include those in relation to anti-social behaviour (including rioting), domestic abuse, false statement and where a tenant has accrued rent arrears to the value of over 6 months' rent.

The stay on possession proceedings expired on 20 September and landlords will now be able to progress their possession claim through the courts.

There will be no bailiff enforcement throughout December until 11th January 2021. This means that no eviction notices are to be served until 11th January at the earliest and given the 14-day notice period required, no evictions are expected to be enforced until 25th January 2021 at the earliest, with exception of the most extreme cases.

Repairs, maintenance and health and safety

Tenants have a right to a decent, warm and safe place to live. Landlords can take steps to carry out repairs and safety inspections across all tiers provided these are undertaken in line with public health advice and the relevant coronavirus legislation.

For more information about renting rights for tenants and landlords -

<https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities/coronavirus-covid-19-guidance-for-landlords-and-tenants>

Shelter have also produced guidance regarding evictions in the pandemic -

https://england.shelter.org.uk/housing_advice/eviction/eviction_notices_from_private_landlords

Council Housing

If a resident is currently in council housing and needs support or wants to apply to join the housing list, they must contact their local district, borough or city council. The details of the councils can be found in the Locality Based Early Help Hub Section of this document.

Organisations who can provide help, support and advice

Name of service	Details of their offer	Contact details
Housing Advice		
Shelter	Can provide information and support with housing concerns including homelessness	Telephone Helpline: 0808 800 4444 – available 8am – 8pm weekdays, 9am – 5pm weekends Webchat - https://england.shelter.org.uk/get_help/webchat - available 9am - 5pm weekdays Website - https://england.shelter.org.uk/housing_advice
Citizen’s Advice (national service)	Provide information and guidance on a range of topics including (but not exclusively): benefits; work; debt and money; housing	Tel: 0800 144 8848 Relay UK – 0800 144 884 Telephone Adviceline is available 9am-5pm Monday-Friday Website: https://www.citizensadvice.org.uk/ Online debt support chat - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/chat-service-money-and-debt/ Available 8am- 7pm Monday- Friday Online support chat (not debt) - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/ Available 10am – 4pm Monday- Friday
Norfolk Citizen’s Advice Branch	Provide information and advice as the national service but local to Norfolk	Offices currently open for face to face: <ul style="list-style-type: none">- Dereham – emergencies only- Kings Lynn – limited general service- North Walsham – limited general service- Wymondham – limited general service- Norwich – emergencies only (please visit the website for an up to date list and information on how to contact)

		Website: https://www.ncab.org.uk/ Email: https://www.ncab.org.uk/?p=email.advice
Money Advice Hub	Not for profit providing free debt advice and other related advice topics (including housing and benefits)	Telephone – Free debt help: 0333 305 7648 Online Enquiry Form (only for East of England): 1FAIpQLSdKtqWwxaYeQdS1hGYqjNX7Z_9JZDsU3u8br2TtR8GkcBErTQ Live Chat - https://www.formilla.com/chat.aspx?guid=385e5a40-ed2b-4dbd-b914-ed2a408d5ea4 Email – help@moneyadvicehub.org.uk WhatsApp chat - https://api.whatsapp.com/message/45QWL4XOFHVQN1 Website: https://www.moneyadvicehub.org.uk/home

Schools, Education and Learning

For up to date information about school in Norfolk - <https://www.schools.norfolk.gov.uk/>

For up to date government guidance on schools -
<https://www.gov.uk/government/collections/guidance-for-schools-coronavirus-covid-19>

For Safeguarding support/referrals

Always call CADS (Children's Advice and Duty Service) on 0344 800 8020 if you have safeguarding concerns regarding a young person. There is further safeguarding information in the Safeguarding Section of this document. Call **999** if there is any immediate danger.

School Information

Schools are currently open with normal term times. However some schools have shut or are partially closed due to COVID-19 cases. To keep up to date with the school closures visit this webpage - http://disruptions.norfolk.gov.uk/nccclosures_schools.html

Visit NSPCC Learning's webpage

NSPCC Learning home have published resources to help keep children and young people safe while teaching remotely or in unusual settings: consent; contacting children at home; child protection concerns; online safety and mental health and wellbeing.

Helpline can be reached 24 hours a day by email, at help@nspcc.org.uk, or through its online reporting form on the main NSPCC website. Helpline practitioners can be contacted on **0808 800 5000** Monday to Friday 8am-10pm or 9am-6pm at the weekends - <https://learning.nspcc.org.uk/>

Inclusion Team

The Inclusion Helpline is an advice and support telephone service which supports schools who need help including pupils within their provision. It is delivered by staff with experience in SEND and inclusion. Please visit the webpage or contact their helpline:

<https://communitydirectory.norfolk.gov.uk/Services/11269/Inclusion-Helpline>

Helpline - 01603 307736 (Opening times Mon-Thurs 9am-4.30pm | Fri 12.30-4.30pm)

Norfolk Community Directory

Norfolk Community Directory contains activities, services and groups to help all Norfolk residents live healthy, active and fulfilling lives. You should find something to help you, whether you want to: keep healthy, be sociable, physically active, mentally active, raise your aspirations for educational achievement, help your community, stay independent, feel included, get involved, improve your well-being, stay safe, find suitable care and support, find help looking after your children, or get family support - <https://communitydirectory.norfolk.gov.uk/>

Skills Toolkit

The Department for Education has launched The Skills Toolkit, which allows adults to access free, high quality online courses whilst at home. This will enable them to build new skills and help boost growth and productivity. The Skills Toolkit is available to everyone and consists of digital and numeracy courses, ranging from basic to more advanced levels. These are skills that are sought after for many types of jobs, with 82% of job vacancies requiring digital skills.

https://theskillstoolkit.campaign.gov.uk/?utm_source=http%3A%2F%2Fnews.dwp.gov.uk%2Fdwplz%2F&utm_medium=email&utm_campaign=Coronavirus%20Touchbase%20special%20-%201%20May%202020&utm_term=Coronavirus%20Touchbase%20special%20-%201%20May%202020&utm_content=81777

Wellbeing in Education

Norfolk Schools have put together a collection of resources and webinars to support wellbeing in education settings. These can be found here -

<https://www.schools.norfolk.gov.uk/coronavirus/wellbeing-in-education>

Talking to children about coronavirus

Coronavirus A book for children: Illustrated by Axel Scheffler and published by Nosy Crow with expert input including Professor Graham Medley of the London School of Hygiene & Tropical Medicine. The book answers key questions in simple language appropriate for 5 to 9-year olds.

NSPCC Covid19 resources for parents/carers: If your child is anxious or worried about coronavirus (COVID-19), there are things you can do to help. Please visit webpage -

<https://www.nspcc.org.uk/keeping-children-safe/childrens-mental-health/depression-anxiety-mental-health/>

Family Lives: Coping practically and emotionally during the Covid-19 outbreak. Please visit webpage - <https://www.familylives.org.uk/advice/your-family/family-life/coping-practically-and-emotionally-during-the-covid-19-outbreak/>

Childline Covid19 resources for parents/carers: Please visit webpage for useful tips on how to cope with coronavirus lockdown - <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/#lockdown>

At Home Learning and Activities:

Site Name & Website	Content Overview	Age/Key Stage (UK)
BBC Bitesize https://www.bbc.co.uk/bitesize	UK Curriculum Content	All ages
CBeebies Radio https://www.bbc.co.uk/cbeebies/radio	Listening activities for children	Under 5s
Nature Detectives https://www.woodlandtrust.org.uk/blog/2020/03/nature-detectives/	Activities that can be done outdoors as a family.	All ages
Mystery Science https://mysteryscience.com/distance-learning	Home science ideas.	All ages
The Kids Should See This	Child friendly science videos	KS1+

https://thekidshouldseethis.com/		
Operation Ouch https://www.youtube.com/channel/UCQJDFI9j8UeNoqra37p50kA	Engaging STEM videos – filter by age	All ages
Crash Course Kids https://www.youtube.com/user/crashcoursekids	Educational videos – filter by age	Primary level (EYFS – KS2)
Crash Course https://www.youtube.com/user/crashcourse	Educational videos – filter by age	Secondary KS3+
Geography Games https://world-geography-games.com/	Geography based games	All ages
National Geographic Kids https://www.natgeokids.com/uk/	Activities and quizzes	Primary level and EYFS
Duolingo https://www.duolingo.com/	Learn and language for free	All ages
Blockly https://blockly.games/	Educational games that teach programming	For children new to computer programming
Scratch https://scratch.mit.edu/	Computer programming	KS1+
Future Learn https://www.futurelearn.com/	Free site – different courses	Secondary +
DK Find Out https://www.dkfindout.com/uk/	UK version – lots of games and quizzes	KS1+
TinkerCard https://www.tinkercad.com/	Free app for 3d design, electronics and coding	KS1+
Prodigy Maths Games https://www.prodigygame.com/main-en/	Free online maths	KS1+
Oxford Owl https://home.oxfordowl.co.uk/	Free ebooks following colour branded scheme	Age 3 to 11
Big History Project https://www.bighistoryproject.com/HOME	History tasks	Secondary KS3+
Paw Prints Badges https://pawprintfamily.com/product-category/free-resources/?orderby=date	Free downloads of craft activities	EYFS+
Khan Academy https://www.khanacademy.org/	All subject for Secondary (KS3+) Maths and computing for all ages	All / KS3+
Seneca https://senecalearning.com/en-GB/	Set tasks for GCSE and A Level	KS2+
TED Ed https://ed.ted.com/	A multitude of different educational videos	All ages.
Toy Theatre https://toytheater.com/	Colourful activities for primary school aged children	Primary
Twinkl https://www.twinkl.co.uk/	Limited free resources	All ages
Red Ted Art https://www.redtedart.com/	Arts and crafts for younger children	EYFS – KS2

The Imagination Tree https://theimaginationtree.com/	Crafts to do at home	Babies +
Blue Peter Badge Challenges https://www.bbc.co.uk/cbbc/joinin/about-blue-peter-badges	Different challenges for children to work through	Age 6+
Open Learn https://www.open.edu/openlearn/	Free taster courses	KS5+ (adult)
Active Norfolk Active Norfolk - Active Youth	Exercise games and indoor activities	All ages.
Mommy Poppins Boredom Busters for Kids in 2020 MommyPoppins - Things to do in New York City with Kids	Indoor and outdoor activities	All ages
Today's Parents 15 ways to keep kids active indoors (even if you don't have much space) - Today's Parent	Indoor activities	All ages
Crayola Colouring Pages New Coloring Pages Free Coloring Pages crayola.com	Free printable colouring pages	All ages
Colouring 4 Kids Garbage Truck Transportation Coloring Pages for kids, printable free coloring-4kids.com (coloring-4kids.com)	Free printable colouring pages	All ages
Crayola Crafting Ideas Trending & Easy Crafts at Home for Kids Crafts Crayola.com Crayola CIY, DIY Crafts for Kids and Adults crayola.com	Easy craft ideas to create at home	All ages
5 Minute Fun 5 Minute Fun Our fast, fun and free activities keep kids busy – so you get 5 minutes for you! Find 100s of ideas to help kids craft, paint, bake, play and learn.	Fast, Fun and free activities	Under 5s
Five Minute Mum Five Minute Mum – Five minute fun activities for busy people to do with little kids	Fast, Fun and free activities	All ages

Domestic Abuse Support Services

For Emergency support: Always call **999** if there is any immediate danger. If you're unable to talk, you can **text 55** which will allow you to be transferred to the relevant Police force. This is called Silent Solution.

National Domestic Violence Helpline: 0808 2000 247 (24/7 confidential helpline)

SARC – Sexual Assault Referral Centre – The Harbour Centre - 01603 276381 (Open 24/7)

What is domestic abuse?

Domestic abuse is a pattern of behaviours used by one person in a relationship to control, coerce, threaten or use threatening behaviour or violence on another person within the home or somewhere outside of the home.

Domestic abuse can happen regardless of ethnic background, religion, age, class, sexuality or disability and it can occur in all kinds of relationships including heterosexual, gay, lesbian, transgendered partnerships and within extended families.

The abuse and/or violence can take many forms and may happen once in a while or more often and sometimes even every day. The perpetrator could also use religion and culture as a way to justify the abuse and what they are doing.

Types of abuse can include:

Coercive Control - Coercive control is behaviour or a pattern of behaviour that includes threats, humiliation, assaults and intimidation or other abuse that is used to harm, punish, or frighten their victim. This type of controlling behaviour is used to make a person dependent on the perpetrator through isolating them from support, exploiting them, removing their independence and regulating their everyday behaviour.

Emotional Abuse - Through name-calling, put downs, mind games and/or gaslighting. This form of abuse may cause the survivor to feel depressed, anxious, stressed and worried and affect their confidence and self-esteem.

Financial and Economic Abuse - Controlling a victim's financial resources. Stopping someone from working or keeping a job. Taking a victim's wages or personal finances. Controlling when and where a victim can use their money. Not allowing access to bank accounts or not helping to understand the household's finances.

Stalking - Unwanted surveillance and observation by perpetrator. The perpetrator will usually know all of the victim's routines and might use digital equipment to their advantage. For example, tracking devices in mobile phones or the use of discreet cameras within the home.

If you suspect that you or someone you know may be being abused, contact the various support services that are available, for specialist support and advice.

For non-emergency support:

Name of service	Details of their offer	Contact details
Nationwide		
National Domestic Violence Helpline	24 hour, 7 days a week Confidential freephone helpline. Referral to emergency safe accommodation and information about refuges. Information about legal rights, housing and welfare rights. Referral to the relevant services. Advice and information for victims, professionals, friends or family.	Tel: 0808 2000 247 24 hour, 7 days a week Confidential freephone helpline Website: http://www.nationaldomesticviolencehelpline.org.uk/ Email: helpline@womensaid.org.uk (will respond within 5 working days)
GALOP (LGBT)	Support with lesbian, gay, bisexual and transgender domestic abuse.	Tel: 0800 999 5428 Telephone support is available 10am-5pm Monday, Tuesday and Friday; 10am-8pm Wednesday and Thursday. Transgender specific support line 1pm-5pm Tuesday Website: http://www.galop.org.uk/ Online chat support available 5pm-8pm Wednesday and Thursday. Email: info@galop.org.uk
Mankind Initiative (Male Victims)	Domestic abuse support for men. Information about reporting incidents, planning an escape and police procedures Signposting to support for emergency housing and specialist legal help	Tel: 01823 334244 Telephone support is available 10am – 4pm Monday – Friday. Website: https://www.mankind.org.uk/
Respect Men’s Advice Line (Male Victims)	Advice and support for men experiencing domestic violence and abuse.	Tel: 0808 801 0327 9am-8pm Monday and Wednesday, 9am-5pm Tuesday, Thursday and Friday Website: http://www.mensadviceline.org.uk/ Online chat support available Wednesday, Thursday and Friday 10am – 11am and 3pm – 4pm. Email: info@mensadviceline.org.uk Aim to reply within two working days.
Respect (for abusers)	The Respect Phonenumber is an anonymous and confidential helpline for men and women who are harming their partners	Tel: 020 3559 6650 Open Monday to Friday 9am to 8pm Website: www.respectphonenumber.org.uk Webchat available Wednesday, Thursday and Friday 10am – 11am and 3pm to 4pm.

	and families. We provide specialist advice and guidance to help people change their behaviours and support for those working with domestic abuse perpetrators.	Email: info@respectphoneline.org.uk
Paladin	National Stalking Advocacy Service. Provide support, advice and advocacy to high risk victims. Develop a single port of call for any victim seeking the best support and safety advice as well as for professionals seeking information about how to respond to stalking.	Tel: 020 3866 4107 Telephone support service open 9am – 3pm Weekdays, except for Wednesdays 10am – 5pm Website: https://paladinservice.co.uk/contact-links/
National Stalking Helpline	Provides Support and advice for victims of Stalking.	Tel: 0800 802 0300 Open Monday to Friday 09.30am to 4pm, except Wednesdays when it is open 1pm to 4pm Website: www.stalkinghelpline.org Online referral form
Protection Against Stalking	Protection Against Stalking is a national charity working within communities to raise public awareness about stalking and support victims of stalking through providing specialist support services.	Website: http://www.protectionagainststalking.org/ Email: support@protectionagainststalking.org
Victim Support	Telephone and face to face support for male and female victims	Tel: 0808 1689 111 (National Helpline, 24 hours) Tel: 0300 303 3706 (Norfolk and Suffolk Victim Care, 8am-5pm Monday-Friday) Website: www.victimsupport.org.uk Email: vcu.eastofengland@victimsupport.org.uk
Norfolk Wide		
Leeway	Norwich, Broadland, Breckland, West Norfolk The helpline is staffed by skilled workers ready to offer free, confidential and non-judgemental advice. Where appropriate they can also make referrals to other Leeway services and external agencies.	Tel: 0300 561 0077 Website: https://www.leewayssupport.org/ Live chat available Monday, Wednesday and Friday 10am – 2pm and Tuesday and Thursday 2pm to 4pm. Email: adviceandsupport@leewaynwa.org.uk

Spurgeons (Norwich Connect)	Norwich They support people living in Norwich who have been affected by domestic abuse. They work with individuals, couples or families regardless of gender, sexuality, age or disability.	Tel: 01603 628122 Website: https://www.spurgeons.org/norwichconnect Email: norwichconnect@spurgeons.org .
Orwell (Haven Project)	South Norfolk Emergency accommodation for females only. Community support for men and women. Orwell has a specialist domestic abuse worker in the South Norfolk Early Help Hub.	Tel: 0845 4674876 10am-4pm Monday-Friday Email: havenproject@orwell-housing.co.uk Tel: 01508 533933 (South Norfolk Early Help Hub) Requests for support into this service can be made via the Hub by phone or via the website https://www.south-norfolk.gov.uk/residents/south-norfolk-help-hub
Norfolk and Suffolk Victim Care	Norfolk Wide Provides support to anyone who has been affected by crime no matter when it happened or where.	Tel: 0300 303 3706 8am and 5pm, Monday to Friday Website: https://www.nsvictimcare.org/contact-us/
One Voice	Norfolk Wide Working with and supporting members of the Gypsy Traveller and Roma communities who are in conditions of need, hardship or distress caused by or associated with violence.	Tel: 01945 430724 When you call please leave a message giving your name and contact details and we will get back to you as soon as possible. Web: https://onevoice4travellers.co.uk/ Email: onevoice4travellers@hotmail.com
SARC – Sexual Assault Referral Centre – The Harbour Centre	Norfolk Wide Offers free support and practical help to people of all ages living in Norfolk who have been raped or sexually assaulted either recently or in the past. Their services are available 24 hours a day, 7 days a week whether you wish to report to the police or not.	Tel: 01603 276381 Open 24 hours a day, 7 days a week Website: https://www.theharbourcentre.co.uk/ Email: contact@theharbourcentre.co.uk
Daisy Programme	Breckland Supporting survivors of Domestic Abuse whether	Tel: 01953 880903 Website: https://daisyprogramme.org.uk/ Email: help@daisyprogramme.org.uk

	they are still in the relationship or not. They support both men and women who live in Breckland, Norfolk.	Social Media: Facebook
Pandora	West Norfolk, North Norfolk Offers advice, support and information to adults and children affected by domestic abuse. Abuse can be current or historic.	(contact online) Website: https://www.pandoraproject.org.uk/
Multi-agency Safeguarding Hub (MASH)	Norfolk wide	Tel: 0344 800 8020
Other Associated Support Services		
Norfolk Community Law Service	Norfolk Wide	Tel: 01603 496623 https://www.ncls.co.uk/
Freedom Project	Dogs Trust Freedom Project is a dog fostering service for people fleeing domestic abuse and going into refuge.	Freedom Project – East Anglia Email: freedomproject@dogstrust.org.uk
Dawn's New Horizons	Dawns New Horizon offers information and support on issues relating to domestic violence. They offer free counselling to men/women. They have a shop and can provide donated items.	Tel: 07854 044680 Open 24 hours a day, 7 days a week. Website: https://dawnsnewhorizon.org.uk/ Email: dawnsnewhorizon@yahoo.com
APPS		
Bright Sky	Free to download mobile app designed to be used for anyone looking for information about issues around domestic abuse, such as online safety, stalking and harassment and sexual consent	https://www.hestia.org/brightsky
Hollieguard	This free to download app turns your smartphone into a personal safety device.	https://hollieguard.com/

Relationships, Stress and Mental Health

If you require urgent support with your mental health, please call 999 and request support.

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

Samaritans - The Samaritans offer confidential support whenever you need someone to talk to. **Tel: 116 123 for free 24/7**

PAPYRUS - PAPYRUS is a national charity dedicated to the prevention of young suicide. Hope line UK - Tel: 0800 068 41 41 Open 9am – midnight every day or Text: 07860 039967

Just One Norfolk – Family Networking

In December 2020 Just One Norfolk launched a new 'Family Networking -How my Friends and Family Can Help'. The service provides information, support and resources for families and the professionals who work with them to help build a strong family network.

For more information - <https://www.justonenorfolk.nhs.uk/our-services/family-networking>

The benefits of nature for mental health

If you are feeling stressed or anxious, explore how nature could benefit your mental health.

Spending time in green space or bringing nature into your everyday life can benefit both your mental and physical wellbeing. For example, doing things like growing food or flowers, exercising outdoors or being around animals can have lots of positive effects.

Spending time in nature has been found to help with mental health problems including anxiety and depression. For example, research into ecotherapy (a type of formal treatment which involves doing activities outside in nature) has shown it can help with mild to moderate depression. This might be due to combining regular physical activity and social contact with being outside in nature.

Being outside in natural light can also be helpful if you experience seasonal affective disorder (SAD), a type of depression that affects people during particular seasons or times of year. And people tell us that getting into nature has helped them with many other types of mental health problems.

Resources to try:

- <https://www.mind.org.uk/information-support/tips-for-everyday-living/nature-and-mental-health/ideas-to-try-in-nature/>
- <https://www.mentalhealth.org.uk/campaigns/thriving-with-nature/guide>

Five ways to wellbeing

Many factors influence our wellbeing. Evidence shows that the actions we take and the way we think have the biggest impact. It can help to think about “being well” as something you do, rather than something you are. The more you put in, the more you are likely to get out.

The Five Ways to Wellbeing are a set of evidence-based actions which promote people’s wellbeing. These following activities are simple things individuals can do in their everyday lives:

Connect... Connect with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community.

Be active... Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and one that suits your level of mobility and fitness.

Take notice... Be curious. Catch sight of the beautiful. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling.

Keep learning... Try something new. Rediscover an old interest. Sign up for that course. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

Give... Do something nice for a friend, or a stranger. Volunteer your time. Join a community group. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Mindfulness

Mindfulness is about being aware of the present moment. This means noticing what you are doing while you are doing it. It involves knowing what’s happening both in your mind and body; and being aware of what is happening in your direct environment. Becoming more aware of the present moment can help us enjoy the world around us more and understand ourselves better. When we become more aware of the present moment, we begin to experience afresh things that we have been taking for granted.

Mindfulness is recommended by the National Institute for Health and Care Excellence (NICE) as a way to prevent depression in people who have had 3 or more bouts of depression in the past.

Useful resources:

- <https://www.wellbeingnands.co.uk/norfolk/wp-content/uploads/sites/2/2020/11/5011A-What-is-mindfulness-Leaflet.pdf>
- <https://www.wellbeingnands.co.uk/norfolk/wp-content/uploads/sites/2/2020/11/W7006-Mindfulness-of-Emotions.pdf>
- <https://www.nhs.uk/conditions/stress-anxiety-depression/mindfulness/>
- <https://www.mind.org.uk/information-support/drugs-and-treatments/mindfulness/mindfulness-exercises-tips/#MindfulnessExercisesToTry>
- <https://www.headspace.com/headspace-meditation-app>

Organisations that can provide support:

Name of Service	Details of service offered	Contact details
Counselling Services		
Off The Record	Affordable counselling and psychotherapy to teenagers (from 16yrs), adults and couples by a team of fully qualified counsellors. Support regarding: Relationships, low self-esteem and self-confidence, anxiety and panic attacks, bullying and self-harm, depression, bereavement and loss, work-related stress, trauma and abuse issues	Website: http://www.otr-norfolk.org.uk/index.html Tel: 01603 626650 Email: info@otr-norfolk.org.uk
Norfolk and Waveney Mind	Mind offer a low-cost counselling service. They offer Cognitive Behaviour Therapy, Integrative Counselling and Person Centred Counselling.	Tel: 0300 330 5488 to make an appointment. Initial assessment is free. Counselling sessions are £20. All counselling services are currently online.
Resources for professionals working with Children and Young People		
Nip it in the bud	Nip in the Bud works with mental health professionals to produce short films and fact sheets to help parents, primary school teachers and others caring for and working with children to recognise potential mental health conditions.	Website: https://nipinthebud.org/
Mind Ed	If you volunteer, work or are studying to work with infants, children, teenagers or adults. MindEd has e-learning applicable across the health, social care, education, criminal justice and community settings	Website: https://www.minded.org.uk/
Wellbeing for Children and Young people		
Anna Freud. National Centre for Children and Families.	Wellbeing resources, to enable children and families to exercise self-care for their own mental health.	Website: https://www.annafreud.org/selfcare/
Coping Skills for Kids	Deep Breathing Exercises for young people. The goal of calming exercises is to get yourself from “flight,	Website: https://copingskillsforkids.com/deep-breathing-exercises-for-kids

	fight or freeze” mode back to “rest and digest” mode. Deep breathing helps get more oxygen into your bloodstream, opening up your capillaries. It has a physical effect on your body to help you calm down and lower stress.	
The Good School Guide: Apps for mental health.	This is a guide for schools detailing apps that can help students with their mental health and anxiety.	Website: https://www.goodschoolsguide.co.uk/special-educational-needs/mental-health/apps-for-mental-health
Young Minds	Support for young people and their parents for a variety of mental health conditions, including anxiety due to COVID 19.	Website: https://youngminds.org.uk/ Parents Helpline – 0808 802 5544 Open Monday to Friday 09:30am – 4pm. Text the YoungMinds Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258 All texts are answered by trained volunteers, with support from experienced clinical supervisors Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.
Take our hand	Take Our Hand provide bereavement support to young people aged 16 - 24 living in Norfolk. Through providing alternatives to counselling, offering a face to face and online support group and through connecting individuals to other charities and services that can support them.	Email: info@takeourhand.org.uk Website: www.takeourhand.org.uk
Project Hope	Support for young people feeling lonely. They provide a safe online space for people aged 13-25 who may be struggling with feelings of isolation and loneliness.	They provide virtual hang-out sessions throughout the week. These are normally on; Monday 7:00pm – 8:30pm Wednesday 4pm – 5:30pm Saturday 7:00pm – 8:30pm For more information please see the website: https://ylprojecthope.com/
Kooth	Kooth is an online Mental Health platform for young people; who can chat to counsellors. The website also gives young people the chance to benefit from peer support and a wide range of self-help materials, as	Website: https://www.kooth.com/ Open 7days a week from 12pm to 10pm weekdays and 6pm to 10pm Weekends.

	well as contribute to moderated forums.	
The Mix	The Mix is a support service helping young people under the age of 25.	<p>Tel: 0808 808 4994 Open 7 days a week, 4pm – 11pm</p> <p>Crisis Text Message Service: Text THEMIX to 85258 Open 24/7</p> <p>Webchat available via the website: www.themix.org.uk Open 7 days a week from 4pm – 11pm</p>
Just One Number	Just One Number is the single point of access for all Norfolk Healthy Child Programmes.	<p>Tel: 0300 300 0123 Open Monday to Friday 8am – 6pm, Saturday 9am – 1pm</p> <p>Website: www.justonenorfolk.nhs.uk</p> <p>Parentline: 0300 300 0123 Open Monday to Friday 8am – 6pm, Saturday 9am – 1pm</p> <p>For advice on a child or young persons health or wellbeing text 07520 631590 and a member of the team will message you back.</p>
Chat Health	Confidential support for young people aged 11 – 19 in Norfolk. The text will be answered by a member of the Norfolk Healthy Child Programme team.	<p>Text: 07480 635060</p> <p>ChatHealth is available: 9:00am - 6:00pm Monday to Friday 9:00am - 1:00pm on Saturdays. Closed Sundays and bank holidays.</p> <p>If a message is sent out of hours you will get an automated response. This will let you know when you will get a reply. It will also explain who to contact to get help straight away.</p>
MAP	MAP provide a free phone advice line and email advice service for young people across Norfolk, aged 11-25. They offer free and confidential support, information and advice on issues such as housing, money and mental health.	<p>Tel: 0800 0744454</p> <p>Email: advice@map.uk.net</p> <p>Website: www.map.uk.net</p>
Childline	Childline is a free helpline for children and young people. You can contact Childline about anything. No problem is too big or too small. They offers a counselling service for children and young people. You can also call the helpline if you are an adult worried about a child.	<p>Tel: 0800 1111</p> <p>Talk to a counsellor between 7.30am and 3.30pm daily</p> <p>Website: www.childline.org.uk</p> <p>Talk to a counsellor via 1-2-1 chat on the website, between 7.30am and 3.30pm daily</p>

PAPYRUS	PAPYRUS is a national charity dedicated to the prevention of young suicide.	Website: https://www.papyrus-uk.org/ Hope line UK Tel: 0800 068 41 41 Open 9am – midnight every day. Text: 07860 039967 Email: pat@papyrus-uk.org
Wellbeing for adults		
Norfolk and Waveney Mind	Mind offer Social development groups, Support programmes, low cost counselling and bereavement support.	Tel: 0300 330 5488 Website: https://www.norfolkandwaveneymind.org.uk/how-we-can-help-you/services-support-groups
Norfolk and Waveney Mind	Mind Over Natter Zoom chat for anyone who feels isolated; wants a break from the family; or wants a supportive place to chat and make friends.	Email: paola.colombo@norfolkandwaveneymind.org.uk Zoom chat every Wednesday from 11am – 12pm
Norfolk and Waveney Mind	Side by Side Side by Side is a supportive online community where you can feel at home talking about your mental health and connect with others who understand what you are going through.	The community is available to all, 24/7. Side by Side is moderated daily from 8.30am to midnight. Join today
Samaritans	The Samaritans offer confidential support whenever you need someone to talk to.	Tel: 116 123 for free 24/7 Website: https://www.samaritans.org/ You can find contact details via the website for live chat, email and postage.
SANE	SANE provides emotional support and guidance to anyone affected by mental illness (including friends and family).	Tel: 07984 967708 Leave a message with you first name and a contact number, and a professional will call you back. Email: support@sane.org.uk Website: www.sane.org.uk
Norfolk and Waveney Wellbeing Service	The Wellbeing Service offer a range of support for people over 16 years of age with low mood, depression or stress, to help them to make the necessary changes to improve their wellbeing and quality of life.	Tel: 0300 1231503 Open Monday to Friday 9am – 5pm Website: www.wellbeingnands.co.uk Self referral form: https://www.wellbeingnands.co.uk/norfolk/get-support/register-with-our-services/ Wellbeing Socials
NHS First Response	A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.	If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the First Response helpline on 0808 196 3494.
The Help Hub	The Help Hub is available to any adult in the UK who is suffering from anxiety, loneliness and isolation.	Website: https://www.thehelphub.co.uk/therapists/ Book a 20 minute free video call or a 20 minute free telephone call via the website

Chit-Chat	Creates a place for everyone to have a conversation. Grab a brew, give us a call and engage with us through social media. Volunteers oversee the phone line and social media all week and aim to reduce the number of people who are lonely.	Tel: 0333 002 0333 Open 9am – 9pm 7 days a week Website: https://chitchatbritain.org/
Combatting loneliness in Norfolk	The services offer 1:1, group and peer support to adults aged 18 and over, whose loneliness and social isolation are impacting their health and wellbeing.	<u>Norwich, Great Yarmouth and South Norfolk Better Together</u> - Tel: 0300 303 3920 Website: www.bettertogethernorfolk.org.uk <u>North Norfolk</u> CAN Connect - Tel: 0300 303 3920 Website: www.canconnect.org.uk <u>West Norfolk</u> Lily - Tel: 01553 616200 (option 6) Website: www.asklily.org.uk
Support for older age		
The Silver Line	The Silver Line operates a free helpline for older people across the UK. They also offer telephone friendship, where volunteers and older people are matched based on their interest, who then help them to connect with local services.	Tel: 0800 4708090 Open 24 hours a day, 7 days a week. Website: www.thesilverline.org.uk`
Age UK Norfolk	Age UK Norfolk offer support to adults aged 50+. They can offer a telephone befriending service to adults aged 60+; Information, advice and advocacy for adults aged 50+; and Dementia Support.	Telephone: 01603 787111 Website: https://www.ageuk.org.uk/norfolk/ Telephone befriending: Tel: 01603 785223 Email: befriending@ageuknorfolk.org.uk Information, Advice and Advocacy: Tel: 0300 500 1217 Open 10am - 4pm Monday to Friday. Email: advice@ageuknorfolk.org.uk
APPS		
Calm Harm	Calm Harm is designed for people who are trying to manage urges to self-harm.	Calm Harm app - NHS (www.nhs.uk) Free from the App Store and Google Play
MeeTwo	The MeeTwo app provides a safe and secure forum for teenagers wanting to discuss any issue affecting their lives. You can anonymously get advice from experts or other	MeeTwo app - NHS (www.nhs.uk) Free from the App Store and Google Play

	teenagers going through similar experiences in areas such as mental health, self-harming, relationships and friendships.	
The Worry Tree	The WorryTree app aims to help you take control of worry wherever you are. You can use the app to record whatever you feel worried about. It can also help you create an action plan for managing worry.	WorryTree - NHS (www.nhs.uk) Free from the App Store and Google Play
Headspace	Headspace is an app that teaches you how to meditate.	https://www.headspace.com/headspace-meditation-app
Male Support Groups		
The Pitt Stop	A space for males to refuel, take stock and stay connected. The Group runs on a Wednesday from 10:30 to 13:30. Entry is free , and refreshments are available. Salvation Army Hall, Hall Lane, North Walsham, NR28 9DT	For more details contact Andy Wood. Tel: 07584 253441 or email: andy@menscraft.org.uk . Website: www.menscraft.org.uk Activities are suspended due to COVID 19, however MensCraft continues to support individuals we work with by phone and virtually. Please do get in touch if you need further information or assistance
The Pitt Stop	Pitt Stop is a space for any man to find friendship and social connection via various informal activities. No need to book, just drop in and it's free. We also welcome new ideas for development, The Pitt Stop is open in Norwich on Tuesday and Thursday afternoons.	For more details contact Andy Wood. Tel: 07584 253441 or email: andy@menscraft.org.uk . Website: www.menscraft.org.uk Activities are suspended due to COVID 19, however MensCraft continues to support individuals we work with by phone and virtually. Please do get in touch if you need further information or assistance
Mens Craft	Mens Craft offer support to men across Norfolk. Through their Prevention and Positive Activities Programme we have posts supporting men at risk of suicide across Norfolk.	MensCraft continues to support individuals we work with by phone and virtually. Please do get in touch if you need further information or assistance For men in HMP Norwich or HMPP on probation in Norfolk contact: Sally Guy – sally@menscraft.org.uk – 07549 806127 Norwich: Ed Roberts – ed@menscraft.org.uk – 07851 004322 East Norfolk & Waveney: Thom Bailey - thom@menscraft.org.uk - 07521 180598 South Norfolk: Ben Holland Smith - ben@menscraft.org.uk - 07864 697718

		<p>North Norfolk: Jack Griggs Smith - jack@menscraft.org.uk - 07704 428872</p> <p>West Norfolk: Sarah Hayman sarah@menscraft.org.uk - 07895 272237</p> <p>Alternatively, for men requiring support and to make a referral via the NCAN system, visit their website: https://norfolkcan.org.uk/how-to-use-the-ncan-referral-system/</p>
Men's Shed	<p>They're community spaces for men to connect, converse and create. The activities are often similar to those of garden sheds, but for groups of men to enjoy together. They help reduce loneliness and isolation, but most importantly, they're fun</p>	<p>Website: https://menssheds.org.uk/find-a-shed/</p> <p>Other Men's shed links:</p> <p>Breckland https://wayland.org.uk/wayland-mens-shed/ http://derehammensshed.org.uk/</p> <p>Broadland https://www.facebook.com/BroadlandsMensShed/</p> <p>North Norfolk https://www.facebook.com/SheringhamShed http://wellsnexttheseamensshed.weebly.com/ https://www.northwalshamcommunityshop.org.uk/local-groups/north-walsham-mens-shed/ https://www.facebook.com/Hoveton-Wroxham-Mens-Shed-103092751512805/ https://mens-shed-fakenham.weebly.com/</p> <p>Norwich http://norwichmensshed.org.uk/</p> <p>South Norfolk https://pdmensshed.org/ https://www.ditchinghamshed.org/ http://www.strattonmensshed.org/ http://www.theshedwymondham.org.uk</p> <p>West Norfolk https://hunstantonanddistrictmensshed.wordpress.com/ https://www.facebook.com/kingslynnmensshed www.facebook.com/groups/dmmensshed</p>
Armed Forces and Veteran support		
The Walnut Tree Health and Wellbeing C.I.C	<p>The Walnut Tree Health and Wellbeing C.I.C provides recovery activities, crisis support, coaching and mentoring to emergency service personnel and serving members of the armed forces, military veterans and others,</p>	<p>Tel: 01603 516580 The Walnut Tree Health and Wellbeing C.I.C</p>

	with complex mental health needs, including addiction.	
SSAFA	SSAFA provide lifelong support to those who are serving or have served in the British Army, Royal Navy, Royal Marines or the Royal Air Force, and to their families.	<p>Website: https://www.ssafa.org.uk/ www.ssafa.org.uk/norfolk Tel: 01603 403322 Open Monday to Friday 09.00-12.00 Email: norfolk.branch@ssafa.org.uk</p> <p>If urgent help is needed contact <i>Forcesline</i> on 0800 731 4880 or talk to a <i>Forcesline</i> online advisor via the SSAFA website. They are open Monday to Friday 09:00 to 5:50pm.</p>
The British Legion	The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. They support serving and ex-serving personnel all year round, every day of the week.	<p>Website: https://www.britishlegion.org.uk/ Tel: 0808 8028080 Open 8am – 8pm daily.</p>
Help for Heroes	Help for Heroes is a national charity offering support to serving military personnel, veterans and their families. They can support with emotional stress and anxiety, financial advice and loneliness.	<p>Contact Help for Heroes via their website: https://www.helpforheroes.org.uk/get-support/get-support-today/</p> <p>For urgent psychological support, please call <i>Combat Stress</i> on 0800 1381619.</p>

Christmas 2020 Resources

Christmas Finances and Budgeting

Christmas is an expensive time and it is easy for people to fall into the trap of spending too much money, resulting in debt going into the new year. Practitioners can help by sharing information about how to avoid Christmas debt. Information about general budgeting and debt can be found in the Finance, Benefit and Debt Section of this document.

Avoiding Christmas Debt

These are the top ten tips for avoiding a Christmas debt hangover from Citizens Advice - https://www.citizensadvice.org.uk/Global/Migrated_Documents/corporate/top-ten-tips-for-christmas.pdf

1. Plan early for Christmas
2. Don't forget the everyday bills
3. Don't bank on an overdraft
4. Keep things simple
5. Shop around
6. Buy safe to be safe
7. Read the small print
8. Do your own credit checks
9. Be organised
10. Start planning and saving for next Christmas

Helping with Planning and Budgeting

The money advice service has produced a Christmas Money Planner to help people set up a budget - <https://www.moneyadvice.service.org.uk/en/tools/christmas-money-planner>

Family lives have produced some information for tips for Christmas on a Budget - <https://www.familylives.org.uk/advice/your-family/family-finance/christmas-on-a-budget/>

Mental Health at Christmas

This message is particularly important this year, as whatever Christmas looks like it's likely to be different from previous years. The period around Christmas and New Year might affect your mental health. If you are struggling with your mental health, please refer the Relationships, Stress and Mental Health Section within this booklet.

Site Name & Website	Content Overview	Age/Key Stage (UK)
Mind www.mind.org.uk/information-support/tips-for-everyday-living/christmas-and-mental-health/christmas-and-mental-health/	Tips on how to cope with your mental health over the festive period.	All ages, including adults.
Mind - useful contacts www.mind.org.uk	Useful contacts to call if struggling with your mental health	All ages, including adults.

CALM at Christmas www.thecalmzone.net	If you're feeling lonely, anxious or depressed at Christmas, or you're not really sure how you feel, then talking to someone can help.	All ages.
---	--	-----------

Children and Coronavirus

Children may be concerned about this year being different and the impact that means on how they can spend time with friends and family. Below are some resources to help parents, carers and professionals talk to children about coronavirus.

Coronavirus a book for children: Illustrated by Axel Scheffler and published by Nosy Crow with expert input including Professor Graham Medley of the London School of Hygiene & Tropical Medicine. The book answers key questions in simple language appropriate for 5 to 9-year olds.

NSPCC Covid19 resources for parents/carers: If your child is anxious or worried about coronavirus (COVID-19), there are things you can do to help. Please visit webpage www.nspcc.org.uk

Family Lives: Coping practically and emotionally during the Covid-19 outbreak. Please visit webpage www.familylives.org.uk

Childline Covid19 resources for parents/carers: Please visit webpage www.childline.org.uk for useful tips on how to cope with coronavirus lockdown.

Christmas Activities for Children and Families

Events in Norfolk

Norwich Mumbler

Various activities that are ongoing during the festive period within Norfolk. Please visit webpage: www.norwich.mumbler.co.uk

The Tunnel of Light Norwich

Will be in Norwich until the new year, with new social distancing measures in place to ensure visitor safety.

Norwich Castle projections

Another festive favourite amongst visitors and locals is the incredible Christmas projections onto Norwich Castle.

Christmas Home Learning and Activities:

Site Name & Website	Content Overview	Age/Key Stage (UK)
Twinkl FREE Christmas Activities Mega Pack Festive Resources (www.twinkl.co.uk)	Free festive activities	All ages.
Activity Village Christmas Activities for Kids (www.activityvillage.co.uk)	Free festive activities	All ages.
Bright Star Kids 20 Easy Christmas Crafts for Kids - Bright Star Kids (www.brightstarkids.co.uk)	Free festive craft activities	All ages.
BBC Good Food Christmas for kids recipes - BBC Good Food (www.bbcgoodfood.com)	Festive baking recipes	All ages.
Kids Pot Kitchen www.kidspot.com.au	Festive baking/cooking recipes	All ages.
The Spruce 13 Christmas Party Games for Kids of All Ages (www.thespruce.com)	Indoor & outdoor festive activities	All ages.
National Trust www.nationaltrust.org.uk/lists/christmas-in-norfolk	Indoor crafts/baking activities and festive Christmas walks in Norfolk	All ages/