West Norfolk Service Directory November 2018

Please click on the Heading to jump to the Article

Parent & Child

1. Children and Families Clinics
2. 30 Hours Free Child Care
3. Childcare Choices
4. Children's Health Advice
5. Healthy Child Programme Update
6. Being 2: The Shared Review
7. Healthy Weight Promotion
8. Home-Start Norfolk
9. ChildLine App
10. Family Action Support in Schools
11. Baby Basics West Norfolk
12. Toddler Clothing Bank
13. Children effected by Imprisonment
14. Parentline
15. Children's Centre Activities App
16. Sexting advice for parents
17. Children & Social Media
18. Theresa Tiny Treasures
19. Nelson's Journey
20. Mpower service to Women
21. Grandparents plus
22. Special Guardians Groups
23. Football for Families

Additional needs & disability

24. Norfolk SEND Partnership
25. Learning Disabilities Employment
26. Employment for learning disabilities
27. Help to Learn about banks
28. Positive Behaviours Support course
29. ADHD Parenting Programme
30. Autistic Society West Norfolk Branch
31. ASD Helping Hands
32. SEN Training College
33. ASD Helping Hands Membership
34. ASD Teenage Social Group
35. Annual Health Checks
36. Disabled Students Allowance
37. Funding for Students 16-25 with SEND
38. Build Charity
39. Short Breaks for CWD
40. New Local Offer Section
41. Mencap Gateway
42. Dragon New Members
43. Personalised Travel Payments
44. Independent Living Skills
45. New Speech & Language web pages
46. King's Lynn Disability Sports Hub

Carers

47. Boom! Young Carers
48. Supporting Young Adult Carers
49. Young Adult Carers
50. Young Carers Advice Line
51. Young Adult Carers Group
52. Carers Gaywood Group
53. Carers Group
54. Swaffham Wellbeing Group
55. Young Carers Leaflet
56. Adult Services Care leaflet
57. Guide to Care and Support for Adults
58. Carer Grants
59. Carers Matter Norfolk

MORE ON NEXT PAGE

If you would like some information to appear in the Service Directory, unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

West Norfolk Service Directory
November 2018

Health & Wellbeing

60. New Link Service from Point 1
61. New 1:1 Service for 13-19-year olds
62. Self-harm App
63. Children at risk of Suicide
64. Suicide Prevention
65. Support line Emotional Support
66. Transitions and Resilience
67. Gardening for Health Project
68. Mental Health Carers Support Group
69. Discussing mental health with a GP
70. New Mental Health Services in Norfolk
71. OCD Support – Kings Lynn
72. Mind Matters - YMCA Norfolk
73. Online Support for Mental Health
74. Minded for Families
75. Anorexia & Bulimia Care
76. Mental Health Resources
77. Dove Self Esteem Project
78. Tackling Period Poverty
79. iCaSH Access to Testing
80. LGBT Information
81. Parkinson's Local Advisors
82. CGL Drug & Alcohol Service
83. Mathew Project Video
84. Matthew Project drug/alcohol abuse
85. Narcotics Anonymous

Domestic Abuse & Victim Support

86. Sexual Assault Referral Centre
87. Emergency Injunction Service
88. DA Advice Line
89. Open the Box Course
90. Male Victims of DA
91. East Europe Domestic Abuse Support
92. Teenage Relationship Abuse
93. Managing Aggressive Behaviour
94. Domestic Abuse Law Clinic
95. Leeway Domestic Abuse Services
96. Domestic Violence Surgeries
97. Leeway Coffee Morning
98. Male Victim Advice Line
99. Good Friend Guide for DA
100. DWP Help for Victims of DA
101. Sexual Abuse Peer Support in Downham
102. Supporting Vulnerable Women 18+
103. Footsteps – St Giles Trust
104. Norfolk & Suffolk Victim Care
105. NHS Safeguarding App
106. Tool Kit For Male Victims
107. Sexual Harassment in Colleges
108. Modern Slavery Helpline
109. Modern Slavery briefing note
110. County Lines Briefing

Groups

111. West Norfolk Borough Charity
112. New Anglia LEP Community Funding
113. Farming Help Charities
114. Trusthouse Grants
115. Community Funding Grants
116. Supermarkets in the Community
117. Mobility Charity Grants
118. Strongbones Children's Charitable Trust
119. Day Trippers Grants
120. Grants for Education and Town History
121. Variety Children's Charity
122. Younger Peoples Grants
123. B&Q Re-Use Scheme
124. Meet Up Society Database
125. Friend in Deed
126. Young Peoples Advocacy Providers
127. Opportunity for 15-25-year olds
128. Hanseatic Union
129. Norfolk LGBT + Project
130. Targeted Activities for Young People
131. Mini Museum Club
132. Hunstanton Drop-in Youth Club
133. G.O.Y.A
134. New Youth Clubs in West Norfolk

MORE ON NEXT PAGE

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

West Norfolk Service Directory
November 2018

135. Ambition Quality Mark
136. Momentum are Moving
137. Cochlear Implant Group
138. Mountain Biking with KLMTB
139. Sportivate for 11-25 year olds
140. Fun & Fit Walking Groups
141. Community Fridge in Downham
142. Migrant Support from CAB
143. Access Migrant Support
144. Voicebox Cafes at the Library
145. King's Lynn Women's Centre
146. Kings Lynn Men's Shed
147. West Norfolk Befriending
148. British Legion 'pop in'
149. Classic Music Rocks for Schools
150. Fensong Youth Theatre Group
151. The Youth Advisory Board

Transport

152. Transport Plus Community Transport
153. Rural moped scheme
154. Wheels to Work Scheme
155. Independent Travel Training
156. Disabled Person Rail Card
157. Find your Transport
158. Help with Transport

Housing & Finance

159. Careline Alarms & Assistive Technology
160. Care & Repair
161. Mental Health Money Advice
162. DWP Now in Council Offices
163. Job Centre & Benefits Contacts
164. West Norfolk Housing Advice
165. Purfleet Trust
166. Shelter Services
167. Housing & Homeless Support
168. Integrated Housing Community Support
169. Mental Health & Debt Guide
170. E.ON Energy Fund
171. EDF Energy Funding
172. Grants & White Goods
173. Turn 2 Us Financial Support
174. Budget Card Savings Scheme
175. Rent deposit Scheme
176. Help during Power cuts
177. Citizens Advice Contacts
178. New Home for CAB
179. CAB New Horizons
180. April Benefit Changes
181. Universal Credit
182. Vicar's Relief Fund
183. Kings Lynn Foodbank Move
184. Benefits Calculator
185. Volunteer Tenancy Mentoring
186. Comvida Money Help
187. YouTube on Universal Credit
188. Christians Against Poverty

Training and Employment

189. Young Women's Trust Partnership
190. Empowerment Programme
191. Building Better Opportunities 15-19
192. On Track Training and Employment
193. Development Award
194. Enterprise Programme
195. Apprenticeship Opportunities
196. Vulnerable YP's Apprenticeships Service
197. Talent Match
198. 18-24's Jobs Support
199. The Hive – King's Lynn
200. Help You Chose careers advice
201. Icanbea Website
202. Nova Training
203. Cap Job Club
204. Norfolk Community Learning Services
205. Norfolk Community College
206. Steering a teenager toward a job
207. Open Road Bursary Fund
208. West Norfolk Employment Fund
209. Fire Service TEAM Programme

MORE ON NEXT PAGE

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

West Norfolk Service Directory
November 2018

210. Long Term Unemployed
211. Jobcentreplus personalised support
212. Building Better Opportunities 15-19 yo
213. Building Better Opportunities
214. Hanseatic Union new time table
215. Independent Living Skills
216. Joy of Food
217. Norfolk Reading Pathway
218. WEA Pathway Programme

Training for Professionals

219. Wellbeing of Children eLearning
220. Family Support Process Training
221. Family Practitioner Network
222. Schools in Mind
223. Norfolk SCB Training

Links to useful resources

224. Early Help FAQ Sheets
225. Safeguarding Adults Board Website
226. Norfolk Directory New Guidelines
227. LILY website
228. Case Study for Childrens Services
229. Care & Support Jargon Buster
230. Self-neglect & Hoarding Strategy
231. Carers Action Plan 2018-20
232. Families Facing Adversity Report
233. Equality Advisory & Support Service
234. Updated Neglect Strategy
235. Children and Social Work act 2017
236. Knowyournormal Autism
237. Young People's Health
238. Changes to Threshold Guidance
239. Changes to MASH
240. New Safeguarding Children Guide
241. Troubled Families Briefing Paper
242. Family violence links to youth offending
243. #knifefree campaign
244. DBS Checking Guidelines
245. County Lines Guidance
246. Helping Workless Families Policy
247. Harmful Sexual Behaviours
248. Evaluation of 'See Me Hear Me'
249. Commissioning support for families
250. Children's Well-being Report
251. Commissioner reports on 'toxic-trio'
252. Support Care Leavers in FE
253. Reports on Sexual Health
254. Borrow eBooks from the Library
255. Reducing Parental Conflict Hub
256. NHS Self-Help Leaflets
257. Leaflets and Poster Service
258. Unaccompanied migrant children
259. Trading Standards

260. Terms and Conditions

MORE ON NEXT PAGE

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

West Norfolk Service Directory
November 2018

Parent and Child

1. Children and Families Clinics

Please find a list of local children and families clinics run by the Children & Young People's Health Services in West Norfolk. Please bring along your personal child health record (red book) if attending for a weight review

Day	Place	Time
3rd Monday	Emneth Childrens Centre Hollycroft Road PE14 8BL	1:30-3:00pm
3rd Monday	Reffley Community Hall PE30 3EQ	11:30am-12:45pm
1st Tuesday	St Clements Childrens Centre Churchgate Way PE34 4LZ	12:30-2:30pm5pm
1st Tuesday Term Time Only	Terrington St John Methodist Church Ely Row PE14 7RZ	9:30-11:00am
1st Wednesday	Feltwell Methodist Hall Bell Street IP26 4AL	1:30-2:30pm
1st & 3rd Wednesday	Vancouver Childrens Centre Fairstead Community Centre PE30 4SR	Under 6 months 1:00-2:00pm Over 6 months 2:002:30pm
2nd & 4th Wednesday	RAF Marham Sandringham Centre PE33 9NP (entrance outside camp)	9:30-11:30am
2nd Wednesday Term time only	Watlington Village Hall Bure Close PE33 0TN	10:30-11:30am
2nd Wednesday Term Time Only	Upwell Village Hall New Road PE14 9AB	11-2:30pm
2nd Wednesday Term Time only?	William Burt Centre Watering Lane West Winch PE33 0JY	1:30-2:30pm
1st Thursday	Hunstanton Childrens Centre Avenue Road PE36 5BW	9:30-11:00am

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

Every Thursday	Hunstanton Childrens Centre Avenue Road PE36 5BW Self-weighing drop in (no Health Visitor)	9:30-11:00am
2nd Thursday	Downham Market Childrens Centre Snape Lane PE38 9JE	12:00-2:00pm
3rd Thursday	Kings Lynn Youth & Community Centre Providence Street PE30 5ET	9:30-11:00am
3rd Thursday	Methwold Childrens Centre The Old School house Weeting IP27 0QQ	10:00-11:30am
1st Friday	North Lynn Childrens Centre Walpole Road PE30 2DZ	9:30-10:30am
1st Friday Term Time Only	Jubilee Hall Gayton PE32 1YB	10:30-11:30am
4th Friday	Southery Village Hall PE38 0NB	10:00-11:00am

For further details call just one number 0300 300 0123

2. 30 Hours Free Child Care

From 1st September working parents of 3&4 year-olds who meet certain criteria can get 30 hours free child care per week for 38 weeks of the year

All families will still be entitled to the existing 15 hours free childcare a week for 3&4 year olds.

If you currently use a childcare provider they may offer the 30 hours entitlement in September**- however there is no obligation for them to do so**. Please ask if you are uncertain.

Parents who wish to get 30 hours free childcare from September can apply now at the online Childcare Service https://childcare-support.tax.service.gov.uk/par/app/applynow

3. Childcare Choices

The website - *Childcare Choices* - sets out all current and upcoming Government childcare offers and support available to parents, including the Tax-Free Childcare scheme and 30 hours, the 15 free hours, tax credits, Universal Credit and childcare vouchers.

Jump back to start

4. Children's Health Advice

Just one Number

0300 300 0123

For every child, young person or parent carer living in Norfolk
If you need to speak to your health visitor, school nurse or any member of our integrated Healthy Child Programme services for advice or information.

8.00am – 6.00pm Monday- Friday
9.00am – 1.00pm Saturday

5. Healthy Child Programme Service Update

A new model for 5–19 year old's has been developed in conjunction with HCP staff, related stakeholders, children, young people and agreed by our Public Health commissioners. Over the next year the service will evolve to meet the new objectives through a number of projects. As this is will be a long process with lots of minor milestones this service update has been created. This summary sheet shares the Healthy Child Programmes wider objectives and then highlights the important NEXT step including any actions that may be required.

Objectives

- Targeting resources to areas and school clusters identified as being in the greatest need
- Identified priorities for children and young people in Norfolk
- Increasing use of technology such as the texting service Chat Health
- Supporting transition to school, high school and adulthood
- Signposting schools to online resources and specialist organisations for PSHE medicines management and training
- Evaluating the impact of all interventions with children and young people
- Developing a workforce which includes a greater skills mix
- Increased partnership work with service devel0pment and resource for complex needs short stay schools an d those out of education
- Promoting access to health services for 16-19 year olds

Jump back to start

West Norfolk Service Directory
November 2018

Next Steps

1) Optimising Resources Offered to Children & Young People

To make the most of our service, we have created a smarter offer model that can target our resources to different areas when required. As part of this smarter model the new CORE OFFER is focused on providing a more accessible service for children and young people. An example of this would be our confidential text messaging service ChatHealth. If the CORE OFFER does not offer enough support, there is an ENHANCED OFFER (see referral criteria for eligibility). This option is an extension of the CORE OFFER using themed drop ins, nurse led appointments and group interventions.

What do you need to do?

* Watch our YouTube video to understand the new model. Either search YouTube for "Norfolk HCP 5-19" or use this link: bit.ly/norfolk5-19update.
* Read through the new referral criteria grid - visit bit.ly/norfolkcyp-portal to download if you do not have a copy.

2) Updated referral guidance for 5-19s

A new “referral criteria grid” has been created with a referral new "5-19 referral guidance" to outline what the 5-19 pathway covers and how to refer in to the service.

What do you need to do?

* Read through the new referral criteria grid - if you do not have a copy visit bit.ly/norfolkcyp-portal to download

3) New campaign for ChatHealth

We are launching a new campaign for our confidential text messaging service, ChatHealth.

What do you need to do?

*Advertise ChatHealth to young people when possible.
*Put up any ChatHealth posters you have in high traffic and communal areas.
*Share our YouTube video for ChatHealth: bit.ly/chathealth-norfolk
*If you do not have any chat health posters you can contact the service or visit bit.ly/norfolkcyp-portal to download and print out your own chat health posters to put up in high traffic or community areas.

Cambridge Community Services NHS Trust have release a you tube video giving further information about the additional needs annual contact for more information please follow the link to

https://www.youtube.com/watch?v=_jLqB0x95bc

Jump back to start

6. Being 2: The Shared Review

The Shared Review is now for **all** Norfolk's two year old children **who attend an Early Years setting**. It brings together two assessments - the Early Years Foundation Stage Progress Check at age 2, that must be completed for all children attending a setting and the Two Year Health Review that all children are offered. Please do the reviews between 27-30 months whenever possible.

Children who do not attend an early years setting at age 2 will still be offered a health review. If a child subsequently enters a setting before 36 months, then once the child is settled, early years practitioners must also carry out an EYFS progress check and share this with parents. The animation may answer questions as well. https://www.powtoon.com/online-presentation/eTlTnbKvZoq/?utm_campaign=copy%2Bshare%2Bby%2Bowner&utm_medium=SocialShare&mode=movie&utm_source=player-page-social-share&utm_content=eTlTnbKvZoq

What information is shared?
Any information that will support the development of the child, including parents' views, any strengths or concerns, the summary of the Progress Check and the Health Review. With families' full consent and awareness, information can be shared (verbal and written) and a joint action plan agreed if necessary. Where appropriate, Children's Centre services support should be included in the action plan.

Informed consent for parents/carers
We ask you to seek parents/carers agreement to share a summary of their child's two year progress check when it is completed. We hope you will enable parents to understand the benefits of sharing so they are happy to give consent, but recognise that parents/carers do not have to give consent. Their wishes must always be respected.
Parents' consent must be recorded using the form provided by the Achievement and Early Years' Service, available on
www.norfolkchildcarejobs.com/resources access code: NorfolkBeing2.

How Information can be shared with the Healthy Child Programme:
Verbally – particularly if there are concerns about a child's development – contact Just One Number on 0300 300 0123**.**
In writing when a Progress Check has been completed and consent gained to share with Norfolk County Council's Achievement and Early Years' Service, Children's Centres and the Healthy Child Programme team, send: A copy of the progress check summary; a copy of the signed consent form; (The pink section of the joint summary sheet from the Red Book if it is available)

Jump back to start

West Norfolk Service Directory
November 2018

Either by post in a prepaid pre-printed envelope to:-

Please mark the envelope as:
Private and Confidential
Children's Service Post Room County Hall Martineau Lane
Norwich NR1 2DL Early Years – Woodside Hub

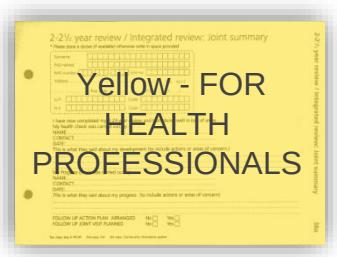
Or by secure email to being2@norfolk.gcsx.gov.uk
In the exceptional situation that consent is gained to share with the Healthy Child Programme team **but not with** Norfolk County Council's Achievement and Early Years' Service and Children's Centres, the setting should send **the same documentation** to **Just One Number**:

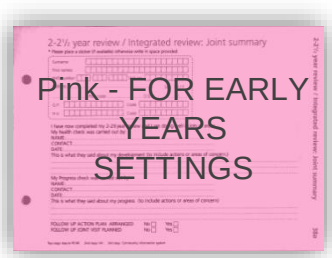
Private and Confidential
Norfolk CYP Health Services, Unit 3 Cringleford Business Centre,
Intwood Road, Cringleford, Norfolk NR$6AU

Or by secure email to: CCS.NorfolkCYPHealthServices@nhs.net
The Progress Check template is the best way to share information
It includes everything that we need. If you use your own form, please ensure you at least complete the grey sections of the Progress check template provided **including the child's name, date of birth and address**, as well as the Early Years setting attended and name of the member of staff who did the check and your contact details.

The Joint Summary Sheet is **not** included in all Red Books – **supplies have been given to Children's Centres to pass on to Early Years settings**. Please let them know if you need more copies.

Who fills out what? The joint summary sheet needs to be filled out by both the health and early year's professionals. The joint summary sheet has 2 carbon copies under the white cover sheet – yellow and pink.





Jump back to start

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

West Norfolk Service Directory
November 2018

With parent's consent, you are welcome to remove the pink copy when both sets of contact details are included, so that conversations about the review/check can happen. It is mainly for the Child's Red book – the information we need is all contained on the summary sheet, **so it is not essential to send this sheet in.**

Resources available

We have created a download portal to help you access resources to advertise Being 2 to your families and to Early Years settings: **bit.ly/norfolkcyp-portal**

- Leaflet and poster to promote the review.
- Article for any newsletters or updates to parents and stakeholders.
- One page parents and carers guide for families when the child does not attend a setting, so that they can consider if they have any concerns about elements of their child's development.
- Being 2 Shared Review comment cards, so that parents can feedback to the Healthy Child Programme team about their experience.

Up to date paperwork including the progress check and the consent form are on:

www.norfolkchildcarejobs.com/resources access code: NorfolkBeing2.

Call Norfolk County Council Early Years Duty Desk for all queries and for prepaid envelopes: 01603 222300 – Option 3

Jump back to start

7. Healthy Weight Promotion

Healthy weight promotion: consistent messages – resources published

PHE has published a suite of resources focused on promoting a healthier weight for children, young people and families. These resources are intended to support health and care professionals to be consistent and provide a core set of healthy weight messages throughout the life course. This suite of resources is part of Public Health England's All Our Health 'call to action' for health and care professionals. Resources can be accessed here and include:

- **Consistent messaging infographics:** For use in practice. Each infographic highlights the key evidenced based healthy weight messages for specific age or target groups.
- **Consistent messaging slide sets:** The aim of these slides is to be used as a training tool to inform workforce development. It provides detailed evidence based healthy weight messages from preconception through to age 18 years. It includes links to a range of useful free resources including e-learning and guidance documents.
- **Child obesity animation:** This animation demonstrates for all health and care professionals their vital role in supporting children, young people and families to maintain a healthier weight to prevent and reduce childhood obesity, from pregnancy through to the transition to adulthood

Please circulate to your networks and retweet the link on @PHE_UK.

Children, Young People & Families Team
Health Improvement Directorate
Public Health England
5th Floor North Wellington House
133 – 155 Waterloo Road
London SE1 8UG
Email: Charlene.Mulhern@phe.gov.uk

Jump back to start

8. Home-Start Norfolk

'Helping Children, Changing Lives'

Home-Start Norfolk offers, support, friendship and practical help to parents with young children across Norfolk

Home-Start Norfolk offers a unique service, recruiting and training volunteers - who are usually parents themselves – to visit families at home who have at least one child under 5, to offer informal, friendly and confidential support.

To help children get the best possible start in life, Home-Start Norfolk supports parents, across the county, to grow in confidence, strengthen their relationships with their children and widen their links with the local community. In doing so, parents are empowered to function effectively and independently in their day to day lives.

Time to spare? Perhaps you could become a Volunteer?
Volunteers come from all walks of life. They are recruited for their friendliness, practical approach and understanding, and are matched with families after completing an accredited preparation course. **Is this you?**
To find out more about a course running in your locality:

Call: 01603 977040 or Email admin@homestartnorfolk.org
E: natalie.gotts@homestartnorfolk.org M: 07860832549
W: www.homestartnorfolk.org
Follow us on Twitter**: @homestartnor**
Facebook: **Home-Start Norfolk**
Instagram**: homestartnorfolk**
The Community Centre, Campingland, Swaffham, Norfolk, PE37 7RB

9. ChildLine App

ChildLine have launched an app to provide counselling to young people in need of help directly through their mobile devices. 'For Me' is the first app to counsel young people via smartphone. Service includes

- 1-2-1 chat with a counsellor
- 'Ask Sam' problem pages
- Private locker – a personal area where young people can track their mood an thoughts

Free download can be obtained from
https://www.nspcc.org.uk/what-we-do/news-opinion/childline-launches-new-app/

Jump back to start

10. Family Action Support in Schools

Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people. We seek to empower people and communities to address their issues and challenges through practical, financial and emotional Help.

We are currently delivering a number of well-regarded services and projects across Norfolk such as

- Family Support
- Mental Health Support
- Parenting Support
- Well Family Service
- ASD Support

We look ford to discussing how Family Action can work in partnership with your school/cluster to meet the needs of your staff, children and their families

For further information contact
Clare peak. Family Action Norfolk projects Manager
Swaffham Community Hospital
Sporle Road
Swaffham
PE37 7HL
M: 07944 609655
clare.peak@family-action.org.uk www.family-action.org.uk

Jump back to start

11. Baby Basics West Norfolk

Baby Basics exists to provide essential equipment, clothing and toiletries free of charge to families who are unable to provide for themselves. Requests **must** come from a professional who works alongside the family and not directly from the individual in need. If you identify a family who is in need please follow this process:

- Ask them if they would like to receive items from Baby Basics
- Identify specifically what items are needed.
- Email or call your local Baby Basics team to make the referral.
- You will be asked for the following information:

- You: Name, agency and your contact details.
- Your Client: Name, due date of baby, gender (if known) and items needed.
- Any other information you think is important for us to know.
- The team will be able to let you know if the items needed are available and will give you an indication of how long it will take to prepare.
- You will be notified when the items are ready for collection.
- Make arrangements with the Baby Basics team about collecting the items. Items must be delivered to the client by the referrer or other professional.
- Baby Basics is unable to offer a delivery service.

Our aim, where possible, is to have items ready to be collected one month before the baby is due, giving the family time to sort through the items given and feel confident that they have what is needed. It really helps us to have referrals in as early as possible.

One of the core items that we put together is a Starter Pack – a Moses basket packed with new-born clothing, bedding, a towel suitable for a new-born, nappies and other toiletries for both mum and baby. Please note that although the Moses baskets themselves are second hand we always replace the mattresses with brand new ones.

Baby basics West Norfolk
Telephone Number 07708 173567
Email babybasicswestnorfolk@gmail.com

Please visit the face book page. **Baby Basics**

Jump back to start

12. Toddler Clothing Bank

The whole service is free of charge.

Is this a service you could use? Please do get in touch if you have any questions. NCT currently have lots of stock and would love to see it go to new homes! Please feel free to pass this email on to others within your organisation too if they might also know of babies/children who could benefit from our service.

Jump back to start

13. Children effected by Imprisonment

It is estimated that at any given time up to 200,000 children in the UK are affected by having a parent or close family member in prison. This is more than the number affected by divorce.

Ormiston Families Breaking Barriers is a non-judgemental, early intervention service providing support for children and young people affected by the imprisonment of a close family member.

Through offering tailored one to one support Breaking Barriers aims to reduce anxiety around prison, support emotional wellbeing and assist in engagement with school. We work in schools, family homes, or wherever a young person feels safe, to help them come to terms with the emotional trauma.

By providing a safe space for them to talk, play and express themselves, we enable children and young people to explore their feelings and break down some of the barriers which may prevent them from maintaining positive ties with their imprisoned family member or relative.

As well as helping children and young people cope with separation from a loved one, there is evidence that prisoners who maintain ties with their children are less likely to re-offend, and the children themselves are less likely to become involved in offending behaviour.

Our Breaking Barriers workers can also provide talks and presentations to teachers, social workers, police officers and other professionals, to help them understand the 'hidden sentence' which is often endured by children and young people with a parent or family member in prison.

https://www.ormiston.org/what-we-do/our-programmes/the-unite-programme/breaking-barriers-prison-outreach/

14. Parentline

Are you a parent or carer of a child or young person (0-19 years) living in Norfolk?

In addition to our just one number service you can now text our messaging service where you can talk to our practitioners for health related advice or information

07520 631 590

Jump back to start

15. Children's Centre Activities App

Vancouver Children's Centre have launched a new 'app' which lets you find out what's on at the Vancouver & Hunstanton Childrens centre; - to down load the app please follow these instructions

DOWNLOAD OUR NEW APP

1. Go to the App Store on your phone
2. Search for 'Action for Children Services', click on install/get
3. In the search bar type Vancouver or Hunstanton, select
4. Register with your name, email and contact number
5. Create a 'pin' can be numbers or letters
6. Accept terms & conditions, select confirm
7. You will need to verify your email address

WHAT YOU CAN DO NEXT

¨ 'What's On' lets you see what activities are coming up at the centre including an option to add to your calendar

¨ 'Messages' allows us to contact you with an urgent messages or notification about activities at the centre

¨ 'News' contains bulletins that may be of interest to you

¨ 'Menu' allows you to explore the App further with useful links and a contact page so you can email us at any time. You can also add another centre in the settings

Vancouver & Hunstanton Children's Centre

Sure Start Children's Centres

Jump back to start

16. Sexting advice for parents

Sexting is defined as the sending or receiving of nude or seminude images or sexually explicit text messages and can happen when one person pressures another to send a nude or seminude photo

JAMA Pediatrics Patient Page provides some basic advice for parents with links to other websites

https://jamanetwork.com/journals/jamapediatrics/fullarticle/2673714

17. Children & Social Media

How to Talk To Your Child about Social Media and the Internet

Our guide gives ten tips for talking to your child about their use of social media and the internet. Click to follow the links to the Young Minds Website

- **Have conversations from a young age**
- **Lead by example**
- **Ask your child about the apps and websites they use**
- **Set boundaries - but be realistic**
- **Reassure them that they can always talk to you**
- **Talk about personal information**
- **Talk about social media**
- **Talk about gaming**
- **Talk about cyberbullying**

Act on warning signs

Jump back to start

18. Theresa Tiny Treasures

Theresa's Tiny Treasures provide a free service to any family who has lost a baby at any stage of pregnancy or soon after birth.
The service has been offered to the local hospital in Kings Lynn, Norfolk. Hopefully, once charitable status has been obtained, the service will be officially accepted at this hospital.
At the moment families can contact via my Facebook site (Theresa's Tiny Treasures) where you will see my logo detailed on this page. I will endeavour to meet all your needs in this interim time until charitable status arrives so please contact me on the Facebook messenger site.

I can also attend any funeral directors in a 30 mile radius of Kings Lynn, I am willing to go further afield should circumstances arise.
I can provide bereavement photography, made with love keepsakes and sets of clothing to choose and dress baby in.
A selection of keepsakes can be offered, these may include;
Footprints in glass
hand and footprints onto ceramic
Angel charms
bespoke keepsake jewellery and keyrings
button art
laser engraved wooden stars
baby keepsake quilts
baby blankets
sibling gifts
sibling books lending library

I always follow up my initial visit with further visits at home or a place of a families choosing. I will be available to support families for as long as they need me…. Many of the families I have worked with since October 2015 have become very good friends and I am blessed to have them in my life.
The charity offers a free service, it is hoped that it will continue to be free and will be run on the donations of families who can afford to give a little, they will support families who can afford nothing.
E-mail theresas@theresastinytreasures.co.uk

Website http://www.theresastinytreasures.co.uk

Jump back to start

19. Nelson's Journey

Update on changes to the referral process into Nelson's Journey, with effect from 1st March 2018: Due to the continued high demand, and occasional inappropriate, referrals to Nelson's Journey's services we have reviewed our referral process and have changed our process as follows:

- Following all professional referrals we will send a letter/email to the parent/carer inviting them to contact us to take/complete the referral process. A copy will be sent to the referrer.
- At this stage the parent/carer will discuss the child's needs with a duty worker and if the service is deemed appropriate a 1:1 assessment will be arranged.

Or

- Where appropriate the parent/carer will be offered continued access to our support line.
- Parents/carers will be sign posted to a more relevant service where necessary.

How you can help:

- Where possible could you encourage parents/carers to contact Nelson's Journey directly?
- If you make the initial referral please gather as much information about the child/young person and the detail of the bereavement and call our support line to discuss the referral.

Each family will be sent a tailored information pack once we have spoken to them.
Our NJ Support Line is open:
Monday 9am – 4.30pm
Tuesday 9am – 4.30pm
Wednesday 1.30pm – 4.30pm
Thursday 9am – 4.30pm
Friday 9am – 4pm
Our phone number is 01603 431788 W: www.nelsonsjourney.org.uk

Jump back to start

20. Mpower service to Women

Mpower service to women who have had children removed

As part of Ormiston Families' Connect Programme, Mpower offers a service to women who have had at least one child removed from their care and who need additional support in understanding the reasons behind this. Mpower helps by addressing the issues that led to removal, with the aim to reduce the likelihood of it happening again. Often these women do not feel in a position to seek support through other means. We build a trusting, non-judgemental relationship and help women focus on themselves.

Get in Touch
Alison Gilles
Mpower Services Manager 07816 544163 or 01473 705036
alison.gillies@ormistonfamilies.org.uk
www.ormistonfamilies.org.uk

The service has just started operating in Kings Lynn and West Norfolk Contact

Linda Hewitt, Practitioner M.Power,
St Anne's House,13 St Anne's Street, Kings Lynn,07816 143004

21. Grandparents plus

"Grandparents Plus - Keeping families together

Millions of families rely on grandparents. We're here to make sure they can handle whatever life brings. Grandparents Plus is the only national charity (England and Wales) dedicated to grandparents and their role in the care and development of their grandchildren.

What we do
We're a voice for grandparents.
We recognise the huge contribution grandparents are making to families across the country, and we speak out to make sure their voices are heard - whether they're providing childcare so parents can work, stepping in to care full-time or shoring up a safety net for the next generation. We're a lifeline for kinship carers.

Through our advice service and support network, we help kinship carers by providing support, giving independent guidance and connecting them with each other. Our support programmes are developed with kinship carers for kinship carers, and are changing lives by strengthening families across the country."

https://www.grandparentsplus.org.uk/who-we-are

Jump back to start

22. Special Guardians Groups

Norfolk Special Guardians Group open to all special guardians who are caring for a child under an SGO

This is an opportunity to meet other Special Guardians and to speak to a Social Worker about any questions or worries you might have. Norfolk Kinship Team have also invited specialist guest speakers to present on relevant topics.

The meetings are 9:45am- 12:00pm with tea/ coffee and introductions and discussions and with guest speakers on a particular theme at 11:00am

Kings Lynn Venue Programme
Gaywood Library
River Lane
Kings Lynn PE30 4HD

Norwich Venue Programme
Tuckswood Library
Robin Hood Road
Norwich NR4 6BX

Norfolk Kinship Team has an advice line Monday- Friday 10-12 to support special guardians and their families with any questions relating to special guardianship 01603 224 131. Please call the advice line for dates of meetings.

23. Football for Families

The Linnets have launched jointly a brand new initiative called the Rounce & Evans Community Fund. The scheme will give the chance to families who may not necessarily be able to afford an afternoon at The Walks supporting the Linnets to come along and sample an afternoon of football watching from the club's main stand.

Mr Luke Loades of Rounce & Evans explained the scheme will enable a family of four (two adults + two children) to enjoy an afternoon of football supporting their local team. This scheme is not just for people who are unemployed at the moment anyone can contact mailto:luke@rounceandevans.co.uk and he will take thing's on from there. The scheme begins with next week's friendly fixture with Norwich City and will continue throughout the season.

Jump back to start

Additional needs & disability

24. Norfolk SEND Partnership

We are an impartial, confidential service offering information, advice and support to children, young people and parents/carers about special educational needs and disabilities (SEND). This includes health and social care where linked to education. For more information on how we can support you visit our website or call 01603 704070
http://www.norfolksendpartnershipiass.org.uk/

25. Learning Disabilities Employment

Project SEARCH (learning disabilities/autism)

"Project SEARCH is an employment focussed education programme designed to give students with learning disabilities and/or autism the opportunity to get hands on experience in the workplace, develop employability skills combined with classroom sessions. It is a multi-agency partnership, bringing together the expertise of the Norfolk and Norwich University Hospitals NHS Foundation Trust, Serco, City College Norwich and Remploy.

Why do we need it?

People with learning disabilities and/or autism have the lowest rate of employment of all disadvantaged groups (approx. 7%)

What do the students do?

Students do 3, 12 week rotations through the year, they work alongside workplace colleagues in a variety of roles including ward housekeeper, administration, reception and catering; learning the practical skills needed, with support from the tutor, and job coaches. They attend daily classroom sessions working towards a number of key "employability" competencies such as Communication Skills, Health & Safety, Self Confidence, Motivation, and Team Working. Personal Presentation and KSF competencies.

http://www.nnuh.nhs.uk/training-education/work-experience/project-search/

Jump back to start

26. Employment for learning disabilities

MATCH Norfolk Specialist Employment Service for people with learning disabilities

"Our goal is to improve the quality of life for people with learning disabilities by offering support and realistic employment opportunities"

Our objectives are:

- To support Norfolk's Learning Disability community in identifying, securing and sustaining employment
- To work with individuals, their families/carers and support network identifying jobs that would best match their skills
- To create pathways to local employment opportunities by removing or reducing the barriers individuals may face
- To focus on a person's ability and not their learning disability and support them in their future aspirations
- To identify companies who would support work placements, job tasters and work trials leading to paid employment
- To enable individuals to access the labour market through systematic instruction whilst sourcing high quality training opportunities
- To promote and champion disability awareness in the workplace
- To supply experienced job coaches who are able to meet the challenges of employment for a person with learning disabilities

For more information please contact:
Email: supportintoemployment@norfolk.gov.uk

Phone: 01603 306565

27. Help to Learn about banks

Help young people learn about money and banking
It is essential TO LEARN GOOD MONEY SKILLS EARLY IN LIFE. Even if you don't want to be an accountant or a finance manager, you are likely to need to learn how to look after your own money

NCC have recently added lots of new videos about bank accounts and money skills to help make these subjects more accessible for children and young people with special educational needs and disabilities

Bank accounts Money Skills

Jump back to start

28. Positive Behaviours Support course

The Positive Behaviour Support Course (PBS)
Is a 3 week course (2hrs a week) for parents or carers of a child they believe may have ASD or ADHD, or who is on the waiting list for assessment of ADHD or ASD.

Developed by Stephanie Summers and Melanie Bruce from NCH&C, the PBS course looks at the child's behaviour as communication. Families have the opportunity to discuss their own situation, as well as meeting other people in similar situations. The aim is to help identify possible internal and external triggers for behaviour, and from there, consider strategies to support the child to manage this. By the end of the three weeks, parents will have completed the PBS plan, which a personal plan is built upon the child's individual needs. This can be used to support the child's behaviour at school, with grandparents and in other settings.

11th, 18th, and 25th October, from 10am until midday. Downham Market Children's Centre, Snape Lane, Downham Market, PE38 9JE.

5th, 12th, and 19th November, from 10am until 12 midday. St James Hospital, Extons Road, King's Lynn, PE30 5NU.

3rd, 10th, and 17th December from 10am until 12 midday. Swaffham Community Centre, The Campingland, Swaffham, PE37 7RB.

To book your places or for further information, please contact:
Family Action 01760 720302

Jump back to start

29. ADHD Parenting Programme

Being an AD HD parent can be a challenge taking incredible patient and strength. Our parenting programme is specifically about ADHD parenting. Most ADHD parents know how to parent and have probably been asked to attend other parenting courses. Most know how they are supposed to parent; generic parenting course won't work

What does the programme cover?
This programme will show parents how to understand their chid by tapping onto their word. Learning ADHD specific techniques and strategies is the answer in turn improving family life. They will be integrating some core strategies into their young person's own daily routine so they will be better equipped to understand themselves and manage their own ADHD too

Unit one: What is ADHD?
Unit two: Understanding ADHD
Unit three: Treating ASDHD
Unit four: Supporting you child to reach their full potential
Unit five: ADHD and the community
Unit six: looking after you

Locations in Norwich, Kings Lynn Great Yarmouth and Thetford

Each weekly unit last three hours term time only programme runs for six weeks evening and daytime options

See www.adhdnorfolk.org.uk/services mailto:enquiries@adhdnorfolk.org.uk
Phone 01263 734 808

Jump back to start

30. Autistic Society West Norfolk Branch

Here at NAS West Norfolk we are all volunteers, and the branch is entirely self-funded.
The committee are all parents or carers of someone with autism, or are on the autistic spectrum themselves.

We fundraise for a range of autism specific activities, including:

- soft play sessions, both for children and adults
- swimming sessions
- trampolining
- bush craft
- music groups
- support groups
- workshops

We have also been involved in lobbying the government for services.
Becoming a member of NAS West Norfolk is easy and FREE! Just email in to the branch requesting to join.
Membership is open to anyone caring for someone with a diagnosis of autism, or on the waiting list for assessment for autism. If you are an adult on the autistic spectrum yourself you are also very welcome. Members can benefit from our autism friendly activities, as well as access our branch library and join in at our allotment. The coffee mornings are open to members and non-members alike, so do come and join us!

mailto:naswestnorfolkbranch@nas.org.uk
https://www.facebook.com/naswestnorfolk/?ref=aymt_homepage_panel

Jump back to start

31. ASD Helping Hands

Due to the increase in referrals and limited funding available for ASD Helping Hands, we have needed to adapt our service to ensure we can meet the needs of those we support across Norfolk more effectively.

ASD Helping Hands have introduced new family support policy and procedures effective from September 2018

Please note any referral now received directly via phone/email will not be accepted. We can still take consultations via telephone for advice but if a referral is decided it will need to follow the attached procedure.

We accept referrals from any source, but if you are putting a referral in for a third party please ensure that you have sought and gained their permission, if this has not been done ASD Helping Hands will destroy the referral upon receipt and take no further action supporting the family, until a new referral with permission is obtained.

All referrals must be sent in via the online referral from found on our website at https://www.asdhelpinghands.org.uk/referal-formThere is a downloadable form if there are difficulties in completing the online referral and these can be sent to: refferal@asdhelpinghands.org.uk Copies of the new Policy and procedures can be obtained from the websitehttps://www.asdhelpinghands.org.uk/

General enquiries: Tel: 01362 288110 Email: asdhelpinghands@gmail.com
Operations and Events Email: lee.gibbons@asdhelpinghands.org.uk
Family Support Email: emma.grimbly@asdhelpinghands.org.uk
HR and Volunteering Email: tracy.sabberton@asdhelpinghands.org.uk
Finance Email: finance@asdhelpinghands.org.uk
Training (both online and in house) Email: training@asdhelpinghands.org.uk
Trustees Email: trustees@asdhelpinghands.org.uk

Social Media platforms

ASD Helping Hands Main Page facebook.com/ASDHelpingHands
ASD Helping Hands Groupfacebook.com/groups/714706161877172
Thetford Family Group facebook.com/groups/1326283407478812/?ref=group_browse_new
ASD Helping Hands Norwich Family Group facebook.com/groups/1936339433361003
ASD Helping Hands Norwich Youth Groupfacebook.com/groups/ASDNorwichYouthGroup
twitter.com/ASDHelpingHands

Jump back to start

32. SEN Training College

ASD Helping Hands Special Educational Needs accredited courses are designed for teaching assistants and learning support staff or colleagues working with SEN students in a range of settings including courses to help you understand specific types of SEN. All our qualifications are part of your staff member's continuous professional development (CPD).

Whether you're working in a special school, in a mainstream setting or an organisation supporting individuals special educational needs, we have a wide range of courses to support you in developing your knowledge, skills and expertise. Our experienced course leaders bring with them a wealth of experience and a huge number of highly practical ideas, meaning that you'll return to work inspired and empowered to use what you've learnt.

If you're new to your role in SEN, our level 1 & 2 awareness courses will prove invaluable, whilst more experienced SEN staff will benefit more from our Level 3 & 4 courses aimed at developing your role.

For more information please see their website (Click Here)
Courses offered by ASD Helping Hands for 2018:

- Autism In Education
- Autism Awareness
- Level 2 Relationship Education
- Level 3 Supporting Dyslexia
- Level 3 Supporting Students with Autism
- Level 4 Supporting Learners With Special Education Need

Parent Courses

Managing Behavior: Module 1 Understanding Behavior **(under development)**
If interested can they email training@asdhelpinghands.org.uk
Or see the website https://www.asdhelpinghands.org.uk/sen-training-college
https://www.asdhelpinghands.org.uk/test

Jump back to start

33. ASD Helping Hands Membership

ASD Helping Hands Annual Membership is now LIVE!

This is an annual Membership to ASD Helping Hands.

Benefits include:
Access to all our resource packs for of charge (normally charged at £30.00)
Early Bird tickets to our residential holidays
Early Bird tickets to our Ageing with Autism Conference
Early Bird tickets to training courses
10% off sensory toys and books from our online store
Regular email newsletters about the development of the charity
Automatically added to our mailing list for offers and events

Please not that membership is not required to access our support services or our support groups.

Cost £30.00

Join Now

34. ASD Teenage Social Group

The ASD Helping Hands Teenage Group (13-19 years) meets fortnightly,

The aim of the sessions are to address issues affecting teenagers and young adults with Autistic Spectrum Disorders and provide them with the support, skills and experience they can use to deal with everyday life.

Gaywood Scout Hut

Beulah Street
Kings Lynn
PE30 4DN
The group will run from 7pm until 9pm

FOR MORE INFORMATION PLEASE TELEPHONE: 01362 853018/ 07713554405
E-MAIL:asdhelpinghands@gmail.com www.asdhelpinghands.org.uk

Jump back to start

35. Annual Health Checks

People with learning disabilities often have poorer physical and mental health than other people. This doesn't need to be the case. The Annual Health Check scheme is for adults and young people aged 14 or above with learning disabilities who need more health support and may otherwise have health conditions that go undetected.

Who will get an Annual Health Check?
People aged 14 and over who have been assessed as having moderate, severe or profound learning disabilities, or people with a mild learning disability who have other complex health needs, are entitled to a free annual health check.

How do you get an Annual Health Check?
Adults and young people aged 14 or above with learning disabilities who are known to their local authority social services, and registered with a GP who knows their medical history, should be invited by their GP practice to come for an Annual Health Check.

What happens at an Annual Health Check?
The Annual Health Check lets the person with learning disabilities go to their GP practice and have aspects of their health checked. It also allows them to talk about anything that's worrying them. During the health check, the GP or practice nurse will carry out the following for the patient:

- a general physical examination, including checking their weight, heart rate, blood pressure and taking blood and urine samples
- assessing the patient's behaviour, including asking questions about their lifestyle, and mental health
- a check for epilepsy
- a check on any prescribed medicines the patient is currently taking
- a check on whether any chronic illnesses, such as asthma or diabetes, are being well managed
- a review of any arrangements with other health professionals, such as physiotherapists or speech therapists

Is it compulsory to have an Annual Health Check?
No. All parts of the health check are voluntary. Anyone who's having the health check, or their carer, can ask the GP or practice nurse for more information about the process. The patient can then give their consent before any tests or procedures are carried out."

For further details please visit: https://www.nhs.uk/conditions/learning-disabilities/annual-health-checks/

Jump back to start

36. Disabled Students Allowance

If you have a disability or specific learning difficulty and are studying in higher education, you may be eligible for **Disabled Students' Allowances (DSAs).** These allowances cover extra disability-related costs or expenses you have while studying which are over and above those provided as reasonable adjustments by the college or university.
There are four allowances to cover different areas of need.

- Specialist equipment allowance
- Non-medical helper's allowance
- General and other expenditure allowance
- Travel costs.

DSAs are not paid in set amounts because they depend on what you need. Payments cover the cost of specific items of equipment, specific support worker costs, and so on. Apart from travel, there are maximum amounts for each allowance.
DSAs are not intended to pay for disability-related costs that you would have whether you were a student or not, such as personal care support or study costs that every student might have.

More information on Disability Rights UK Website

https://www.disabilityrightsuk.org/applying-disabled-students%E2%80%99-allowances-dsas

37. Funding Guide for Students 16-25 with SEND

Funding of students 16-25 with SEND - A Quick Guide **Council for Disabled Children**

The Preparing for Adulthood programme have produced a new guide on funding for students aged 16-25 with SEND. The system can be complex and difficult to navigate, and this guide answers key questions, giving links to further information and tools.
The Education, Skills and Funding agency and Local Authorities supply different types of funding for young people with SEND, such as the high needs funding. The guide provides background and detailed information about the types of funding available for students.

https://councilfordisabledchildren.org.uk/transition-information-network/resources/funding-students-16-25-send-quick-guide

Jump back to start

38. Build Charity

BUILD is a Norfolk based independent registered charity providing social, leisure and learning opportunities to people with sensory, physical or learning disabilities. Established in Norwich 1967, The BUILD Charity provides a wide range of community based activities across Norfolk, with opportunities to take part in social clubs, gardening, outdoor and cultural activities as well as skills learning workshops.
BUILD does not provide medical or personal care, but welcomes people who want to use its services to bring that care with them.
At BUILD we aim to treat people like people, value their involvement and contribution, and offer them the opportunities in life that most of us normally take for granted.
Information on all our services is available by calling 01603 618029 or emailing info@buildcharity.co.uk

Build runs regular Fuse Parties in Kings Lynn and Ten Pin Bowling in Dereham for times dates and venues please check the Activity Programme

http://www.buildcharity.co.uk/opportunities

Jump back to start

39. Short Breaks for CWD

Short breaks for children with disabilities

NANSA and the West Norfolk Deaf Association (WNDA) have teamed up to offer an exciting new group-based weekend and holiday service for young people with disabilities out of WNDA'S Deaf Centre in the heart of King's Lynn.

NANSA "Explore" can cater for young people aged 11-17 with a range of disabilities, including mild to moderate learning disabilities. The Deaf Centre is well-equipped, safe and welcoming, and very accessible for people with disabilities, so an ideal base!

NANSA "Explore" supports young people with disabilities and their families through the challenging transition from childhood to adult life. You can choose one of three activity options: 'Be Active', 'Be Independent' or 'Be Creative'. Maximum time is spent on activities geared towards each young person's personal areas of interest.

NANSA "Explore" is accessed using your Short Breaks Individual Budget. The cost for young people requiring 'Small Support' is £15 per hour and for young people requiring 'Some Support' £22 per hour. NANSA "Explore" runs on the 2nd and 4th Saturdays of each month, plus Tuesdays and Thursdays during school holidays. Sessions are 5 hours long, from 10am to 3pm

If you wish to make a referral to this new Short Break service, you will need to contact the Norfolk County Council's Children's Services Access and Service team on 01603 692 455. To find out more about any of NANSA's wide range of services for children and adults with disabilities, please contact our Services Support Officer Jacqui Carey-Knight on 01603 414109 or JacquiCarey-Knight@NANSA.org.uk

Jump back to start

40. New Local Offer Section

The new Local Offer for children and young people launched at this year's Family Voice Norfolk Conference.
Many different groups of children and young people in Norfolk contributed their ideas about what information they wanted and how they wanted to access it.

The result is an **easy-to-navigate, colourful** and **accessible** section for **children and young people aged between 10 and 25 years** which we hope will support them to:

- think about their goals
- prepare them to share their views, wishes and aspirations
- help them to make informed choices about their future.

Please explore and share it with your children and young people.

41. Mencap Gateway

Home
What We Do
Gateway
Befrienders
Beach Hut
Help & Support
Volunteering & Donations
Contact Us

For Adults 18+.
Our Senior Gateway Club meets in King's Lynn on alternate Monday evenings from 7.00 to 9.00.The club is a popular meeting place to socialise with friends, to take part in organised activities, to have fun or to just relax in a warm friendly environment! It is run by a committee of members and volunteers who help to choose the activities to be included in the programmes which are produced every year.

For Young People 4 to 18
Our Junior Gateway club meets every Monday evening during term time. It offers a wide range of activities to youngsters aged 4 upwards including crafts, games, bingo and trips to the beach, ten pin bowling and to the pantomime. The club is run by a team of enthusiastic volunteers working under an experienced leader.
Contact us on 01553 776154 or email office@wnmencap.org.uk for more information or to get an application form.

Jump back to start

42. Dragon New Members

The Dragon Crew needs new members
If you are a young person with a dis ability aged 11-25years and think you might be interested in joining a group which

- **Helps people to access and be involved in their community services**
- **Takes part in big decisions which affect the services people use#**
- **Is a voice for people with disabilities**
- **Reviews leisure venues clubs and other facilities**
- **Helps people make friends and have fun**
- **Makes real change happen**
- **Contact Sarah Harrison DRAGON project lead**

01603 627662 07795576983 dragons.project@outlook.com

43. Personalised Travel Payments

The **Personalised Travel Payment** (PTP) is a **new scheme for SEND Transport** that is being trialled for 12 months.

A PTP is **a sum of money** that the local authority (NCC) offers **to parents/carers** with a child or young person who has Special Educational Needs or Disabilities (SEND) **to enable them to make their own arrangements to take their child/young person to and from school.** This is an alternative to other Local Authority provided transport such as a taxi or a minibus.

A PTP is **for a child or young person with or without an Education, Health and Care plan (EHCP)** attending their nearest appropriate special school or other specialist provision, who needs specialist transport. They **must meet the general criteria within the home to school transport policy** regarding age and distance, which would qualify them for free home to school transport

Jump back to start

44. Independent Living Skills

Providing Independent Living Skills for adults with learning difficulties 2018

Learn for work, Learn for skills, Learn for fun

Our programme supports the development of Independent Living Skills in a way that relates to everyday uses - and is fun too! English and maths go hand in hand with all of these skills.
FUN, HANDS ON ACTIVITIES
Activities we cover:
Gardening - seed counting/planting skills
Cookery - buying ingredients, using money skills
Arts & Crafts - measuring skills, matching

For more information please contact:
Email: independent.living.skills@norfolk.gov.uk

45. New Speech & Language web pages

The local offer team have recently worked with East Coast Community Healthcare and Family Voice Norfolk to improve the information about speech and language on the Local Offer.

The **new and improved webpages** provide information to support parent carers who are concerned that their child may have speech, language and communication needs (SLCN).

- Children's speech language and communication needs
- Children's speech language and communication support
- Speech and language resources
- Children's speech and language therapy service
- Speech and language therapist
- Independent speech and language therapy

From April, with the launch of a new directory, we will be moving towards having all provision and services that are part of the Norfolk local offer in the directory.

Jump back to start

46. King's Lynn Disability Sports Hub

Monday	Swimming at Swanton Morley	6-7pm
Wednesday	Wheel Chair Bowls at Lynnsport	2-4pm £2.20
	Kandoo at Lynnsport Multisport 8-16 years	6-7pm £3
Thursday	Boccia Club at Norwich	6-7.30pm
Friday	Special Olympic Athletic Club at UEA	Mornings
Saturday	Mini Kandoo at Lynnsport Multisport 5-8 years	9-10am £2
	Table tennis at Lynnsport	10:30-12pm £2.20
	Football at Lynnsport	9-10am

Jump back to start

Carers

47. Boom! Young Carers

GROUP ATTENDANCE AND TRANSPORT

At each group we offer a range of fun activities, a chance to socialise with other young carers and supportive staff, and transport for those unable to get to the groups themselves. To top it off all members get a chance to eat a tasty meal. All of this is free for Young Carers

In order for young carers to be able to attend the group we **must have** completed parental consent and medical forms. If there are any changes to these or to your contact details during the year please can you inform us in writing or by email.

Email reminders are sent on Thursdays the week before the group and text reminders for each group a few days before the group. You **MUST** reply either by text or email to let me know if you need transport and if you want attend. If I do not get a reply we will be unable to book transport or cater for your young carer and they will be unable to come to that session.

Venue Community Centre Avenue Road, Hunstanton PE36 5BW
Taxi Bens Cars—01485 533290 dbennetbennet@btconnect.com
Day & Times Thursdays Age 6-12 at 5-7pm Age 12-18 at 7-9pm

Venue Downham Youth Centre Paradise Road, Downham Market PE38 9JE
Taxi Stacey's Cars —01366 382801 staceyscars1@aol.com
Day &Times Thursdays Age 6-12 at 5-7pm Age 12-18 at 7-9pm

Venue St Johns Church, Blackfriars Rd, Kings Lynn PE30 1NT
Taxi Station Taxis —01553 777788 keithjuk@aol.com
Day & Times Thursdays Age 6-12 at 5-7pm Age 12-18 at 7-9pm

Who to contact for further information:

Anastasia Twigg (Manager)
BOOM! Young Carers
The Benjamin Foundation
103 Oak Street Norwich Norfolk NR3 3BP

Phone: 01603 662939 Mobile 07880 242374
E-mail: boom@benjaminfoundation.co.uk
www.benjaminfoundation.co.uk/boom

Jump back to start

48. Supporting Young Adult Carers

Our Transitions project is designed to help young adult carers reach their full potential in life. A Young Adult Carer is somebody aged between 16 and 24 years old who cares for, or is affected by, a family member who has any of the following: Physical disability, Long-term physical illness, mental health problem, Learning difficulty, and Drug or alcohol misuse problem

Caring can mean giving someone practical help, like helping a parent to get dressed, but it can also be in the form of emotional support, for example caring for someone with mental health problems.

Someone to talk to

It can be really helpful to offload or talk through the things that are worrying you. This might be about money worries, bereavement, or your emotional wellbeing. We offer confidential one to one appointments with specialist Young Adult Carer Support Workers, and can meet at home or in the community at a time that suits you. We can also provide direct access to our counselling service.

Time for you

We run regular socials and days out for Young Adult Carers to offer a break from their caring role and the opportunity to meet other young people with similar experiences. This also provides a chance to learn new skills and have new experiences. We can explore arranging extra support for the person you care for to allow you to have a break.

Family support

We understand that the person you care for or other people in your family may need support as well. We can provide specialist support to improve family relationships and referrals to other agencies who may be able to help members of your family.

Advice

We can help you to make sure you and your family are accessing the right benefits and support, and apply for specialist funding including driving grants and education bursaries.

Claudia Sonaglio – Young Adult Carer Support Worker in West Norfolk
Mobile: 07745308638 T: 01603 219924
E: claudia.sonagliotransitions@norfolkfamilycarers.org
Vikki Edmonds - Young Adult Carers Support Worker – Breckland & South
M: 07518 527760 T: 01603 219924
E mail Vikki.Edmonds@norfolkfamilycarers.org

Facebook: facebook.com/NFCTransitions **Twitter:** @NFCTransitionsOur Young Adult Carers services are generously funded by the Big Lottery Fund and Comic Relief.

Jump back to start

49. Young Adult Carers

West Norfolk Carers is offering to Young Adult Carers, aged 16-35: These services;-

Transforming Lives

Transforming Lives is a lottery funded project to support young adult carers aged under 35 throughout West Norfolk. The service can also help you design your own personal plan to improve your health and wellbeing, improving quality of life.

We will work with them to identify individual needs and goals them help put the ideas into action. Carers will have access to experienced support workers who will help carers achieve the positive outcomes they want.

Transforming Lives offers FREE training and workshops that include topics such as health and wellbeing, stress management, confidence building, health and nutrition, drama, walking, relaxation classes, activity sessions, family relationships, and more…
For more information phone West Norfolk Carers. Tel: 01553 768155

Relaxation for Carers

A relaxation session for unpaid family carers followed by refreshments.
Join Carmel Austin at 10.00am for one hour of relaxation using a variety of techniques. A chance for carers to get away from the stresses and strains of everyday life, improve health and wellbeing and enjoy the company of fellow carers. The session will finish with tea/coffee. West Norfolk Carers is on hand for carers' advice. These sessions are provided free of charge whilst funding covers costs.

AT: St John's Church (in the Walks), Blackfriars Rd, King's Lynn PE30 1NT
ON: Every **third** Monday of every month 10.00-12.00

Young Adult Carers 16-25 years

A social group for 16-25 year old carers with training and fun activities.
AT: Hardwick Tesco Community Room, King's Lynn
ON: Every first Thursday each month 7.00-9.00pm

Carers Coffee, Moan & Mardle

These are informal sessions, with refreshments, to allow carers to meet up in a relaxed environment. Just come along for a chat and a chance to meet with people in a similar situation. Latest carers information and updates re grants etc.
AT: Swaffham Junior Academy
ON: First Tuesday of each month 9.00-10.00am

For information any of the above services contact
West Norfolk Carers, 20 Thoresby College, Queen Street, King's Lynn PE30 1HX; 01553 768155; www.westnorfolkcarers.org.uk

Jump back to start

50. Young Carers Advice Line

If you are a Young Carer or you think your child, relative or friend might be, we're here to help you:

- Find your way through local services
- Get support for the person you're caring for
- Get the right support at school or college
- Understand your rights
- Connect with local groups and services
- Look after your health and wellbeing

As a Young Carer, here are some things you might do to help:

- Helping with medication
- Cooking and cleaning
- Shopping
- Supporting with washing and dressing
- Going to appointments
- Helping sort out money and pay bills
- Encouraging, supporting and reminding

If you're ever unsure, please do contact us. We're here to help young carers and families and are contactable 7 days a week.

How can you access the support we offer?

We're creating a dedicated website for Young Carers & Families in Norfolk. It's full of information to help you make sense of being a carer and offering flexible support around you. Whilst we finalise the website, as a young carer and family you can still receive support from us, whether you would like to chat with someone online, we have **Advisors** available via **'ask'** on the website or perhaps you want to talk to someone over the phone, you can call the **freephone Advice Line** on **0800 083 1148**, who can support you and your family with information and advice. If you need some more help or guidance they can connect you with a **Carer Connector in your local area**, who can sit down with you and your family to look at further support.

You choose how you would like support.

https://carersmatternorfolk.org.uk/information-advice/support-carers/young-carers-and-families/

Jump back to start

51. Young Adult Carers Group

Hardwick Tesco Community Room King's Lynn PE30 4NA
First Thursday Every Month 7.00-9.00pm
A social group for 16 to 25-year-old unpaid family carers.
You may look after a family member or friend due to a wide range of circumstances such as ill-health, disability, mental health issues or addiction. You may care full time or for just a few hours but welcome the idea of getting away and enjoying the company of other young adult carers for a while.
Food and drink, natter, training workshops, fun activities- all on offer. Come and join us!
Further details and further information on general support for Young Adult Carers:
Sara on 01553 768155 or sara.nurse@westnorfolkcarers.org.uk
Claudia on 01603 219924 or claudia.sonaglio@norfolkcarerssupport.org
One to one confidential support; advice, advocacy, signposting; help with grants/money matters; training and workshops to improve skills and ability to cope; career advice and help with CVs; a listening ear and more.

52. Carers Gaywood Group

Carers Matter Norfolk have started a new group for carers who are 16 years old and over

The group will meet on the first Tuesday of every month at Gaywood library 1pm-3pm, carers only.

For more information please contact
Joyce Haynes
Carers Matter Norfolk | Carer Connector – West Norfolk
M: 07384257422 T: 08000831148
E: joyce.haynes@carersmatternorfolk.org.uk
W: www.carersmatternorfolk.org.uk
Twitter: @CarersMatterNfk
Facebook: facebook.com/CarersMatterNorfolk

Jump back to start

53. Carers Group

The Tesco Carers group meets weekly, every Monday, 1-3pm, at the Tesco Community Room, Hardwick store. It is intended for adult carers, including parent carers. Activities include presentations, games, and craft. It gives carers and their dependents a chance to meet up on a regular basis with access to information, advice and support from a staff member of West Norfolk Carers
More information from Steve Rourke Carers Support Worker tel: 01553 768155

54. Swaffham Wellbeing Group

Are you a carer? Feeling lonely or isolated? Want to make friends? Come and join us at the Wellbeing Group every Tuesday from 10.30-12.45 at Swaffham Community Centre.

We gather and meet for coffee from 10.30, the talk or activity is from 11-12.30 and we draw the weekly raffle at 12.15.

You can purchase lunch from the Iceni Community Café for those who want to stay.
To obtain details about any of our projects and services, please telephone 01760 720302 or 725801. Otherwise, please drop into Swaffham Community Centre, Monday to Friday during business hours

55. Young Carers Leaflet

Norfolk County Council have issued an updated version of the Guide for Young Carers and Families as access to services has changed. Please delete out of date versions copies of the new guide can be obtained from NCC website at

https://www.norfolk.gov.uk/care-support-and-health/looking-after-someone/young-carers

Jump back to start

56. Adult Services Care leaflet

Care and support in Norfolk

Many people can stay independent with little or no support from health and social care services, other people have a range of care and support needs and may need some help. We are working with voluntary organisations in Norfolk to help you to:

- Get the information and advice you need to plan for your current and future care needs
- Remain as independent as possible and stay in your own home
- Get the care and support services you need
- Carry on caring and look after your own wellbeing if you're a carer

How to contact us

There are a number of ways you can contact us to find out more about the support that's on offer. If you have an urgent need for support you can contact us at any time of the day or night.

Telephone: 0344 800 8020 Minicom: 0344 800 8011 Fax: 0344 800 8012
Email: information@norfolk.gov.uk
Web: www.norfolk.gov.uk
A copy of the new leaflet can be downloaded here:
https://www.norfolk.gov.uk/care-support-and-health/looking-after-someone/carers-assessment

57. Guide to Care and Support for Adults

Your guide to care and support for adults 2017-18

The latest version of this booklet is now available and has just been updated to include a range of new resources. It contains lots of useful information to enable people to stay independent in their own homes for as long as possible.

There is information about how to get help and support, what kind of services are available and details of other organisations that can help. It is available free in libraries, GP surgeries, hospitals, and other places across Norfolk. The Guide is available online to download as a PDF, or as an eBook at
www.norfolk.gov.uk/careservices or for a free copy please contact Norfolk County Council Customer Service Centre on 0344 8008020.

If you work in the statutory or voluntary sector, you can order bulk copies through the Norfolk County Council Health Information Leaflet service, for further details please visit: http://brochure.norfolkslivingwell.org.uk/product/norfolk-your-guide-to-care-and-support-for-adults-201819

Jump back to start

58. Carer Grants

Carers Trust currently has a grant fund open for individual adult carers, aged 16+.

Carers can apply for grants of up to £300 for items or activities that will benefit them in their caring role, for example for

- Breaks for carers, with or without the person they care for.
- Items for the home including cookers, fridges, beds and washing machines.
- Driving lessons and other travel costs relating to caring roles.
- Courses and materials to develop carers' skills and personal development.
- Home repairs.
- Short-term or time limited replacement care.

To apply contact your local carer services so they can advise you. They will need to complete a supporting statement for you on the application form. Carers Matter Norfolk are able to act as a referrer.

https://carers.org/article/grants-available-carers-trust

Jump back to start

59. Carers Matter Norfolk

Carers Matter Norfolk is the new carer's service for the county of Norfolk which started in October. The service will provide 1:1 support, carers groups (they are hoping to use libraries) and an on-line pod to provide advice. They are intending to build a network of volunteers to offering continuing support. Referral by Freephone number 0800 0831148 or via website

www.CarersMatterNorfolk.org.uk
For more information contact
Joyce Haynes (07384 257422) joyce.haynes@carersmatternorfolk.org
and Jan Crump (07384 257757) jan.crump@carersmatternorfolk.org

Carers Support Groups

Carers Matters Norfolk Website has a comprehensive listing of support groups in the region covering all age groups and a range of special concerns including:-arthritis, Alzheimer's bipolar, dementia, MS, male only as well as general carers groups. Area covered from Hunstanton through Kings Lynn a to Downham Market and across to Swaffham

https://carersmatternorfolk.org.uk/groups/west-norfolk-groups/

Thetford and Dereham are listed under south Norfolk Groups

https://carersmatternorfolk.org.uk/groups/south-norfolk-groups/

Locality Networks

'The Locality Network meetings are for carers and people working with carers to come together and share information about services and support for carers. To identify what works well, what could be improved and any gaps in services'.
(Carers can attend all meetings or drop in and out as suits their circumstances)

Contact: Louise Goold, Networks Facilitator, louise.goold@carersmatternorfolk.org

Jump back to start

Health and Wellbeing

60. New Link Service from Point 1

Working together to improve children and young people's mental health

Could you be a Mental Health Champion?
Are you a frontline professional working with children and young people?

Would you like to feel more confident in responding to their emotional wellbeing and mental health needs?

Would you like to know more about the specialist support services available to them in Norfolk and Waveney?

If so, be part of the new Link Service from Point 1 and be trained to become a Mental Health Champion. We are currently developing and training a network of Mental Health Champions who will share their new knowledge amongst their colleagues of the mental health issues affecting children and young people and the types of support available. For more information about this role and whether you are eligible to apply, download the Mental Health Champion Role Specification.

Mental Health Champion Foundation Training

If you would like to be a Mental Health Champion you will need to attend our free 2-day foundation Training. We will run a number of these Foundation sessions across Norfolk & Waveney, starting in April 2018. These initial sessions form part of the Link Service's rolling programme of free training events and consultations which will include specialist topics such as self-harm, attachment, anxiety and working with families.

Further details of training events with dates and locations will follow in due course.

Referrals to Point 1
Please note that the Link Service cannot offer support for specific referrals into the Point 1 service. If you have any queries regarding referrals, either current or pending, please contact SPOC on 0800 977 4077 or email

Jump back to start

61. New 1:1 Service for 13-19-year olds

One-to-One Coaching Sessions for Positive Health and Wellbeing for 13-19-year olds

What is it?

- The Matthew Project is offering a new service funded by West Norfolk Youth Advisory Board, specifically aimed at 13– 19-year olds who are suffering from mental health issues such as depression and anxiety, but at a low level and do not reach the threshold for services such as CAMHS or Point 1.
- We can offer a one-to-one service for young people from the Kings Lynn and West Norfolk area who fit this criterion, offering coaching sessions over a 6-8-week period. These sessions will focus on motivation, self-confidence and if appropriate introducing them to clubs and organisations in their area.
- If the level of need is determined to be higher than this service can offer, we are able to signpost and refer to other services.

Please contact gina.summerskill@matthewproject.org or call 01603 216420 for more information and to request a referral form. One the referral is received we will contact the young person via their preferred means within 48 hours and arrange an initial appointment.

Jump back to start

62. Self-harm App

stem4 is a teenage mental health charity aimed at improving teenage mental health by stemming commonly occurring mental health issues at an early stage.

Young people have just as much right to accessing facts about good mental health as they do good physical health, and yet there is a lack of accurate information. Embarrassment or social stigma surrounding mental health issues can so easily lead to confusion with what may be normal development, as opposed to the early development of a mental health issue.

By sharing information on how to recognise early warning signs and by providing effective strategies in how to deal with them, we aim to stem these conditions early on.

Calm Harm app - helps you manage the urge to self-harm
Why not try the Calm Harm app?

Calm Harm provides tasks that help you resist or manage the urge to self-harm and it's completely private and password protected.

http://www.stem4.org.uk/calmharm/

63. Children at risk of Suicide

New NSCB guidance: What to do if you believe a child or young person is at risk of suicide

This guidance has been produced for everyone who engages directly with children and young people in their day to day work and who may become aware of a young person's suicidal thoughts or intentions. It is specifically aimed at professionals who have no training or expertise in the field of mental health and who do not have a role in the formal assessment of risk.

The purpose of this guidance is to ensure that the wider children's workforce has an understanding of the process to be followed in Norfolk where concerns about possible risk of suicide exist. Everyone has a responsibility to identify young people at risk, including the risk of suicide, and to share information when action may be required to protect a child or young person.

Jump back to start

64. Suicide Prevention

Norfolk County Council have launched a series of resources to help support individuals considering ending their life. The 'Safety Plan Diary' and 'Keeping Safe' guides are based on advice and experiences of survivors of suicide and their families to offer practical help for individuals and professionals, as well as friends and relatives who may be concerned about somebody they know.

Whether you work with vulnerable people, know someone who may need some support, or are looking for help yourself we all have a role to play.

The information, tools and resources found here are the results of a county-wide partnership approach to reducing the numbers of those taking their own life in Norfolk.

For more information see

https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/suicide

65. Support line Emotional Support

Support Line offer confidential emotional support to children, young adults and adults by telephone, email and post. We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life. We also keep details of counsellors, agencies and support groups throughout the UK.

http://www.supportline.org.uk/

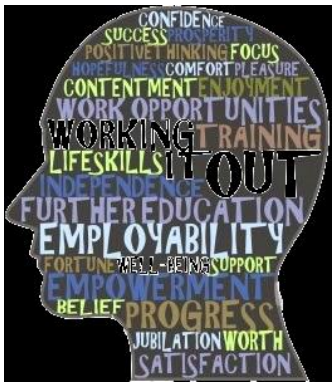
Support line have put a huge amount of work into compiling (by category) information about who can help on a more national level.

They would love to have some more feedback to help provide evidence about how their site and service helps the public. If you have made use of their website, or they have helped a client you have worked with, could you drop them a quick line of feedback?

info@supportline.org.uk

Jump back to start

66. Transitions and Resilience



West Norfolk Mind have launched a new service called Supporting Transition and Resilience **STAR** which provides emotional support for young people aged 17-25

The service is still running but the eligibility now states that we can only take referrals for individuals who have been **discharged from Mental Health Services such as Thurlow house, Crisis Team, Early Intervention Team etc., within the last 6 months.** We can now only support individuals within the transition period into the community.

We are still able to take referrals from other organisations as long as they fit into the new eligibility criteria. For example, if they have someone that they come into contact with that has been involved with the above mental health services but need support in the transitioning stage of getting back into community life then we are able to take that as a referral. The length of the service and what we can support with is still the same and the referral form is still the same at the moment but this is subject to change

This is not a crisis service but aims to support young people suffering from depression, anxiety, OCD and many other conditions and who are receiving limited support or have been discharged from community mental health services
It offers

- One to one support
- Social groups and activities
- Workshops
- Support to access employment or training

Due to limited resources the service is not suitable for young people with ADD/ADH, Autistic Spectrum Disorders or learning difficulties

Further information from
West Norfolk Mind
Saunders Yard King's Lynn Norfolk, PE30 1PH
01553 772952
EMAIL star@westnorfolkmind.org.uk
Website www.westnorfolkmind.org.uk

Jump back to start

67. Gardening for Health Project

Discover outdoor wellbeing!

If you're interested in regularly visiting or volunteering to help at our Gardening 4 Health Project
We are introducing non-gardening related social and creative sessions to help people rebuild their confidence and learn new skills

Placements are limited and arranged by referral

FOR MORE INFORMATION CALL Sharon on 01553 772952

68. Mental Health Carers Support Group

Do you support a loved one or friend with Mental Health Issues?

Try connecting with **West Norfolk Mind Carer's** Support Group

The group enables you to draw on others experiences or simply just take some time out with a coffee and friendly people who may understand.

1pm – 3pm every Tuesday
West Norfolk Mind Centre, 4 Poplar Avenue, Heacham PE31 7EA
For more details contact Lynda on 01485 532024

Similar groups also run in King's Lynn and Downham Market for details contact 01553 776966

69. Discussing mental health with a GP

Doc ready – helping you discuss mental health with a GP

"We know that it can be difficult to talk to people when you're having difficulties with your mental health. Doc Ready helps you get ready for the first time you visit a doctor to discuss your mental health."

Info & Advice
Doc Ready has info and advice about what to expect and how to plan speaking to a GP about your mental health.

Build Your Checklist
It can be awkward, scary or embarrassing talking about your mental health. Doc Ready helps you to plan what you're going to say to your doctor.
http://www.docready.org/#/home

Jump back to start

70. New Mental Health Services in Norfolk

From 1 March 2018, NCC will work with a partnership of local mental health service providers working together to deliver a new mental health service.

Supported living and community enablement

This new service brings together three types of existing services. The existing services are detailed below.

- **Six supported housing schemes across Norfolk**

The schemes support up to 93 people at any one time. These schemes do not offer permanent homes, but are a stepping stone to increased independence and for most people are not a home for life.

- **Housing related floating support**

Currently supports between 330 and 380 people at any one time in their own homes. This service also works with people who are in a mental health hospital bed and who have housing problems, including homelessness.

- **Personal assistant services**

We purchase these services from a range of organisations. These services support people to manage their mental health and live independently in their own homes. The services support people with building up their community networks and use of community services. These services support around 190 people at any one time.

Where will the new services be located in Norfolk?

Services have been grouped together in three geographical areas, with an additional community-based intensive support service in the Greater Norwich area. The localities are:

- West Norfolk CCG area
- Central Norfolk (North and South Norfolk and Norwich CCG)
- Great Yarmouth locality
- Greater Norwich (intensive support)

The contracts for the new services were awarded to a partnership of local mental health service providers, involving Together for Mental Wellbeing, West Norfolk Mind, Norwich and Central Norfolk Mind, Great Yarmouth Mind and St Martins Housing. The new contract will start in March 2018.

Find out more

Read more about the new service.
https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/mental-health/mental-health-transformation/new-mental-health-services-in-norfolk-in-2018

Jump back to start

71. OCD Support – Kings Lynn

Kings Lynn - Norfolk OCD Support
MIND Centre Saunders Yard
Kings Lynn PE30 4UU

Meeting Times: 6:30pm – 8:30pm **Dates:** Fortnightly
Who can attend?

- People with OCD & Hoarding Issues
- Family members
- Carers
- Friends
- Professionals

Contact Details: Email: Genbroth@gmail.com
Tel: **07554991813**
Group Information: Self-support group, tea and coffee available.

Directions to the Venue:
It has free parking and has easy access, the site is on a hard right from the traffic lights.
Cost: £5 voluntary donation per session to help pay for room hire and refreshments.

72. Mind Matters - YMCA Norfolk

YMCA Norfolk are proud to offer both the Adult and Youth Mental Health First Aid courses ensuring that people of all ages are offered the support and guidance they need for mental well-being. Mental health affects 1 in 10 children and is also the biggest cause of illness within the workplace in the UK. Mental Health First Aid courses equip employers, teachers, parents, caregivers and other professionals to offer better support and guidance around mental health issues, as well as improving confidence and raising awareness.

'A child's emotional health and wellbeing influences their cognitive development and learning as well as their physical and social health and their mental wellbeing in adulthood' (Public Health England, 2015)

We also offer sessions in schools or youth groups for young people to help improve wellbeing and raise awareness; topics covered include self-harm, body confidence, exam stress, depression and anxiety. We can also tailor sessions to areas of well-being that are pressing issues in your setting.

If you would like any more information in regards to these sessions then please contact mindmatters@ymcanorfolk.org or call us on 07894 566615.

Jump back to start

73. Online Support for Mental Health

Elefriends is a supportive online community where you can be yourself.
We all know what it's like to struggle sometimes, and this is a safe place to listen, share and be heard. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others.
Shared experiences and perspectives are valuable and powerful. In this way Elefriends don't just get help, they give help too. In the good times and the bad. Elefriends is for people over 18.
Elefriends is managed by Mind, the mental health charity and its setup was generously supported by the Cabinet Office's Social Action Fund.
https://www.elefriends.org.uk/

74. Minded for Families

MindEd for Families builds on the success of the MindEd e-learning portal, developed in partnership with e-Learning for Healthcare (e-LfH), part of Health Education England (HEE). MindEd is funded through the Department of Health and HEE. MindEd for Families has been funded by the Department for Education and NHS England.

MindEd for Families has been developed in two phases. The first phase, funded by DfE, is intended to support parents and those caring for children and young people in their family when they are concerned about a young person's mental health or well-being. The second phase, funded by NHSE, provides support for older people and their families when they are concerned about mental health and well-being, either their own or other family members.

https://mindedforfamilies.org.uk/young-people/

If you would like to learn more about the MindEd programme, make suggestions or provide feedback, please contact the team at minded@rcpsych.ac.uk

Jump back to start

75. Anorexia & Bulimia Care

ABC is national UK eating disorders organisation with over 25 years of experience. We are passionate about people and recovery.

We provide on-going care, emotional support and practical guidance for anyone affected by eating disorders, those struggling personally and parents, families and friends. ABC works tirelessly to increase awareness and understanding of eating disorders through talks, training and campaigns for change**.**

Our telephone helplines are open from 9:30-5.30pm Monday-Friday.

- **Help for you**
  - Ongoing Support
  - Adult Befriending
  - Nutritional Guidance
  - Young People
  - Related Self Harm
- **Family and Friends**
- **Professionals**
- **Help Directory**

Contacts
Support line: 03000 11 12 13 Option 1
Family & friends: 03000 11 12 13 - Option 2
Office and general enquiries: 03000 11 12 13 - Option 3

If **YOU** are struggling with an eating disorder or you're worried that you might be, please email us at: **support@anorexiabulimiacare.org.uk**

For information on our **BEFRIENDING SERVICE**, please contact us at: **befriending@anorexiabulimiacare.org.uk**

If you're a **PARENT, FAMILY MEMBER OR FRIEND** of someone struggling with an eating disorder and you need support and advice, please email us at: **familyandfriends@anorexiabulimiacare.org.uk**

For GENERAL ENQUIRIES,
please email us at: mail@anorexiabulimiacare.org.uk

http://www.anorexiabulimiacare.org.uk/

Jump back to start

76. Mental Health Resources

Norfolk County Council have published links on a range of easy read guides, (Anxiety, Depression, Bipolar Disorder Obsessive Compulsive Disorder & Schizophrenia) general guides (including How to look after your mental health, reduce stress, self-harm parents help and mental health and well-being in schools) toolkits (including Teacher Toolkit, mental health toolkit, Mental Health Frameworks and Well-being measurement frameworks covering a range of mental health topics aimed at children, parents and professionals

https://www.norfolk.gov.uk/children-and-families/send-local-offer/health/health-services-in-norfolk/mental-health-services/mental-health-resources

77. Dove Self Esteem Project

Welcome to the Dove Self-Esteem Project
At Dove, we believe that no young person should be held back from reaching their full potential – but in the UK, 9 out of every 10 girls with low body esteem put their health at risk by not seeing a doctor or by skipping meals.

Since 2004, Dove has been building self-esteem in young people – and by 2020, we'll have helped 40 million through our educational programmes.

To help a girl you know, download our Uniquely Me tool for free here

78. Tackling Period Poverty

Libraries in West Norfolk are now running a service to provide Fee sanitary products to those who find themselves unable to afford them (no proof needed no questions asked)
Visit a library pick up and order form and tick the products you need - up to 2 items. Hand your form to a member of staff to receive your bag of items
Could you help libraries in West Norfolk to support people in our area who are unable to afford sanitary products?
You can donate sanitary items (towels tampons and bags for people to carry them) at any of our libraries ;- Dersingham Downham Market Gaywood Hunstanton Kings Lynn
We'll be collecting donations from January and will be making items available to those in need from the end of the month

Jump back to start

79. iCaSH Access to Testing

From 1st August 2018, your Norfolk sexual health service will be offering easier access to testing, with no need to visit the clinic.

If you are 16 and over, and have no symptoms of an STI, order your FREE and confidential postal test kit from: **https://expresstest.icash.nhs.uk**

Or scan the QR code

If you are under 16, or cannot access our website, please call us on 0300 300 30 30

Symptoms of an STI may include:
New discharge
Pain when you pee
Testicular pain
Pain during sex
Abnormal bleeding
New lower abdominal pain (in women)

Contact: 0300 300 30 30 www.icash.nhs.uk

Jump back to start

80. LGBT Information

At Switchboard we provide an information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity. Contact can be made by phone, message or email.

"We listen to all kinds of calls, and we take every one seriously. Whatever made you call, we're glad you did – and we want to help you." Here are some of the things people might call us for:

- Information about support groups for someone who thinks they are trans or non-binary.
- Support for a man who has been a victim of homophobic abuse, but has previously had a bad experience going to the police.
- Contact details for an LGBT-friendly therapist.
- Support for a lesbian teenager thrown out of her home by her parents, and who needs somewhere to stay.
- Information on how to get to local gay pubs for someone with mobility issues.
- Times and places for a local bisexual social group.
- Listening to some of the concerns a mother has about her child who is trans.

Every call is unique, and Switchboard prides itself on responding to the changing needs of our communities by providing a service that's continually evolving and relevant. The majority of those who call are LGBT+ but we also get lots of callers who are considering issues around their sexuality. And then there are friends, parents or family members of LGBT+ loved ones who are looking for some independent advice and support.

https://switchboard.lgbt/help/

Jump back to start

81. Parkinson's Local Advisors

If you have Parkinson's, or you know someone who has, you've probably got a lot of questions. Or maybe you just want to talk to someone who understands. That's where Parkinson's UK can help.

Our Parkinson's local advisers provide confidential, one to one information about Parkinson and local services.

They're there for anyone affected by the condition including carers family and friends. They give emotional support, as well as helping manage the day to day challenges of Parkinson's such as finding the right care support and benefit applications.
Local advisers also liaise with health, social care and other local professionals to get you the support you need.

The local advisers for Norfolk are:

Lisa Morton
Parkinson's Local Adviser
West and North Norfolk, Breckland.
Parkinson's UK
Direct Dial: 0344 225 9852
lmorton@parkinsons.org.uk

Nicola Robinson
Parkinson's Local Adviser
Parkinson's UK
Norwich, Dereham, Swaffham and Watton
Direct Dial: 0344 225 3796
nrobinson@parkinsons.org.uk

Matthew Major
Parkinson's Local Adviser
Broadland, Great Yarmouth and Waveney
Parkinson's UK
Direct Dial: 0344 225 9838
mmajor@parkinsons.org.uk

Jump back to start

82. CGL Drug & Alcohol Service

We are now live: Your new single integrated, recovery-oriented service provided by CGL went live on April 1st 2018, providing one integrated adult alcohol and drug behaviour change service across Norfolk.

We will continue to support the work currently being undertaken by children's and adult social care, to provide a seamless transition into the new arrangements for those families that are currently receiving intervention. CGL are committed to practice which promotes the wellbeing, health and safety of children and adults at risk, and are proposing the co-location of substance misuse practitioners within MASH Hubs and Children's Centres as part of the new delivery model. These details will be made available as they are confirmed.

Who are Change Grow Live (CGL)?
We provide help and support to adults, children, young people and families. Our services include health and wellbeing, substance misuse, mental health, criminal justice, domestic abuse and homelessness.

How you can support families during the transition
Services are now up and running and we are working to ensure that all service users are contacted and offered an appointment as soon as possible. If you, or the families you are working with have questions or would like more information about these changes you can:

Email or ring the Single point of contact (SPOC) number.
General enquiries: norfolk.info@cgl.org.uk Website: www.cglnorfolk.org
SPOC number: 01603 514 096 FAX: 01553 241 322
Sign-post to one of the hubs
Norwich- 5 Barton way, NR1 1DL DDI: 01603 761 884
Great Yarmouth-148 Kings Street, NR30 2PA DDI: 01493 332 224
Kings Lynn-33 railway road, PE30 1NF DDI: 01553 767 778
Open Access Assessments Mon, Weds, Fri 9.30am to 4.00pm Late Clinic Wednesday
Thetford: Breckland House, St Nicholas Street, IP24 1BT DDI: 01842 751 539
Open Access Assessments Mon-Fri 9.30am to 4.00pmLate Clinic Thursday

Request CGL representation or support at multi-disciplinary or professional's meetings
if you have core groups or conferences arranged, require a case update, are expecting, or would like CGL representation at these meetings please contact us and speak to a manager in the relevant area so we can arrange for a worker to attend or provide an update. From April 1st 2018, there will be a single integrated, recovery-oriented behaviour change service provided by CGL – change, grow, live.

For more information visit www.cglnorfolk.org

Jump back to start

West Norfolk Service Directory
November 2018

Satellite clinics

Open access assessments are available during evening clinics by appointment only until 8.00pm. In addition, we are now pleased to be able to offer telephone triage for those who find it difficult to drop in and wait. For a telephone triage please phone 01603 514096 (Option 1 for Norwich, 2 for Thetford, 3 for Great Yarmouth or 4 for Kings Lynn); you will complete a short form over the telephone and then be invited in for a personalised assessment at a time convenient to you.

If you have not yet been seen you will be contacted soon to arrange an appointment for a priority review with your keyworker to ensure the information we hold about you is correct and to update your recovery goals. Should you have any urgent needs please contact us on 01603 514096 to request an appointment.

We continue to look at additional locations to improve ease of access for those living some distance from the main hubs and we have already arranged satellite clinics in the following locations to build on provision within the community:

Holt Medical Practice	Gurney Surgery, Norwich	Wellspring Centre, Dereham
Bacon Road GP Surgery, Norwich	GP Surgery, Overstrand Rd, Cromer	The Birchwood Surgery, North Walsham
The Birchwood Surgery, North Walsham	North Walsham Community Centre	Station Rd GP Surgery, Attleborough
Aylsham ACT	Watton Medical Practice	Sheringham Medical Practice
Swaffham Community Centre	Staith Surgery, Stalham	Methodist Church, Downham Market
Mental Health Department, Healthy Living Centre, Thetford	Herring House Trust, Great Yarmouth	

Contacting Us

You can contact CGL by phoning 01603 514096 and selecting the option for your local office. We have 15 phone lines linked to this number, but at peak times there may still be a delay in calls being answered. We will soon have a voicemail service linked to this number and once this is in place we will respond to any messages left by the end of the day. Alternatively, you can email us on norfolk.info@cgl.org.uk or if you are looking for information about our services you can find us at https://www.changegrowlive.org

Jump back to start

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

83. Mathew Project Video

Young people from The Matthew Project have helped to develop a film to raise awareness of the support we offer. Our hope is that through promotions on Facebook and YouTube we can encourage even more people to come to talk to us about their substance misuse.

If you are able to promote the film through your school, organisation or online, it would be greatly appreciated. You can watch the film here.

https://www.youtube.com/watch?v=P5lM263mJSw

Dale Willimott
Young People's Practitioner
(M) 07585 209879
(T) 01553 775109

84. Matthew Project drug/alcohol abuse

See below

Jump back to start

About Unity

The Matthew Project was successful in re-tendering for the provision of young people's drug and alcohol services in Norfolk. On 1st October 2014 the Under18 team became The Matthew Project: Unity, providing two new services in partnership with Norfolk & Suffolk NHS Foundation Trust, Norfolk Children's Services and Norfolk Carers Support.

Services for young people who misuse substances includes:

- Advice, support, brief interventions and treatment for young people and their families
- Comprehensive assessment and regular support or counselling with a care plan
- Harm reduction work including blood borne virus testing and vaccinations
- Community Prescribing, family interventions and access to residential treatment
- Support for parents

A new service for children and young people affected by the substance misuse of others is providing:

- Comprehensive assessment and regular support or counselling with a care plan
- Specific support for young carers in partnership with Norfolk Carers Support
- Group activities and the chance to have fun
- Parenting courses

The services also provides advice and consultation for professionals working with children and young people.

1-2-1 Services
Group work
We welcome consultation calls or emails! **Please get in touch:**

Accessing the Matthew Project: Unity

- Telephone call to Unity; giving relevant detail about the young person including information on their substance use.
- All referrers are offered an informal consultation meeting, to take place with the young person to check the appropriateness of the referral and assess if there is a need for a Family Support Process

---

Resources

Click here for details of leaflets and DVD's available from the Matthew Project

---

Contact Us

Tel: 01603 216420
Email: unity@matthewproject.org

Jump back to start

85. Narcotics Anonymous

A new service offering support to people who want to stop using drugs is starting at the Purfleet Trust Every Tuesday at 6pm
Further information from
Lucy Shaw
Purfleet Trust
5 St Ann's Fort
King's Lynn
Norfolk
PE30 1QS
Tel: (01553) 767 829 / 775 496
Email: lucyshaw@purfleettrust.org.uk

Jump back to start

Domestic Abuse & Victim Support

86. Sexual Assault Referral Centre

The Harbour Centre – also known as the Sexual Assault Referral Centre (same place) has 2 daytime crisis workers who deal with the immediate effects of a penetrative sexual assault and also out of hour's crisis workers who deal with things over night.

We also have 8 ISVA's (Independent Sexual Violence Advisors) 4 who work with under 21's and 4 who work with over 21's.
Our referral criteria is:

- Assault by penetration
- Attempted rape
- Rape

However if you feel that a sexual assault of any kind has significantly impacted a young person and feel that our support would be helpful to them then please put the referral in to be considered as these are being considered on a case by case basis.
The assault can be acute or historic.
Referral forms are found on our website: www.theharbourcentre.co.uk under the professionals tab. Please put the referral with info missing if you aren't sure, the centre manager can always contact you if needs be. Also don't assume that someone else will have put a referral in (e.g. the police) as it doesn't always happen.
We can work with a young person whether they are going through the police process or not. We will travel to the YP and they can be seen in school or outside school – it's on their terms as is what other professionals they're happy for us to have contact with.
The 01603 276381 number is a 24 hour helpline so people can call in the middle of the night if they are really struggling.

Jump back to start

87. Emergency Injunction Service

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

The award-winning service allows anyone who has recently suffered or been threatened with domestic violence to apply for an emergency court injunction. This can sometimes be issued within 24 hours of making contact with us. We work in close partnership with the police, solicitors and other support agencies (Refuge, Women's Aid etc.) to help victims obtain speedy protection.

Once completed the on-line form will go directly to the First Steps Team who will call the applicants soon as possible. Once the case has been assessed NCDV will keep you up dated as to its progress.

For more information or to start the injunction process go to.
http://www.ncdv.org.uk/

88. DA Advice Line

Pandora Project Advice Line

Call us Friday 10am-3pm for telephone support around domestic abuse related issues.

- Are you unhappy with your relationship but not sure if it's healthy?
- Do you need support to leave a partner?
- Have you suffered domestic abuse in past relationships?
- Are you concerned about child contact?
- Are you a professional who needs some expert advice?
- Support for men and women.

Call the team on 07526 257857

Open Fridays 10am-3pm for confidential advice and support.

Jump back to start

89. Open the Box Course

A free course available to women affected by domestic abuse

Open The Box Programme is a 10 week course helping women to understand and recover from the impact of domestic abuse. It looks at breaking the cycle of abuse by looking at what makes a relationship abusive and increasing confidence and self-esteem.

Open The Box is a free course to any woman who has been affected by an abusive relationship.

Open The Box is currently being run in King's Lynn.

What are its aims?
To help women identify domestic abuse
To understand the effects and impact of domestic abuse on children
To help women gain self-esteem and the confidence to improve the quality of their lives
To give women the knowledge and tools to live a safer and happier life, free from abuse

To make enquiries about Open the Box or to reserve a place please contact
mailto:info@pandoraproject.org.uk

90. Male Victims of DA

Pandora Project are now able to offer a service to male victims of domestic abuse.
The male service will cover the same geographic area as their female support- West Norfolk and Swaffham. They accept referrals from other agencies, no self-referrals. They have a referral form process so people can contact mailto:info@pandoraproject.org.uk for either a referral form or more information

Jump back to start

91. East Europe Domestic Abuse Support

As part of their new Eastern European DA support service, Pandora now have a Facebook page in Russian. They have a support worker speaking Russian, Lithuanian, Latvian offering 1-1 support in West Norfolk, please share details where appropriate.

https://www.facebook.com/pandoraprojectrusskij/
mailto:info@pandoraproject.org.uk
W: www.pandoraproject.org.uk

92. Teenage Relationship Abuse

Helping Young People to get
Relationships Smart

Being a teenager can be a difficult and confusing time for many, but when young people find themselves in a relationship where they are treated badly and which 'hurts', it can leave them with extra layers of confusion, self-doubt, a lack of confidence and lowered self-esteem.

Escape the TRAP

is a programme specifically designed to help young people recognise and protect themselves from teenage relationship abuse. For more about domestic abuse and controlling relationships go to www.pandoraproject.org.uk

If you want more info about Escape the Trap courses please e-mail mailto:info@pandoraproject.org.uk

PandoraProjectN PandoraProjectWestNorfolk

Jump back to start

93. Managing Aggressive Behaviour

Who's in Charge? Is an eight week programme combining educational and therapeutic sessions for parents of children who are verbally or physically abusive beyond parental control.

The programme works with parents to understand the complex nature of abuse. This is achieved by the use of 8 structured sessions which incorporate group exercises discussions and handouts.

Further information from Tracy at

mailto:info@pandoraproject.org.uk

W: www.pandoraproject.org.uk

94. Domestic Abuse Law Clinic

Pandora project is offering a new domestic abuse and children's law clinic for women

Offering free legal advice around domestic abuse and children's law.

Especially for those

- **Experiencing harassment from ex partners**
- **Having problems with children's contact**
- **Needing legal advice around domestic abuse matters**

Make an appointment for the Law Clinic at
Kings Lynn Women's Centre
41 old Hospital Walk
Kings Lynn
PE30 5RU
Last Thursday every month 1-4pm
By appointment only
Email info@pandoraproject.org.uk
Call 01775 888598

Jump back to start

95. Leeway Domestic Abuse Services

West Norfolk Domestic Abuse Case Workers Offer

- **One to one support**
- **Access to emergency refuge accommodation**
- **Advice sessions**
- **Power to Change women's groups**

The Power to Change Self Help Programme is a nationally recognised 6 week programme to help survivors of domestic abuse to identify abusive situations and develop the confidence to take control of their lives and keep themselves and their children safe. The programme focuses on the following areas/outcomes

This can be offered one to one in the community

- **Understanding Basic rights**
- **Understanding domestic abuse as an issue of power/control**
- **Supporting children affected by domestic abuse**
- **Coping with difficult emotions**
- **Developing assertiveness skills and setting boundaries**
- **Maintaining safety**
- **Dealing with authority figures**
- **Developing healthy relationships**

For more information contact: 0300 561 0077 Or email: referrals@leewaynwa.org.uk

Jump back to start

96. Domestic Violence Surgeries

LEEWAY DOMESTIC VIOLENCE AND ABUSE SERVICES
A supportive, non-judgmental & confidential service for women dealing with domestic violence/abuse, past or present

Advice surgeries are run across West Norfolk. For details of dates, times and venues please call 0300 561 0077

Locations include
Downham Market
Kings Lynn (several locations)
Swaffham
Dereham
Thetford

Advice surgeries also held in other locations around Norfolk & Waveney

FOR ALL ENQUIRIES PLEASE CALL 0300 561 0077

97. Leeway Coffee Morning

YOU ARE INVITED TO A
LEEWAY COFFEE MORNING AND ARTS AND CRAFTS SESSION

We are holding a coffee morning and Arts and Crafts session for our current service users.

2nd Monday of every month
Hunstanton

Please call 0300 561 0077 for time and venue

Jump back to start

98. Male Victim Advice Line

Male Victim Advice Line

Weekly: Wednesdays 10am 12pm
Fortnightly: Mondays 5pm – 7pm
Monthly: First Saturday every month 10am – 2pm

CALL 07774 546 777

99. Good Friend Guide for DA

How to be supportive to a friend or family member experiencing abuse.

Are you looking for practical and simple advice on how to better support a friend in an abusive relationship? We've put a short guide together to do just that. Though this is not a definitive resource with all the answers for each individual case, it's a good place to start especially if you're feeling unsure or anxious. Don't worry! You can do this...

There is no one-size-fits-all solution so take and leave the advice you'll find here.

For now, we have decided to focus our attention on violent and abusive relationships in which the survivor is a woman. The relationships may be heterosexual or same-sex. Although CHAYN's work is mostly aimed at women, the advice given in this guide can be used by anyone who believes it can be helpful to them, regardless of gender.

This guide is part of a continuing discussion about how we can support women in violent relationships. We welcome suggestions and contributions that will help us improve this guide. The guide was originally developed by Cagnesciolte in Rome and has been remixed by CHAYN.

https://chayn.gitbooks.io/the-good-friend-guide/content/

Jump back to start

100. DWP Help for Victims of DA

Domestic violence and abuse is still a huge problem in our society, with far-reaching and devastating impacts.

The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional

The government is fully committed to the prevention of abuse and the Department for Work and Pensions (DWP) has a range of measures designed to support people who flee violent and abusive households.

This Link provides information on
https://www.gov.uk/government/publications/domestic-violence-and-abuse-help-from-dwp/help-available-from-the-department-for-work-and-pensions-for-people-who-are-victims-of-domestic-violence-and-abuse

1. Informing DWP about the domestic violence and abuse
2. Providing evidence of domestic violence and abuse
3. Housing Benefit
4. Jobseeker's Allowance (JSA) and Employment and Support Allowance (ESA)
5. Universal Credit
6. Benefit cap
7. Removal of the spare room subsidy
8. Discretionary Housing Payments
9. Migrant partner support
10. Child Maintenance Service application fee

Jump back to start

101. Child Sexual Abuse Peer Support Group in Downham

Free New Peer Support Group

Have you suffered child sex abuse? Are you stuck with dealing with issues from the past?

Our aim is to enable you to gain confidence and understand that child sex abuse can cast a shadow on your life

Are you feeling helpless about a member of your family who has been sexually abused

Breaking the Silence
NEW GROUP
No professionals involved just survivors

Tuesday 19th June 2018 7-9pm
The Methodist Church
Paradise Road
Downham Market
PE38 9JE

PLEASE CONTACT JEAN
jean.rochford@btinternet.com

Jump back to start

102. Supporting vulnerable Women 18+

What is the Wonder+ Scheme?

The Wonder+ Scheme in taking over from the Wonder Scheme to support women offenders and those at risk of offending living in Norfolk.

It is a partnership between St Giles Trust, Future Projects and City Reach Health Services to offer advocacy, advice and guidance to women as well as helping them to access other services that may be of help to them.

Who is the Wonder+ Scheme available to?

The service will be available to women living in Norfolk or intending to live in Norfolk who meet the following criteria:

- Aged over 18 years of ages and:
- Attending one of the Police Investigation Centres (PICs) in Wymondham, Kings Lynn, Aylesham, Great Yarmouth and Bury St Edmunds.
- Engaging with the local policing teams and/or teams within the Early Help Hubs.
- In receipt of support from another statutory or voluntary agencies but requiring more specialist support.

What are the benefits of working with the Wonder+ Scheme?

The team will provide a non-judgemental, safe and confidential space.

We will work alongside you to develop an individually tailored support plan which will incorporate your needs and goals.

We offer support, advice, guidance and advocacy, both practical and emotional, such as:

Housing Benefits / finance Education, training and employment Building / sustaining positive relationships (family, children, friends)

 Mental and physical wellbeing (including sexual health) Problematic substance and alcohol use Risky behaviour Domestic / sexual abuse and violence

The opportunity to receive support with the aim of preventing further involvement with the Criminal Justice System.

To find out more about the programme, please contact -

Clare Bradley
Contract Manager - Norfolk and Suffolk
St Giles Trust
T: 07770 012 443 **E:** clare.bradley@stgilestrust.org.uk

Jump back to start

103. Footsteps – St Giles Trust

The project is female led and aims to support women, with a connection to London, West & South Yorkshire and Norfolk, at every stage of their Criminal Justice System (CJS) journey. The case model we adopt provides a holistic, tailored support service to women presenting as vulnerable, with complex and multiple disadvantage. We will provide a safe space where service users are confident in their options and choices, and ensuring that they have the opportunity to turn their lives around.

Footsteps is a specialist mental health service offering intensive resettlement support and flexibly filling potential gaps, meeting and supporting service users pre, post and at release, and those who are at risk of offending.

Support includes prison/police custody based and community assessments, meet at the gates service, local authority Homelessness Applications and access to supported housing. Service users will also be diverted from homelessness applications into suitable private rented accommodation where appropriate. Other interventions will include access to drug and alcohol services and rehab programmes, referral to family support, entry to employment, training and education and gang exit support through St Giles gang projects where criteria permits.

The Footsteps team comprise of a small group of St Giles Peer Advisors and Volunteers. Our Peer Advisers. We will also support them with their own needs, including sourcing paid employment.

Client Group:
- supporting women coming into contact with the Criminal Justice System
- Women with Mental Health and wellbeing needs
- Supporting women affected by ASD
- Women with children
- Women with multiple disadvantage
- Women who identified as extremely vulnerable (to domestic abuse for example).
- Women who are sex workers“

https://www.stgilestrust.org.uk/

ST Giles are covering Norwich and Kings Lynn with Footsteps from 3rd September 2018

Jump back to start

104. Norfolk & Suffolk Victim Care

Covering the whole of Norfolk and Suffolk, we're a free, confidential support service specifically designed to help victims and witnesses of crime.

Whatever has happened to you, whatever you may have witnessed and whenever it took place, our trained support staff will work with you to make sure you receive the help you need to cope and recover. It doesn't matter if you have reported the crime to the police or not, or previously turned down offers of support – support is available if you need it.

How we can help you

Emotional support

Being a victim or a witness of crime brings up a huge range of emotions that can make you feel angry, sad, overwhelmed, scared and everything in between. However you feel, we're here to talk, to help you make sense of everything. We can provide a safe place for you to talk through your thoughts and feelings, and to ask any questions you may have. Our support is completely confidential and independent.

Practical support

Filling in compensation claims, fitting home security measures, getting medical treatment and repairing damage to your property are just some of the examples of the practical challenges you may need support with following a crime. Everyone's experience is individual – whatever you need, speak to us and we'll tell you how we can help.

The Criminal Justice System

We can also help you prepare for going to court as a victim or a witness and explain your rights and what you can expect when going through Criminal Justice.

Whatever you need, we're here for you. Click here to contact us, or visit our help and support pages. On the website https://www.nsvictimcare.org/

Guidance on referring clients to the service:

1. If you have access to the Egress system, please complete the form and send it in securely via this system using the nsvictimcare@victimsupport.co.uk email address
2. If you use cjsm, please complete the form and send it via the cjsm system to nsvictimcare@victimsupport.cjsm.net
3. Alternatively – please telephone us on 0300 303 3706 and we will advise you how to refer in to the service

For more information and to arrange a talk about the service or to obtain promotional material please contact

Tracey Woolf Engagement Lead Phone: 01603978610 Mobile: 07795366985 Text Relay: 18001 01603978610 Email: Tracey.Woolf@victimsupport.org.uk

Jump back to start

105. NHS Safeguarding App

The NHS have launched a safeguarding app for all Health professionals covering all aspects of safeguarding for both adults and children & young people

Look for NHS Safeguarding Guide App in the app store

A version for desk top computer is available at
http://www.myguideapps.com/nhs_safeguarding/default/about.html?nocache=0.4133723851141099

The content of the material within this app was originally developed by NHS Midlands and East SHA and further updated and developed in by a consortium of CCG safeguarding leads in the East. NHS England regional safeguarding leads have supported the development of the content to suit all healthcare staff in England and the content has been additionally developed by safeguarding leads across England.
Should you wish to feedback on the content of the app please contact:

Dr. Sarah Robinson Patient Experience and Quality Manager, Nursing Directorate NHS England - Midlands and East (East)
sarahrobinson8@nhs.net or eleanor.sherwen1@nhs.

Jump back to start

106. Tool Kit for Male Victims

Toolkit for Work with Male Victims of Domestic Violence

Respect has published the second edition of a toolkit for professionals working with men experiencing domestic violence. The purpose of this toolkit is primarily to support and inform work with male victims of domestic violence.

Hard copies are available at £10 per copy, including postage and packing. Please complete the online Men's Advice Line publicity material order form .

Download the Toolkit for free chapter-by-chapter (PDF format):

Toolkit for Work with male victims of DV 2nd ed 1. TITLE PAGE, INTRODUCTION

Toolkit for Work with male victims of DV 2nd ed 2. MEN AND DV. Respect©(What do men tell us about their experiences of domestic violence? Male victims and diversity. Categories of clients who may approach services for male victims)

Toolkit for Work with male victims of DV 2nd ed 3. IDENTIFYING. Respect©(Value and purpose in identifying who is doing what to whom. The dangers of incorrectly identifying someone. Brief assessment process-gathering evidence during a short meeting or telephone call. Checklist tool to use to help identify who is doing what to whom and with what consequences. Analysis and coming to conclusions)

Toolkit for Work with male victims of DV 2nd ed 4. ASSESSING. Respect© (Longer assessment tools and forms for work with men presenting as victims of domestic violence)

Toolkit for Work with male victims of DV 2nd ed 5. RESPONDING. Respect© (Suggested responses to clients following assessment)

Toolkit for Work with male victims of DV 2nd ed 6. CASE STUDIES. Respect©

Toolkit for Work with male victims of DV 2nd ed 7. RESEARCH, BIBLIOGRAPHY Respect© (Information from UK national research about the incidence, scale and effects of domestic violence on men. Information from other research on gender and domestic violence. Analysis of monitoring calls to the Men's Advice Line 2010 and 2011. Reports of sexual abuse experiences on the Men's Advice Line from heterosexual and gay men. Bibliography and further reading)

For more information see the website http://www.mensadviceline.org.uk/

Jump back to start

107. Sexual Harassment in Schools & Colleges

Sexual violence and sexual Harassment between children in schools and colleges

Advice from the Department for Education for schools and colleges on how to prevent and respond to reports of sexual violence and harassment between children. The guidance covers:

- what sexual violence and harassment is
- schools' and colleges' legal responsibilities
- a whole school or college approach to safeguarding and child protection
- how to respond to reports of sexual violence and sexual harassment

sexual-violence-and-sexual-harassment-between-children-in-schools-and-colleges

108. Modern Slavery Helpline

Modern slavery is real. It is happening in our communities. An unseen crime, it hides in take-a ways, hotels, car washes, nail bars and private homes.

The Home Office predicts that there may be as many as 13,000 victims in the UK alone. There is no typical victim of slavery. **Victims can be men, women and children of all ages and cut across the population,** but it is normally more prevalent amongst the most vulnerable, minority or socially excluded groups

If you are a frontline professional, please look through this section which lists a range of useful links and websites with more information

https://www.modernslaveryhelpline.org/learn-more/frontline-professionals

The Modern Slavery Helpline and Resource Centre
24/7 Modern Slavery Helpline- 08000 121 700
www.modernslaveryhelpline.org

Jump back to start

109. Modern Slavery briefing note

Project Aidant is nationally coordinated activity aimed at targeting the threat of Human Trafficking and Modern Slavery. This will see nominated weeks of 'intensification' activity, which will focus on different nationalities and communities each time.

Polish nationals

National data highlights that the number of Polish nationals being referred for support due to this type of exploitation remains significant. The majority are referred for labour exploitation but other exploitation types include domestic servitude and sexual exploitation.

How can I assist?

In your roles, you could become aware of information that someone is being exploited in this way so be aware of some of the indicators of modern slavery and human trafficking:

Those being kept as slaves might have their movements restricted
They may appear injured and malnourished
They may have a lack of belongings; E.g. their passports and ID taken from them to stop them having freedom to leave and work elsewhere. They may also wear the same clothes every day.
Are they avoiding eye contact and reluctance to talk to strangers?
They may not know their home or work address

What should I do if I suspect someone to be a victim of modern slavery?

If you think someone is in immediate danger you should call 999 to report it.

If there is no immediate threat then you can report to Police via 101.

Alternative routes to support are the Modern Slavery helpline (0800 0121 700) or The Salvation Army (0300 303 8151). Any other information that you think may be relevant can be provided in confidence for creation as intelligence by sending an email to CIB@norfolk.pnn.police.uk.

If you are part of a statutory organisation, please ensure you report your concerns to your safeguarding lead.

Jump back to start

110. County Lines Briefing

'*County lines'* is the term used to describe the approach taken by gangs originating from large urban areas, who travel to locations elsewhere such as county or coastal towns to sell class A drugs. Gangs typically recruit and exploit children and vulnerable young people to courier drugs and cash. Typically, users ask for drugs via a mobile phone line used by the gang. Couriers travel between the gang's urban base and the county or coastal locations on a regular basis to collect cash and deliver drugs

Gangs recruit children and young people through deception, intimidation, violence, debt bondage and/or grooming. Gangs also use local property as a base for their activities, and this often involves taking over the home of a vulnerable adult who is unable to challenge them.

County lines was first identified in 2014. The first National Crime Agency threat assessment on county lines was published in August 2015 based on information gathered in 2014. An updated assessment by the National Crime Agency was published in November 2016, which provided a more comprehensive picture and showed that this was a growing issue.

Whilst progress is being made, more needs to be done. The Government is very keen to ensure that all the key sectors (police, safeguarding, children's services, adult social services, housing, schools and others) are aware and are taking this issue seriously. We have established a new Working Group on County Lines which will oversee a 12 month action plan to tackle this issue and brings together key departments, the National Police Chiefs' Council, National Crime Agency and other key partners.

It is critical that practitioners working directly with children and vulnerable adults are aware of what county lines is, how to identify those at risk or involved in county lines exploitation and what action to take. County lines cuts across a number of issues including: drug dealing, violence, gangs, exploitation, safeguarding, modern slavery and missing persons, and to tackle it requires the efforts of a range of departments, agencies and organisations.
If you require further information on issues relating to county lines, please contact Wayne Jones at: Wayne.Jones@homeoffice.gsi.gov.uk

Or the briefing paper on Norfolk Safeguarding Children's Board
http://www.norfolklscb.org/summary-briefing-paper-county-lines/

Jump back to start

Groups

111. West Norfolk Borough Charity

The King's Lynn & West Norfolk Borough Charity Trust is one of a number of local charities that help those, who are in need, within the Borough. The Trustees come from all walks of life and include appointees from King's Lynn Borough Council & Social Services.

The object of the charity is to try to relieve hardship or distress by paying for, or making a contribution to, items, services or facilities calculated to help those in need who apply for help. Recent assistance has included the purchase of cookers, washing machines, specialist clothing and help with relocation expenses within the borough. Each application is considered on its own merit and grants are not given where the relief should be met from Public funds.

Application forms should be sent to the secretary:-
Andy Stephens OBE
Tel 01945...430599
M 07595...939769
Email: andystephensobe@gmail.com

Please read the guidance notes carefully and complete the application form in full with all the information requested. The Trustees meet quarterly but do consider urgent applications between meetings. https://www.kingslynnwncharitytrust.co.uk/

Jump back to start

112. New Anglia LEP Community Funding

Deadline for applications 5pm, 11 May 2018. Final decisions will be made in July, and projects should begin on 1 September 2018.

The Community Challenge is a scheme for Norfolk and Suffolk led by the New Anglia Local Enterprise Partnership (LEP) aiming to encourage projects from the voluntary and community sector that can actively deliver against targets to help people in the LEP area to enter employment, and deliver against a range of work readiness outcomes.

Funding available
Grants of up to **£20,000** are available. Funding is for one year, though projects that deliver strongly against the Challenge outcomes may be considered for continuation funding to sustain, develop and scale up their model. Funding **cannot** be used for the purchase of capital equipment beyond 10% of the total proposed budget.

Community Challenge target outcomes
Applications should state a target for the number of people the project aims to support into paid employment throughout the life of the project. Please note projects will also be asked to measure job retention over the life of the project.

Match funding
All applicants will be required to provide match funding of up to 25% of the total project cost as part of their proposal.

Eligibility criteria
The Challenge is open to Registered Charities/Social Enterprise organisations. It is not open to individuals or non-constituted groups.

The problem identified and the solution proposed must all relate to both skills and employment for people facing multiple challenges in less affluent neighbourhoods

For more information please see

http://www.norfolkfoundation.com/funds/new-anglia-lep-community-challenge/

Jump back to start

113. Farming Help Charities

Farming Help 03000 111 999 (7am - 11pm)
Confidential help for all in the farming community
Struggling to get by and not sure where to turn? Times can get hard for everyone but the good news is that farmers can reach three farming charities, with just ONE CALL

Addington Fund

Provides homes for farming families who have to leave their farm and by doing so will lose their home. In times of emergency, and where hardship prevails, Addington may be able to support a farm business through its Trustees' Discretionary Fund with a short term grant. In certain counties the Fund may be able to accommodate farm workers through its Affordable Rural Housing Scheme.
Visit the Addington Fund website

The Farming Community Network

A UK network of volunteers from the farming community and rural churches. FCN provides a Helpline and a visiting service to farming people and families who are facing difficulties. FCN's volunteers provide pastoral and practical support for as long as it is needed, helping people to find a positive way through their problems. Callers to the Helpline who need FCN support are put in touch with a local volunteer.
Visit the FCN website

R.A.B.I (Royal Agricultural Benevolent Institution)

A grant-making charity that provides confidential help to retired and working farming people in financial difficulty. Support covers all ages and is tailored to the individual, including one-off and regular grants, replacing essential household items, funding for disability equipment, care home fees, relief farm staff and training grants to help people develop skills to bring in off-farm income.
Visit the RABI website

Jump back to start

114. Trusthouse Grants

Trusthouse gives grants for running costs or one-off capital costs to charities and not-for-profit organisations in accordance with criteria that are regularly reviewed and decided by the Trustees. Our overarching themes are Rural Issues and Urban Deprivation.

Rural Issues:
We are looking for applications from organisations which are addressing issues in rural areas. 'Rural' in this context means cities, towns, villages and areas with 10,000 or less inhabitants which are classified in the latest government Indices of Multiple Deprivation as being in the most deprived 50%. We are interested in, for example, projects providing transport for the elderly, disabled or disadvantaged; contact networks for the young disabled; projects which encourage a sense of community

Urban Deprivation:
We are seeking applications from local charities or not-for-profit organisations which are working with residents of urban areas (i.e. more than 10,000 inhabitants) which are classified in the latest government Indices of Multiple Deprivation as being in the most deprived 20%. We are interested in, for example, youth clubs; training schemes to help people out of unemployment; drop in centres for the homeless.
Within these overarching themes, we are interested in three areas:

Community Support
For example: work with young people; community centres; support for carers; older people's projects; help for refugees; family support; community transport; sports projects; rehabilitation of ex-offenders; alcohol and drug misuse projects; domestic violence prevention and aftermath.

Disability and Healthcare
For example: projects in deprived areas for people of all ages with physical and/or sensory disabilities; support for people with mental health issues; hospices.

Arts, Education and Heritage
For example: arts projects for people with disabilities; performance or visual arts with a clear and strong community impact; alternative education projects; supplementary teaching; heritage projects in marine or industrial areas which involve local people and have a demonstrable community benefit.

http://trusthousecharitablefoundation.org.uk/grants/

Jump back to start

115. Community Funding Grants

This Prince's Trust
Web page has a number of useful links to funding opportunities. Some of which I was already aware of, but others were new
https://www.princes-trust.org.uk/help-for-young-people/who-else/employment/grants-funding/community-projects

The Percy Bilton Charity
Only registered charities in the U.K. whose primary objectives are to assist one or more of the following groups:

- Disadvantaged/underprivileged young people (under 25 years of age)
- People with disabilities (physical or learning disabilities) or mental health problems
- Older people (aged over 60)

Large grants – one off payments for capital expenditure of approximately £2,000 and over (the majority of grants fall within the range of £2,000 to £5,000) Preference is given to specific items of furniture and equipment (excluding office items) which the Charity can fund in their entirety.

Small Grants (up to £500)
For further details regarding eligibility please visit:
http://www.percy-bilton-charity.org/percy-bilton-organisations
For information about grants for individuals please visit: http://www.percy-bilton-charity.org/percy-bilton-individuals/

Turn2us
Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services
Grants may involve:
- Regular amounts of money to help you with your bills and other living expenses.
- One-off grants (sometimes called specific gifts) to help you pay for a specific item you need
- Educational grants to help with the costs of educational and training courses.
- Vouchers or an amount paid in credit to a shop to allow you to obtain specific items you need, such as food or clothing.
- Funding to improve your job prospects or quality of life, e.g. respite breaks and travelling expenses.
- Help with house repairs, adaptations and decorating.

https://www.turn2us.org.uk/

Jump back to start

116. Supermarkets Supporting the Community

The below excerpts are all copied from individual websites, please visit each one for further details. There may well be further good work being done in which case any omission is unintentional.

East of England Co-op – free Fairtrade tea

https://www.eastofengland.coop/community/how-we-can-support-you/co-op-cuppa

"Maybe you'd like a supply of tea for a regular event you're running, like a support group or weekly activity? Or perhaps you're holding a one-off event like a coffee morning or a fete? Either way, we might be able to provide you with a free supply of Co-operative Fairtrade 99 Tea."

Central England Co-operative aims to make a real difference in our communities

To help the communities we serve celebrate in our success, we invest a percentage of our trading profit back in to projects that we feel will really make a difference.

If you're part of a local community group, voluntary organisation or local charity, we could support your project with a grant of up to £5,000.

Since 2007, we have proudly donated over £1.2 million to help fund projects in our trading area through our Community Dividend scheme.

If your project's postcode falls within our trading area and if you think your local community would benefit from a project that requires some help with funding, then hopefully we can help.

To begin the application process and to find out if your project is eligible for funding, please click here.

Alternatively, if you have any questions about an application please contact us prior to applying, using the Contact us link in the top right hand corner and we'll be happy to help.

Jump back to start

Tesco - community champions

https://www.tescoplc.com/tesco-and-society/supporting-local-communities/supporting-at-a-local-store-level/

"Community Champions act as ambassadors for Tesco within their area, working to ensure that we are a great neighbour that can bring genuine benefit to the local community. They work with their Store Manager and other shops in the region to shape how Tesco can get involved in local community events, providing support where it is most needed, and help keep our customers and colleagues up to date with the most recent activity.

We have over 500 Champions across the business, primarily in our large format stores. If customers or colleagues would like to meet their local Community Champion to discuss how they can get involved with supporting a local event they can use the email details on the spreadsheet below, or pop in to their local store."

Morrison's - funding

https://www.morrisonsfoundation.com/funding.html

"The Morrison's Foundation provides grants towards projects undertaken by registered charities. If you're seeking funds for such a project, click on the below link to start your application. We believe that good projects come in all shapes and sizes so we're not limiting how much you can apply for, though we do ask that your project benefits people's lives in the UK."

Lidl partners with Neighbourly

https://www.neighbourly.com/blog/lidl_partners_with_neighbourly_national_rollout_redistribute_2_million_meals

"Lidl UK has announced the launch of their national food redistribution programme and support of #FundAFridge in partnership with Neighbourly. This will see all Lidl stores across England, Scotland and Wales donating food surplus to local food charities helping to feed people in need, equalling up to 2 million meals a year."

Jump back to start

Asda - Community champions

http://your.asda.com/community/helping-make-the-local-community-a-better-place-to-live-and-work-in

"In some of our bigger stores we can provide space, including meeting rooms, for local groups to use. And they welcome charities and other local groups to raise funds in store or collect donations for food banks and other good causes.

We've organised hundreds of local and nationwide events, ranging from sponsored events for Tickled Pink, the *Chosen by you, Given by us* local store fundraising collection, in-store and local community #Cakemyday activity to help celebrate Asda's 50th birthday and handing out £4.6 million in grants to deserving community causes from the Asda Foundation."

Waitrose – partner volunteering

http://www.waitrose.com/home/inspiration/community_matters/about_community_matters.html

"Building on the successful Community Matters model, we launched Community Matters Partner Volunteering in May 2012. Local causes can now bid for 'Partner time' as every year we set aside a budget for each store to invest in volunteering

Marks and Spencer's – donations

http://help.marksandspencer.com/support/company-website/charity-donation

"If you have a request for a donation to a charitable organisation, these are often made through our local stores who have a small, limited budget and focus their support towards issues that are important to their local community. So visit your local store and ask to speak to a manager. "

Sainsbury's - donations

https://help.sainsburys.co.uk/help/company-values/donate-to-charity

All our stores also have a local charity they support throughout the year. Please click here (Opens New Window) for more details about your stores local charity. They also have a small budget for making donations of raffle prizes or vouchers and can sometimes help with events in store such as bag packing. Contact your local store (Opens New Window), by phone only, for more information.

Jump back to start

117. Mobility Charity Grants

Mobility Trust
Mobility Trust provides powered wheelchairs and scooters for UK residents who have severe disabilities and who cannot obtain such equipment through other means. We aim to reach and help people who, quite simply, have nowhere else to turn. We are the only UK charity that provides such broad support, regardless of age or cause of disabilities.
https://mobilitytrust.org.uk/

Acts345 (not mobility specific, but of interest in general)
Acts 435 is a website that directly links those wanting to give with those needing their help. This happens simply through online giving, with the Church providing a physical, face-to-face meeting point where church volunteers, called advocates, meet with those in need and post these needs on the Acts 435 website. 100% of what is donated via Acts 435 goes directly to those in need. Nothing is removed to cover administration costs – if you give £80 for a cooker, that full £80 will go to purchase that item.
https://acts435.org.uk/give/other/gifts-in-kind/

The Barchester Healthcare Foundation
The Barchester Healthcare Foundation supports older people and adults with physical and mental disabilities. It is able to help individuals with the cost of items that enhance the person's mobility, independence or quality of life.
www.bhcfoundation.org.uk

ACT foundation
ACT provides grants of up to £2,500 to individuals with the aim of enhancing the quality of life for people in need (specifically those who have a physical and/or mental disability or the aged and who are living in poverty). Applicants are required to be permanently resident in the UK. Examples of grants we will consider:-

- Mobility aids
- Specialised seating and car seats
- Specialised beds and sleep systems
- Sensory toys and equipment, room padding
- Communication aids, specialised software
- Respite breaks at a registered centre for the applicant only
- Vehicle Adaptations

http://www.theactfoundation.co.uk/content/apply-grant-individuals

Jump back to start

Aid for the aged in distress
What will AFTAID provide a grant for? Nearly anything which is required to take away hardship from the day to day life of an older person. http://www.aftaid.org.uk/home.html

Margaret's fund
We only give grants to women who are in financial need – and who are in ill health or suffering from a health-related problem. To assist you, here is a rough guide to how Margaret's Fund normally helps successful applicants. For reasons associated with the history of the charity, we tend to favour these conditions in order of importance: •Women with TB. •Women with chest related or pulmonary illnesses. •Women with other illnesses. Grants are made for: •aids for disability •extra comforts •convalescent holidays (holidays to recover from illness) •clothing •extra nourishment •extra heating
http://margaretsfund.co.uk/how-we-help/

The hospital Saturday fund
The Hospital Saturday Fund provides grants to individuals from the UK and the Republic of Ireland. It is able to help with the purchase of specialised equipment and practical forms of treatment. www.hospitalsaturdayfund.org

118. Strongbones Children's Charitable Trust

Strongbones Children's Charitable Trust is a national registered charity set up to help families who have children suffering from brittle bone disease, bone cancer, scoliosis, arthritis, and all other serious conditions of the bone. Applicants must be under age of 21.

What we do

- We provide an online support network to over 1,000 families
- We provide manual wheelchairs
- We provide specialist buggies
- We provide adapted trikes and hand cycles.
- We provide supportive seating (If refused by State funding at panel)
- We provide advice to families in accessing welfare benefits.
- We provide disability aids and portable hoists
- We organise family days to enable parents and children to network.
- We organise and fully fund a yearly superhero party in the summer
- Our Youth Ambassador Myles selects a child weekly to receive an Inspirational

https://strongbones.org.uk/about-us/

Jump back to start

119. Day Trippers Grants

"Special schools, children's hospices, charities and support groups can apply for funding towards a day trip of their choice.

We want to ensure children and young people with disabilities and life-limiting conditions in the UK experience great days out. Find out below if your organisation is eligible for our support and how to apply for a grant. If you have any queries, please contact us on 020 7758 0030 or at enquiries@daytrippers.org.uk.
http://www.daytrippers.org.uk/daytrips/how-to-become-a-daytripper/

Eligibility criteria:

- Special schools, children's hospices, registered charities and support groups (without charity status) based in the UK are eligible to apply.
- The day trip must consist of at least eight children and young people who have a disability and/or a life-limiting condition (up to the age of 25).
- The proposed day trip must take place in the UK.

Key points:

- Application forms are accepted all year round.
- Fully completed application forms and supporting documents may be submitted ten working days or more prior to the day trip.
- Funding will primarily be considered for children and young people with disabilities and life-limiting conditions and their key carers.
- We will consider each application form and funding requested on an individual basis.
- We allocate up to £30 per child/young person and award grants no greater than £1,500.
- If the proposed day trip includes over 50 children and young people, please call us to discuss your request before completing an application form.
- As well as considering days out, we welcome application forms regarding in-house events (a fun day for children for example).
- If we are unable to cover all of the costs, we will consider making a contribution towards the day trip.
- Successful applicants are required to provide monitoring information after the day trip has taken place. See here for more information.
- Organisations are expected to pay for the day trip upfront. Payment of the grant will be issued after the day trip Organisations may receive one grant per calendar year.

We will not consider:

- Application forms for individual families.
- Funding requests for overnight stays and residentials.
- Day trips to events funded or co-funded by Daytrippers

Jump back to start

120. Grants for Education and Town History

AUDREY STRATFORD TRUST
Applications are invited for projects that focus on King's Lynn. We are looking to fund projects that support education and an understanding of the history of our town. Suggested limit £5000.
To apply send an email for the application pack to Claire.melton@stephenson-smart.com

121. Variety Children's Charity

We're here to help improve the care and ease the burden of looking after a child who is seriously ill or disabled. We really do understand the emotional and financial strain it imposes on parents and carers. Grants are available to individuals as well as organisations. We aim to provide whatever is needed:
•It may be medical, such as monitoring equipment.
•It may be basic care like feeding tubes or hoists.
•It may be sensory play or mobility equipment for a nursery or playgroup.

Applications can be made on behalf of individual children. These must be supported by a letter from an appropriately qualified medical professional, e.g. occupational therapist, physiotherapist or paediatrician. Please ensure that this letter refers to the equipment.

Applications can also be made from non-profit making groups and organisations working with children up to, and including, the physical age of 18 years. These include statutory bodies (schools and hospitals), hospices and small registered charities. These applications must also be supported by a letter from medical professional, as above.
https://www.variety.org.uk/what-we-do/equipment-grants

Variety Great Days Out
2 million children have had Great Days Out with Variety.
We arrange our days out with schools or organisations who cater for children and young people who are sick, disabled or disadvantaged.

Are you a school or community group?
If you work with children who are sick, disabled or disadvantaged and would like to know more about our great days out please contact us on 020 7428 8100 or email info@variety.org.uk

https://www.variety.org.uk/what-we-do/variety-great-days-out

Jump back to start

122. Younger Peoples Grants

The Elifar Foundation
The Elifar Foundation welcomes applications by, or on behalf of, individual children or young adults with any form of physical or learning disability. We will consider applications by, or on behalf of, individual children or young adults with any form of physical or learning disability. Please note that due to the increasing pressure on funds and an unprecedented level of applications, The Elifar Foundation is not currently able to accept applications for grants to support older adults but will continue to focus on and prioritise support for children and young adults aged 28 and under.
http://www.elifarfoundation.org.uk/how-we-help/apply-for-a-grant/

Trefoil - Personal Development Grants
Trefoil offers Personal Development Grants to young people under the age of 25 years with special needs which may be psycho/social or of a physical nature which impacts upon their development. Application deadlines for 2018 are: Friday 23 February; Friday 27 April; Friday 7 September and Friday 23 November.
http://www.trefoil.org.uk/applications/personal-development-grants/

123. B&Q Re-Use Scheme

Community re-use - B&Q operates a community re-use scheme through all stores

The scheme is in place to donate unsellable products and materials for re-use by local schools, other educational institutions and community groups, for the benefit of the local community and the environment. These items are donated on the understanding that they will be re-used or disposed of responsibly if they aren't used. Eligible groups include:

- Schools and colleges
- Child minders, playgroups and nurseries
- Allotment associations, community gardening projects
- Youth groups including scouts, guides and cadets
- Registered charities
- Adult education projects, University of the Third Age
- Other local community groups

Please note that these are unsellable items. B&Q cannot guarantee the suitability for re-use. No electrical or dangerous products can be donated e.g. broken ladders, faulty chairs or lights. We do not donate items to individuals.

For more information please contact your local store directly and speak to a duty manager."

https://www.diy.com/corporate/community/waste-donation/

Jump back to start

124. Meet Up Society Database

"Getting together with real people in real life makes powerful things happen. Side hustles become careers, ideas become movements, and chance encounters become lifelong connections. Meetup brings people together to create thriving communities."

This is free of charge to join, web-based data-base of clubs and societies and has dozens of groups across Norfolk (though some are more focused around urban areas). The database can be searched for specific locations

https://www.meetup.com/find/

125. Friend in Deed

Friend in Deed is a social enterprise that organises intergenerational projects that aim to enrich the lives of others with the primary aim of promoting kindness. They have lots of 'Little Visitors' who, accompanied by a parent/carer, spend time with people in care homes, sheltered accommodation. They are hoping to expand this scheme into the community so that they can reach people in their own homes.
They are looking for more volunteers so this could be a good initiative for mums to get involved in their community (especially if they are lonely and isolated) and take the babies too! They brighten older people's days and make friends.

Please take a look at their website:

https://www.friendindeed.org.uk/what-is-friend-in-deed/

Jump back to start

126. Young Peoples Advocacy Providers

Coram Voice has been commissioned by the Department for Education to provide the National Advocacy 'Safety Net' and Advice Service for children in and leaving care. This service called Always Heard will deliver the following key service for children and young people in England

1. Free access to advocacy advice - digitally and Freephone
Our Always Heard team are providing advice to children and young people about their right to advocacy and to have a voice, and their entitlements as they progress through the care system. Always Heard can be contacted via:

- Freephone helpline: 0808 800 5792
- Email: help@coramvoice.org.uk
- Text and WhatsApp: 07758 670369
- Online: http://www.coramvoice.org.uk/

2. Gateway to local support - database of advocacy services
Our Always Heard team has built and will be maintaining a national database of all advocacy services for Looked After Children and Care Leavers in England. This will allow young people and others working with them to find and contact their local advocacy service.
http://www.coramvoice.org.uk/young-peoples-zone/services/advocacy

3. The 'Safety Net' – providing critical issue support while making sure local advocacy is available
Some local authorities place restrictions on advocacy provider's ability to support young people involved with Children's Services. The Department for Education have commissioned Always Heard to ensure that there is a national advocacy 'safety net'. Where young people are unable to access local advocacy we will be contacting local authorities to request that they make arrangements for this service to be provided. When this does not work we will be working with the Children's Commissioner's and her Help at Hand service.
https://www.childrenscommissioner.gov.uk/help-at-hand/
Formerly known as Voice for the Child in Care (VCC), Coram Voice has championed the voice of children and young people involved in the care system since 1975. We joined the Coram group of charities in 2013. The Coram mission is to develop, deliver and promote best practice in the support of vulnerable children and young people.

Jump back to start

127. Opportunity for 15-25-year olds

MAP is delivering a young people's rights project known as MORR (Make Our Rights Reality) in conjunction with Youth Access. They have a remit to work within Norfolk, Suffolk and Cambridgeshire and would like to know if you would be willing for us to work with the young people you work with.

Make Our Rights Reality (MORR) is a national project designed to teach you about your rights and give you a voice to challenge injustice!
RIGHTS: Learn how to use your rights!
VOICE: Campaign on your rights!
ACTION: Create change in your community!
RIGHTS + VOICE + ACTION = CHANGE

MAP have successfully worked across Norwich and Great Yarmouth in education and voluntary settings and would like to see how we can work with other partners and agencies across the region.

Please email or phone if you would like to hear more and please share with your contacts,

Colin Dutton Senior Participation Youth Worker
M: 07876865990 E: colindutton@map.uk.net

MAP The Risebrow Centre Chantry Road Norwich NR2 1RF

Jump back to start

128. Hanseatic Union

Hanseatic Union is a registered charity that is working to unite our local community....

Hanseatic Union has received Lottery/ESF funding on the Building Better Opportunities project. We meet with and support NEET youngsters and their families – our remit is ages 15-upwards. This means that we can help move a whole family towards employment/ training.

We have eastern European workers who can engage with the migrant community and help this section engage with services that they often know little about. We have over 70 engaged on our esol program, we just delivered a Christmas event that had 100 attend with seven nationalities. We are out here in Kings Lynn working, delivering engagement activities and support. Our NEET program started in September and we have moved 45% of clients into employment and training in that time. To send info about your projects please email Julie.hanseatic@gmail.com

FREE consultation: MONDAYS 9:30 am – 11 am
Broadland Hub
41 Old Hospital Mews
Hospital Walk
King's Lynn
PE30 5RU

Our services:

- Help to find a job
- Doing sign ups
- Writing cv's
- Giving benefits advice
- Searching for jobs & voluntary roles
- Supporting with applications
- Signposting to other support services

Come along for a chat for more information on how to receive support from Hanseatic Union and the Building Better Opportunities project.

More information: Roberta roberta.hanseatic@gmail.com
Or Gintagintare.hanseatic@hotmail.com

HansosUnijahttps://www.facebook.com/jonas.jonas.35728

Jump back to start

129. Norfolk LGBT + Project

On 21st May 2009, Norfolk LGBT+ Project was registered as a charity and continued to go from strength to strength. In 2010, Norfolk LGBT+ Project was commissioned by NHS Norfolk & NHS Great Yarmouth & Waveney to promote sexual health for the LGBT+ community in Norfolk & Waveney, taking over from Neil Kittle who ran TEN (A community based HIV prevention & sexual health promotion programme working with & for gay men, bisexual men & other men who have sex with men). The rest as they say is history!!

Please click on our services to view the services that we currently provide.
http://www.norfolklgbtproject.co.uk/

Norfolk LGBT+ Project currently employs one full time member, and 11 volunteers who facilitate our LGBT+ drop in groups.

Norfolk LGBT+ Project is a community based service run by & for the LGBT+ community. It is a service influenced by the needs of its service users. We believe that by working in partnership with local groups, communities and organisations that we can provide the best possible service for the LGBT+ community in Norfolk & Waveney

BLAH LGBT+ Youth project provides support for young LGBT+ people and those questioning their sexuality and gender identity aged 25yrs and under.

We currently have 5 BLAH youth groups – Norwich, King's Lynn, Swaffham, Cromer and Lowestoft.
For dates and times of all our BLAH sessions please click on calendar.
http://www.norfolklgbtproject.co.uk/calendar/
Please email us at blah@norfolklgbtproject.co.uk
Or call 01603 219299 for more information

130. Targeted Activities for Young People

Prospects in the new service commissioned by Norfolk County Council for young people. The criteria for referral is that the young person must be aged 13-19 and "at risk of statutory intervention" which can include a risk of youth offending; mental health difficulties; risk of school exclusion; health referrals, etc. In addition, they are keen to support the Early Help Team and others with their 'step-down' of young people who may need additional support to manage exiting services and gaining their independence. Referral is by the Request for Support form on the Early Help page of the Norfolk County Council.

More information from Gary Murray mailto:Gary.Murray@prospects.co.uk

Or: 07702 877341

Jump back to start

131. Mini Museum Club

This autumn (2018) Lynn Museum are launching 'Mini Museum Club' for children aged 4 and under.
These sessions will allow the children to take part in activities aimed specifically for their age group.

To coincide with the current exhibition 'Animal ABC' the first six sessions will be focused on amazing animals, and will be full of singing, exploring, communication and play.
50p per child, per session - with all accompanying adults free. Older and younger siblings are also welcome. No need to book, just drop in to any session.
All dates can be found **on our events calendar.**

Advance booking
Telephone: 01553 775001
Email: **lynnmuseum@norfolk.gov.uk**
Online: **www.artickets.org.uk**

132. Hunstanton Drop-in Youth Club

Youth West

Hunstanton Drop-In Youth Club
FREE drop-In Youth Club with indoor and outdoor activities for young people aged 11 - 18 years.

Hunstanton Community Centre,
Avenue Road, Hunstanton, Norfolk
PE36 5BW

Time: 6:00pm-8:00pm
Day: Mondays

More information at https://benjaminfoundation.co.uk/youth-west
or telephone 01603 615670

Jump back to start

133. G.O.Y.A

G.O.Y.A. (Get Off Your A*)**
FREE sport and physical activity sessions open to young people aged 14 - 19
Wednesday's 5pm – 7pm Multi-sports
Thursday's 5pm – 7pm Skateboarding

Freebridge Discovery Centre, 8 Columbia Way, King's Lynn PE30 2LA

All abilities welcome, just turn up and have a go!

For more information or to find your local youth club please contact:
YMCA Communities - Telephone: 01603 340865 or
Email: youthclubs@ymcanorfolk.org

www.ymcanorfolk.org/what-we-do-2/youth-projects

Jump back to start

134. New Youth Clubs in West Norfolk

Youth Investment Fund is funded by the Big Lottery Fund and the Department for Digital, Cultural, Media and Sports. The Youth West partnership agreement of seven organisations is led by the YMCA Norfolk, working collaboratively in West Norfolk to establish a network of local open access youth clubs aimed for 11 to 18-year olds. The Partnership includes The Swan Project, The Benjamin Foundation, St-Eds, West Norfolk Mind, The Garage, The National Youth Theatre and YMCA. The aim is to introduce a carousel of activities for young people that addresses key priorities raised locally including mental health, increased opportunities and places to go. Each partner brings a wealth of experience to the youth clubs in areas such as; mental health training, behaviour and wellbeing, homelessness, employability skills, sports, dance, music and youth arts.

Youth Club details are as follows;
The Discovery Centre King's Lynn Friday 6:30 to 8:30pm
The Pavilion Terrington St Clements begins on Monday 10.9.18 7pm – 9pm
Please Contact YMCA – Charlie.Wall@ymcanorfolk.org

Wareham Village Hall begins Thursday 6.9.18 5pm – 7pm
The Swan Centre Downham Market Tuesday & Friday 5pm – 7pm
Please contact The Swan Project - anna@theswanproject.org

Ripper Memorial Hall Docking begins Friday 7.9.18 6pm – 8pm
Hunstanton Community Centre Monday 6pm to 8pm
Please contact The Benjamin Foundation – Sharon.Matthews@benjaminfoundation.co.uk

Funded jointly by Department for Digital Culture Media and Sport and the Big Lottery Fund.

Department for Digital, Culture Media & Sport

BIG LOTTERY FUND
NATIONAL LOTTERY FUNDED

Jump back to start

135. Ambition Quality Mark

Ambition Quality

Ambition Quality is a national kite mark to recognise and accredit good quality, safe youth provision. Getting an Ambition Quality mark means your youth club, drop-in café, sports club or youth project is welcoming, gives young people a chance to grow and develop social skills, and that there are policies and procedures in place to keep them safe.

Achieving an Ambition Quality mark proves to funders and partners that you can deliver high quality services, and it shows your commitment to improving your services for the young people you work with. Once you have achieved a Quality mark, you can display it on your building, on funding bids and reports and on any marketing literature you have, and the accreditation lasts for three years.

There are several different levels for Ambition Quality:

- First Steps is a good starting place for groups who are new to quality assurance or rely mostly on volunteers, such as local youth clubs.
- Bronze, Silver and Gold are for those who want to go the extra mile. You must achieve Bronze before you can progress to Silver and so on.

In January 2018, Ambition Quality launched two new modules:

- **Playwork**, for Early Years settings, such as nurseries and playgroups, and other organisations using play-based learning
- **Social Action** for groups/organisations running social action projects for young people (for example NCS)

These can be added on to First Steps or used as a standalone quality mark.
Momentum's Supporting Excellence Officer, Aimee Gedge, can guide you through the process and put you in touch with other groups who are also working towards a kite mark. Please contact her to obtain your Ambition Quality pack, which will tell you what evidence you need to submit in order to achieve a quality mark.
Unfortunately, we are able to offer support only to organisations based in Norfolk. If you are interested in Ambition Quality and are based outside of Norfolk, please contact UK Youth.

136. Momentum are Moving

From Wednesday 1st August 2018
Momentum will be at
2-16 Colegate
Norwich
NR3 1BQ
01603 883869
info@momentumnorfolk.org.uk

Jump back to start

137. Cochlear Implant Group

If you are interested in attending "Norfolk Cochlear Implant Social Group"
Come along AND GET INVOLVED
- **Tell us your ideas**
- **Tell us how you would like to involved.**

Opportunity to meet CI users, family and friends
To meet others who have been through the process from start to finish
Provide opportunity for those who have been seeking practical support.

Please get in touch with
Steve Hurley (Development Worker and a CI User)
Mobile/ Text: 07748335041
Email: stephen.hurley@norfolk.gov.uk

138. Mountain Biking with KLMTB

Saturday afternoons March-October

6-8 year olds 12:30-13:30

9-15 year olds 14:00-15:30

Shouldham Warren Main Carpark PE33 0DQ

FOR MORE INFORAMTION VISIT

WWW.KINGSLYNNMTB.COM

OR E-MAIL David Webster at COACHING.KLMTB@GMAIL.COM

Jump back to start

139. Sportivate for 11-25 year olds

Sportivate sessions in Norfolk are offering the opportunity to enjoy taster sessions in a range of activities. No experience required. The programme gives 11-25 year-olds who are not particularly sporty access to six-to-eight weeks' of free or subsidised coaching in a range of sports.

Those taking part can work towards an event or personal challenge and, when the free or low-cost coaching finishes, they are supported to continue playing sport.

One of Sportivate in Norfolk's many shining stars is Jordan, who has suffered with a gambling addiction in the past. There seemed little hope for Jordan when he found himself out on the streets and unable to see his little girl after getting a criminal conviction. But after throwing himself into this Active Norfolk-funded project he built regular structure into his life and has gone on to work towards achieving his coaching qualifications."

The below link includes two promotional video clips and a flyer:
https://www.activenorfolk.org/sportivate

If you are interested in taking part in a Sportivate activity please email george.webster@activenorfolk.org to receive further information and find out about the latest opportunities available in your area. Alternatively, visit
www.activenorfolk.org/satellite-clubs where you can find weekly accessible sessions for 11 - 25 year old's covering a wide range of sports / activities

140. Fun & Fit Walking Groups

Active Norfolk are looking to equip groups to run their own walks with our new Fun & Fit walking model. We are looking for groups who cater for those who would most benefit from being more active.

We are particularly, though not exclusively, looking at groups in North Lynn, South Downham, Hunstanton and Heacham and those that help people with certain health conditions, disabilities and ethnic minorities. Walks will be short and suitable for people who are inactive (do 30 minutes or less of moderate physical activity per week). Full training and equipment will be provided and support given with evaluation and route planning.

If you feel your group would like to run some walks then please contact the Development Officer, Mel Brown on 07766259999 or email mel.brown@activenorfolk.org. You would need at least 3 people willing to complete the 2.5 hour training session from within the group.

Jump back to start

141. Community Fridge in Downham

Discover Downham supported by the Borough Council of King's Lynn & West Norfolk launched the borough's first 'Community Fridge' at The Old Fire Station, Priory Road, Downham

Supported Downham Market Town Council, Recycle for Norfolk, the environmental charity Hubbub UK and Sainsbury's Waste less Save more, the Downham Market Community Fridge is part of a growing effort to tackle food waste.

The fridge will be open three days a week: every Thursday, Friday and Saturday from 2:00pm to 4:00pm to enable residents and businesses to share surplus food for free. Anyone can help themselves to free quality food that would otherwise have been wasted.

Among the first businesses looking to contribute to the scheme, by donating a selection of unsold goods, are Morrisons, Tesco and Greggs in Downham Market. It is hoped that other local food businesses and retailers will also make use of the Downham Market Community Fridge.

The Community Fridge is part of a wider project to raise awareness of food waste known as the Sainsbury's Downham Market Discovery Community. The project has already delivered a number of activities in Downham Market, including last November's Food Saver and Recycling information day at the Town Hall, a Zero Waste Kitchen Cookery Challenge with residents wanting to save money and reduce their food waste at the same time, and a Fab Food initiative with the Nelson Academy and Hillcrest Primary School whereby children learn about how to avoid wasting food at home and whilst at school. Downham Market is one of seven Sainsbury's Discovery Communities in Norfolk.

Further details about the Downham Market Community Fridge can be found at
www.recyclefornorfolk.com/discoverycommunities
https://www.facebook.com/dmdhs/

Or via Twitter and Facebook: @PlanEatSave @Recycle4Norfolk @DiscoverDownham

Jump back to start

142. Migrant Support from CAB

We are here to help with your questions about the European Union and the impact of Brexit.
We provide information and access to resources on
- *your rights as an EU citizen*
- *residency and settled status for EU citizens in the UK*
- *travelling, studying, working and living in the European Union*
- *doing business in the European Union*
- *funding opportunities from the European Union*

and we aim to keep you informed on Brexit.
Europe Direct Norfolk is a free, local information service from Citizens Advice available to everyone in Norfolk. See our news and find out about our events at www.ncab.org.uk

contact us at edicnorfolk@ncab.org.uk and 01603 273113
connect with us at Twitter @DirectNorfolk Facebook @NorfolkCAB

143. Access Migrant Support

KLARS have changed their name to ACCESS – Supporting migrants in East Anglia

KLARS stands for Kings Lynn Area Resettlement Support and offers support to migrants from Eastern Europe and elsewhere in King's Lynn, Wisbech and the surrounding area but they decide to have a name that was more meaningful to clients, stakeholders and the Wider Community. They are now called

ACCESS –supporting migrants in East Anglia
The service and commitment to helping migrant families get the most from living in the UK remains the same
To see the new look visit http://www.accessmigrantsupport.org.uk/
Email mailto:info@accessmigrantsupport.org.uk
Facebook https://www.facebook.com/accessmigrantsupport/

Access has now got hard copies of the migrant pack. In English, Lithuanian, Latvian, Russian and Polish containing information of school admissions, nursery provision, driving and working in the UK caring for your child as well as useful phone numbers and contacts

Email mailto:info@accessmigrantsupport.org.uk **Electronic copies can be downloaded from** http://www.accessmigrantsupport.org.uk/links/resources-to-download/

Jump back to start

144. Voicebox Cafes at the Library

Voicebox Cafes – funded by the Good Things Foundation and the Women's Vote Centenary Grant Fund

In 2018 we celebrate 100 years since some women gained the right to vote & 90 years since all women won that right. It's a chance for us to think about our own role in civic life and encourage others to do the same.

Voicebox Cafés are an innovative England-wide democracy project, aimed at encouraging excluded women to understand, celebrate and participate in democracy and public life.
They will take place nationwide and focus on engaging women aged 18 - 30 who have traditionally not engaged in democracy.

In Norfolk the Voicebox Cafes will take place at Great Yarmouth Library, King's Lynn Library and the Norfolk & Norwich Millennium Library.

Engagement will be carried out through Voicebox Cafés holding sessions covering the following 3 stages in a learner journey: **Educate, Participate, Celebrate.**

- EDUCATE: To increase women's knowledge of UK democracy and its importance, and increase their democratic participation.
- PARTICIPATE: To aspire to achieve gender parity in local and national politics by the centenary of the Equal Franchise Act by 2028.
- CELEBRATE: To increase national awareness and mark 100 years since women got the right to vote

Some of the key learning will include:

- Understand local and national democratic processes, how voting happens and who makes decisions.
- Learn about the principles of effective community organising: beneficiaries to understand how they can make a difference in their local communities
- Learn about how to organise a government petition

We are seeking women aged 18-30 who might be interested in participating. We are also seeking groups who may be interested in coming en masse.
We have some excellent resources and all our sessions will be informal and include refreshments and space to chat.

Orla Kennelly, Community Librarian
Norfolk Library and Information Service
Tel: 01603774781 | Mobile: 07787846302
Great Yarmouth Library

Jump back to start

145. King's Lynn Women's Centre

Pandora Project is the lead agency for the new King's Lynn Women's Centre. This service will be open to all women for information, advice and support.

10-4pm every Thursday at KLARS, 41 Old Hospital Mews, King's Lynn, access is by Seven Sisters Close.

In the morning we will be running groups sessions including Freedom Programme, confidence courses, money management, getting back into employment, literacy and numeracy classes and more. We will provide groups and courses to meet our community's needs, listening to what local women want. The afternoon will be focused on specialist services and signposting, so people can either drop-in to access one-to-one support or agencies can refer to us.

We will be a one-stop-shop for women, providing information, support and advice to enable women to make informed decisions and offer easy access to local services. Whether it's information on nursery schools, accessing family support, addressing health issues or just someone to talk to, we can help.

The Women's Centre is very interested to know the most appropriate courses to run

- Confidence course
- Parenting Skills
- Knit and Natter
- Adult Learning
- Freedom programme
- Getting Back into Employment
- Money Management
- Crotchet Club
- Literacy and Numeracy
- Social Group
- Any other suggestions

Contact us on mailto:womenscentre@pandoraproject.org.uk for more information.

Jump back to start

146. Kings Lynn Men's Shed

Kings Lynn Men's Shed now have their own premises! They have recently moved in to

Unit 7, Paxman Road, Hardwick Industrial Estate. The group have formed a committee, with Jon, the new Chairman now taking the lead.

Extended opening!

Their opening times are now Tuesday 12noon-6pm and Thursday 10am-1pm.

Anyone is welcome to drop in and find out more about the shed. There is always lots of things to do, and the kettle is always on!

Everyone will be encouraged to give a minimum donation of £1 when they attend to help cover costs. Membership forms will be available for anyone interested in joining, annual membership is £5.

Jump back to start

147. West Norfolk Befriending

West Norfolk Befriending aims to reduce social isolation by providing a link to the outside world. We match isolated and lonely older people with trained, and CRB DBS checked volunteer befrienders who will visit on a regular basis.

Our service helps clients

- enhance their quality of life
- maintain their independence
- reduce isolation
- improve their physical and mental wellbeing
- identify risks to health and environment

We facilitate reintegration to community life wherever possible. Clients are frequently signposted to other services and organisations that may be able to help them.
West Norfolk Befriending does not currently charge for its services. It is funded through a variety of grants and donations.

West Norfolk Befriending accepts referrals from professionals working with Clients or we are happy to except self-referrals. You are welcome to contact the office to discuss a possible referral.

Referrals can be made over the phone.

For more information about our service or to become a befriender please contact us.
West Norfolk Befriending,
12 Thoresby College,
Queen Street,
King'sLynn.PE30 1HX
Our telephone number is: 01553 763500 info@wnbefriending.org.uk

Jump back to start

148. British Legion 'pop in'

Information advice and guidance for serving members of the Armed Forces Reservists veterans and their families

Visit the Royal British Legion at:
The Purfleet Trust
5 St Anne's Fort
King's Lynn
PE30 1QS

Beginning November 21st 2017 and continuing every 3rd Tuesday of the month
Between 10am-12pm
Refreshments provided

Pop in call 0808 802 8080 or visits www.britishlegion.org.uk

149. Classic Music Rocks for Schools

An independent not-for-profit community organization, funded by private donors and Norfolk Music Education Hub.

Objectives

- **To enable primary school children in West Norfolk to hear live classical music in their school setting.**
- **to inspire an interest in hearing more classical music**
- **to encourage children to learn to play an instrument**
- **to help build audiences of the future**
- **to advocate for children to have improved access to classical music**

High quality, young, professional musicians, and suitable skilled volunteers introduce their instruments and play short pieces in inter-active presentations and smaller groups. We also offer workshops and child friendly short concerts. There is a real opportunity for children and musicians to meet and talk about making music. Our fee is 50p per child, but most of the cost is borne by Classical Music Rocks.

For contact details please see the Classic Music Rocks Website
cmrschoolswestnorfolk.com

Jump back to start

150. Fensong Youth Theatre Group

Fensong is a Youth Theatre Group, centred in Downham Market and Nordelph area of West Norfolk.

We have just performed our own, self -written version of the Bible story of Joseph, which included rap, country and western, Indie, and Elvis, (To name but a few of the genres we explored), and toured the production to four different churches, Watlington C of E, Upwell Methodist Church, St Edmund's Downham C of E and Wisbech Baptist Church.

We have about 20 young people aged from 8 years upwards, and have four young leaders aged 21-28 (all DBS'd) encouraging the students, as well as several enhanced DBS'd adults, including me, Cate Waters, former Head of Drama at Downham Market Academy for 20 years, with 35 years' experience at teaching English, Drama and Music.

We aim to train students to enhance their Drama skills, and explore Biblical and Ethical stories (we are partly sponsored by Ely Diocese). We perform once a month at an Evensong within the Priory Benefice, giving children a chance to do public readings, sing and do some British Sign language with the songs, and Drama sketches.

The Young leaders, we are hoping will gain a qualification which will enhance their CV's and are currently working with Ely Diocese, and hopefully, Durham University to develop a course which involves on-the-job training.

We meet at Downham Market Methodist Church every Saturday, alternating from 11am-1pm sessions and 2-4pm sessions on alternate weeks, and we have a midweek rehearsal at 6.30pm for 1 1/2 hours at Nordelph Village Hall.

We are currently working on the Bethlehamian Rhapsody (The Nativity with puppets) for Christmas, when we shall be doing an entire programme, including carols, (one signed), some Drama, some readings and with a candlelit element to celebrate the season.
All tuition is free, and there is the possibility of free recorder tuition if there is an interest in the recorder group I should like to set up.

We are trying particularly to reach out to the home-schooled; children who are under-confident; or who may have learning disabilities; or who have experienced bullying; and of course, any child who wishes to learn new Drama skills, improve their communication abilities, or wishes to learn to read Music.

Any interested adults who would like their children/grandchildren to join, or indeed themselves to become members, should contact Cate on: 01366 324559 or 07943523437
or write to: catemarkwell@yahoo.co.uk

Jump back to start

151. The Youth Advisory Board

In this ever changing climate it is easy to feel disheartened, under-pressure, confused and unsure. One thing we can be certain of is that there are young people in our community and we're quite sure there always will be.

What the future holds, who can be sure?

Results released recently from a Prince's Trust study shows us that 1 in 4 young people do not feel in control of their own lives. The Youth Advisory Board works with young people saying the same thing. As a YAB we will represent this voice and the many other voices of young people and we will do so with all our might.

We happily invite other professionals to join us and take part in our sessions so as to meet the young people we work with and to show them your support. So what are we up to?

Weekly YAB commissioner sessions are back in full swing, meeting every Friday. We are working with the young people and Momentum to develop a leadership course for young people – which will certainly respond to those study results particularly concerns over self-confidence.

We will be continuing the small grants scheme overseen by young people. Voluntary organisations can apply for up to a £1000.

There will be two more residentials this year, one in April and the other in October – a full advert will be released in due course.

As our tagline says "The voice of young people", we will be taking this mantra into the secondary schools and have some very interesting work coming up!
The YAB always welcomes new ideas and new opportunities for young people, the YAB is the place to have new experiences and to have fun.

Strive to be happy, be yourself.

Young people, practitioners, get in touch…
Bob: 07713984442/ BobCasey@map.uk.net

Jump back to start

Transport

152. Transport Plus Community Transport

It is a service using mostly volunteer car drivers to enable adult members of the public to access essential health, social and wellbeing services. Journey bookings can be made with the County Council's customer service centre and staff then organise the journey with an available driver or another community transport provider. A charge is made for each journey to cover the cost of fuel and general wear and tear of the vehicle. This is paid direct to the driver.

Transport Plus is generally available to adult members of the public who:

- Have a specific health or social need but are not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends

To use the service you need to be able to get in and out of a car unaided.
We can also take someone with you if you need a carer/assistant to help you at your appointment / service. Unfortunately we are unable to take people who travel in a wheelchair.

Examples of journeys covered are:

- Health-related journeys to medical centres such as hospitals, doctors, health clinics.
- Other medically-related appointments and preventative health care
- Day care and respite care
- Essential shopping
- Social activities or other activities to help with general wellbeing

Transport bookings can be made #9.00am to 5.00pm Monday to Friday (except public holidays) by phoning 0344 800 8020

You can book a journey up to a maximum of 2 weeks in advance – a minimum of 3 working days' notice needs to be given. In some circumstances, we can arrange for the volunteer driver to wait at the appointment venue for a maximum of one hour. For longer appointments the driver will leave and return which may incur an additional journey charge.

Whilst we will do our very best to undertake all journeys, journey requests are subject to transport resources being available. We have to make best use of our vehicle resources. This means that you may share your journey with another person

A charge is made to cover the cost of fuel and general wear and tear of the volunteer driver's vehicle. This is currently 45p per mile and is paid direct to the driver.
For more information call 0344 800 8020

Jump back to start

153. Rural moped scheme

The Kickstart Norfolk, Rural Scheme is only available to individuals residing across Norfolk and certain Suffolk areas who are unemployed and working with a Jobcentre Plus Advisor to move towards employment. The Rural Scheme will provide the individual with the following:

a. Issue of a 50cc Moped – The Scheme will provide the moped at a discounted price of £17.
b. Issue of 110cc Scooter – The Scheme will provide the scooter at a discounted price of £25.

By providing transport at a discounted price the Kickstart Norfolk, Rural Scheme is accessible to those on benefits. At present there is no funding available to provide the individual with Compulsory Bike Training (CBT) or to issue them with Safety Clothing and Equipment.

Prior to joining the Rural Scheme, the individual will agree to both an Individual Action Plan and Communication Plan that will require them to speak to Kickstart on a weekly basis

On completion of the 6-month funded period the moped will be collected by the Kickstart Charity unless the individual states they are happy to self-fund the full weekly hire cost.
For more information contact Matthew Page
Kick Start 8 Royson Way Dereham Norfolk NR19 1WD
01362 699923 **www.kickstartmopeds.org.uk**
mailto:matthew.page@kickstartmopeds.org.uk

154. Wheels to Work Scheme

NEW regional Wheels to Work Scheme launched 1st March 2017

Scoots Hire are a new wheels to work scheme which launched this week, covering the whole of Norfolk, Suffolk and Cambridgeshire. They have a fleet of 350 mopeds/scooters available to hire from £2.86 per day to assist individuals with access to apprenticeships, employment & education/training.

To find out more or to apply for a moped follow https://www.scoots-hire.com

Jump back to start

155. Independent Travel Training

TITAN - Travel Independence Training Across the Nations Adult Services

Breaking down the barriers to travel.
If you know someone that could benefit from some support with travel, please visit the link below to make a referral into the TITAN service. We are able to provide advice, signposting, and practical 1:1 support with becoming more confident to travel independently.

Referral form- Click here.

Who can be referred?
The TITAN team work with children Post 16, and Adults.

Who can make a referral?
Anyone can make a referral, please use the form to include as much information as possible about the individual and their needs.

What happens with my referral?
Once you complete the form you will receive an email to confirm it has been received. The team will process the referral and decide upon the most appropriate support. We may use contact details to arrange a house visit to discuss support options with individuals and their families/carers.
If 1:1 travel training is deemed suitable, it is more than likely this will take place during the summer months when the team are able to be more flexible.

For **enquiries** please email titan@norfolk.gov.uk or telephone 01603 228811.

Jump back to start

156. Disabled Person Rail Card

A web site where you can view different formats for the disabled persons railcard leaflet. A copy of the application form is available as a PDF, in large print, easy read and audio. There are some things I didn't know, but might be of interest:

Children and teenagers
Five to 15-year-olds who have a disability listed on the form at the back of this leaflet also qualify for a Railcard. This enables them to pay the usual child fare but also gives 1/3 off most fares to one adult travelling with them."

Discounted fares for disabled people who do not have a Railcard

Blind or partially sighted customers travelling with a companion
If you are registered as blind or partially sighted and you are travelling with another person, the concessionary discounts below apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. Tickets can be purchased from staffed National Rail station ticket offices.

People who stay in their own wheelchair for a rail journey
If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares. The discounts below apply if you are travelling alone. They are also available to one adult travelling with you. Tickets can be purchased from staffed National Rail station ticket offices."

For further details please visit:
https://www.disabledpersons-railcard.co.uk/help/application-forms/

157. Find your Transport

This tool helps you find out which transport services operate in your area, and how to access them. Enter the postcode and address from which you want to travel and the tool will provide you with information about bus services, rail services, dial-a-ride services, and community car schemes in your area.

https://maps.norfolk.gov.uk/findyourtransport/

Jump back to start

158. Help with Transport

Improving your transport options

Most people prefer to live independently for as long as possible and we want to help you keep your independence. Transport is an important part of keeping independent and staying in your own home. However you may find that, if your situation changes or as you get older, you have to think differently about how to get around so that you can continue to do the things that are important to you.

We expect people who are assessed as eligible for support services from Adult Social Services to meet their own needs for transport to access services or support. Adult Social Services will only fund transport in exceptional circumstances where there is no suitable or appropriate alternative. For further information see Adult Social Services Transport policy.

Information to help you find the right transport for you

We want to help you find the information you need to get out and about and stay independent. There are lots of possibilities that could make access easier, or save you money, or even open up a new route altogether. A lot of people aren't aware of all their options, so the following are a quick reminder.

https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at-home/help-with-transport

Jump back to start

Housing and Finance

159. Careline Alarms & Assistive Technology

Careline Community Service can provide and install equipment within the home to support people to live independently;

- Careline Alarm – 24/7 assistance at the press of a button
- Key safe – Providing secure access to your home (i.e. for carers/paramedics)
- Assistive Technology – Linked smoke/CO2 detectors, GPS trackers, activity monitoring devices

Careline Community Service is operated by The Borough Council of King's Lynn & West Norfolk and can offer competitive prices. Grant funding may be available to cover the installation cost if you live in west Norfolk and are in receipt of a qualifying benefit or experience memory loss.

To book an installation or to find out more please contact us on:T: 01553 616200 (Option 6) W: careline-cs.org.uk E: careline.operators@west-norfolk.gov.uk

160. Care & Repair

Care & Repair offer an adaptation and handy person service to help adapt people's homes to ensure they continue to meet their needs. Adaptations include;

- Access ramps
- Stair lifts
- Level Access Showers
- Door widening
- Equipment

Adaptations are based on individual requirements and grant funding will be sourced where possible. The handyperson service can offer the following works;

- Grab rails
- Smoke or carbon monoxide alarms
- Furniture raisers
- Improving lighting
- Equipment including half steps, bath boards and perching stools
- Low level dementia measures

Up to £300 grant funding could be available for west Norfolk residents who have a disability or health condition.

For more information please contact us on:
T: 01553 616200 (Option 6) W: https://www.careandrepair-wn.org/

Jump back to start

161. Mental Health Money Advice

"Four million people in the UK currently experience mental health and money problems. A further four million are at risk of developing mental illness because of their financial situations. At Mental Health UK, we recognise that this is wrong, and we're launching a new service to help take some of the pressure of those in need.

The Mental Health and Money Advice website has been specifically designed to offer clear and impartial advice to people experiencing both mental health and financial issues. Together these problems create an ongoing cycle that affects all aspects of our lives.

The website will offer free information, support, and useful tools all in one place, creating an easy to use portal open to anyone affected by these matters, including carers, family members, and industry professionals.

Up until now there has been no UK wide service provide to offer both mental health and money advice together. We recognise that people experiencing a combination of issues do not need their lives made more difficult by having to visit many different sources/websites to get the information they desperately need.

The service has been designed to offer detailed advice across a broad range of topics, including:

•Expert advice on the most common mental health and money related issues
•Free tools and calculators to help you create a clear plan for your financial future
•Sample letters and templates that can be used to contact creditors, healthcare professionals or organisations that you might need when dealing with money issues
•Real life stories from people that have been in similar situations to you and overcome their problems
•A list of useful contacts across all of our subject areas, should you really need to speak to someone

This service was made possible thanks to the fundraising efforts of staff at Lloyds Banking Group. They voted to choose Mental Health UK as their Charity Partner for 2017/2018, and have successfully raised over £2 million to support those in desperate need of specialist support."

https://www.rethink.org/news-views/2017/11/our-new-mental-health-and-money-advice-service

Jump back to start

162. DWP Now in Council Offices

The Department for Work and Pensions (DWP) is now the main borough council building in Chapel Street, King's Lynn.

The layout of the ground floor of King's Court has been changed to accommodate 6 public counters for the DWP, a range of interview rooms and meeting rooms, as well as preserving self-service facilities for both the council and DWP clients.

Opening hours are:

Borough Council of King's Lynn and West Norfolk	**Department for Work and Pensions**
Monday: 9am to 5pm	Monday: 9am to 5pm
Tuesday: 9am to 5pm	Tuesday: 9am to 5pm
Wednesday: 9am to 5pm	Wednesday: 10am to 5pm
Thursday: 9am to 5pm	Thursday: 9am to 5pm
Friday: 9am to 4:45pm	Friday: 9am to 5pm

Jump back to start

163. Job Centre & Benefits Contacts

To claim Jobseekers Allowance/ Universal Credit www.gov.uk/jobseekers-allowance

Benefit enquiries (Jobseeker's Allowance, Income Support, Incapacity Benefit, Employment Support Allowance and to report a death)
Phone 0800 169 0310 Textphone: 0800 169 0314 Lines open from 08:00 to 18:00 Mon to Fri

Universal Credit enquiries Phone: 0800 328 9344 Textphone 0800 328 1344
Carers Allowance enquiries Phone: 0800 731 0297 **Textphone** 0800 731 0317
To look for work on line at **www.gov.uk contacting your local Jobcentre Plus office**
Phone: 0800 169 0190 Textphone 0800 169 0314

To close your claim Phone: 0800 169 0310

Social Fund general enquires Phone: 0800 169 0140 Textphone: 0800 169 0286

To apply for a National Insurance Number Phone: 0800 141 2075
east.natins@jobcentreplus.gsi.gov.uk

National Insurance helpline Phone: 0300 200 3500

Tax Credits helpline Phone: 0345 300 3900 Textphone: 0345 300 3909
Lines open 08:00 to 20:00 7 days per week

Child Benefit helpline Phone: 0300 200 3100 Textphone: 0300 200 3103
Maternity Allowance enquiry line Phone: 0800 055 6688 Textphone: 0800 023 4888
Bereavement Benefit enquiry line Phone: 0800 731 0469 Textphone: 0800 731 0464
Disability Living Allowance Phone: 0800 121 4600 Textphone: 0800 121 4523

PIP Claims – 0800 917 2222 Enquiries – 0800 121 4433

Pension Centres Phone: 0800 731 0469 Textphone: 0800 731 0464

Pension Credit application line Phone: 0800 99 1234 Textphone: 0800 1690 133

National Benefit Fraud Hotline Phone: 0800 854 440 Textphone: 0800 328 0512

Attendance Allowance Phone: 0800 731 0122

To claim benefit Telephone: 0800 055 66 88

To claim Council Tax Reduction, visit: www.west-norfolk.gov.uk/benefitclaims

Jump back to start

164. West Norfolk Housing Advice

Part of the West Norfolk Advice Hub

The West Norfolk Advice Hub is provided through a partnership of voluntary sector providers coordinated by Community Action Norfolk. Housing advice is delivered by Home Group. We offer free and impartial advice to anyone who requires help because of:

- Homelessness or rough sleeping
- Being at risk of losing their current accommodation
- Sofa Surfing or living in temporary accommodation
- Overcrowding in the home
- Difficulties managing tenancies or mortgages
- Difficulties with a landlord
- Poor condition of the home

How can we help?

We offer advice on all aspects of housing including; Understanding letters from your landlord or the Council, Managing rent arrears or overdue mortgage payments, Understanding eviction processes, How to access more suitable accommodation, How to manage neighbour issues such as anti-social behaviour, How to access the housing register at the council or negotiating the private rented sector, Ensuring that your Housing Benefit and Council Tax Benefit claims are in place. We offer face to face appointments which will be pre-booked at a time that suits you. Telephone advice will also be available
Monday-Thursday 9am-5pm.

Drop-ins are arranged around the locality

Contact details
West Norfolk Advice Hub
WNPHousingAdvice@homegroup.org.uk
01553 223 113
If you need additional support or specialist legal advice we can refer you onto other services

Shelter – Kings Lynn Debt and Welfare Advice Service offers specialist support to manage debt relief orders, insolvency, setup re-payments and maximise your income. Legal aid representation is also available to support with housing issues including repossession.

Purfleet Trust – specialist support for people who are street homeless in Kings Lynn

Norfolk CAB -Provide free, confidential and impartial advice and campaign on big issues affecting people's lives whatever problem they face; money, benefit, housing or employment problems.
Telephone: 03444 111 444 Website: www.norfolkcab.org.uk

Jump back to start

165. Purfleet Trust

The Purfleet Trust was set up as a charity in 1993 to provide help for single homeless people in King's Lynn and West Norfolk. Its services now include housing advice to help people find accommodation, support to help them maintain their tenancies, and a Health and Wellbeing Centre providing a daily hot meal and the opportunity to gain some essential life skills. The centre can be used as a postal address and there is free access to both computers and the telephone.

Housing Services As part of our commitment to reducing homelessness in West Norfolk we operate services to single people who are homeless or vulnerable to homelessness with housing related issues.

The Housing Services Team support people who are homeless including rough sleeping and those who are vulnerable to homelessness into suitable, secure, affordable and sustainable accommodation.

The Housing Services Team provide a range of pre- and post- tenancy specialist housing services for people who are vulnerable to becoming homeless and who have housing related needs. Our provision includes:

- Support for rough sleepers to move off the streets.
- Housing advice and assessment for offenders / or people using substance misuse treatment and mental health services locally
- A tenancy support service providing housing support to enable people to remain in their home.

Health and Wellbeing Centre The Health and Wellbeing Centre is often the first point of contact a homeless person has with Purfleet. We provide a safe, supportive, welcoming environment where single homeless can access a range of services.

Our services include:

- Accommodation
- Showers
- Laundry facilities
- Change of clothes
- Benefit support
- Job search support
- Functional skills courses
- Basic life and social skills support

Contact Us We are here to help, whether you are homeless, under threat of becoming homeless, or would like to refer a homeless person. You can contact us by coming into the Centre, by telephone or email**. Please note the new address FROM 17th September 2018.**

Pathway House Austin Fields
Kings Lynn PE30 1PH
Tel: 01553 767829 General Enquiries: enquiries@purfleettrust.org.uk

Jump back to start

166. Shelter Services

Our offices are at Whitefriars House, 50 Fishergate, Norwich NR3 1SE

We offer a wide range of help and advice on all housing and homelessness issues. We have a team of advisers and solicitors who may be able to help you with your problem – and if we can't help, we work with other agencies who can.
We have computers and telephones you can use to access the internet for advice, claim benefits, or bid on properties. We also offer regular advice sessions in other parts of the county other than Norwich; contact us to see if there is one near you. (These are in Kings Lynn and Great Yarmouth)

Issues we can deal with:

- Homelessness, or worried you'll soon become homeless
- Looking for accommodation
- Having problems with your landlord
- Being evicted or repossessed
- Debt problems
- Benefits issues
- Problems with disrepair
- Need help going to court regarding your housing

Even if your problem isn't listed above we may still be able to help – just give us a call to discuss.

Contacts 0344 515 1860 https://england.shelter.org.uk/housing_advice

Jump back to start

167. Housing & Homeless Community Support

King's Lynn and West Norfolk Community Support

The new King's Lynn and West Norfolk community support service will commence on 1st March 2018. The team will work with customers 18+ who have complex needs in order to prevent and reduce the risk of homelessness to ensure a reduction in the number of individuals currently rough sleeping in the Borough.

The service will also reduce the impact of homelessness and crisis on statutory and other voluntary and specialist agencies in the King's Lynn and West Norfolk area working with partners to meet their Homelessness Reduction Act obligations.

The service aims to achieve these outcomes by supporting service users to remain in their homes and aid those who are rough sleepers to find accommodation. This will include attending assessments and appointments with benefits and debt management agencies, mental health community support teams, local voluntary and specialist providers, housing providers, drug and alcohol support services, probation and the Community Rehabilitation Company. Once the service user has attained a level of stability either by securing or maintaining accommodation, or reduction in mental ill-health crisis, the team will deliver preventative actions, including building resilience and skills to prevent the risk of future homelessness through our Home Achievement Programme (HAP), employability pathway and peer support groups. We will also support attendance at the Recovery College and engagement with other local community projects.

The team will be based in King's Lynn with facilities to meet service users on site, offering drop in sessions in King's Lynn and other areas across the Borough where a need is identified. Group sessions will be held to meet the need of those using the service as will face-to-face contact. The service will operate Monday to Friday 9-5.

The service will complete risk assessments, person-centred planning support plans and use the outcomes star to determine progress. Service users will receive intensive support to enable fast progress in meeting outcomes and engage with others involved in the service user's life. The service will be delivered using the psychologically-informed environment approach.

For more information and to request a referral form please contact

Tracy Baker by email: Tracey.Baker@homegroup.org.uk or Telephone: 07525 904278

Jump back to start

168. Integrated Housing & Community Support

Norfolk Integrated Housing and Community Support Service

The Norfolk Integrated Housing and Community Support Service supports adults (aged over 18) with severe and enduring mental health needs, including individuals with complex needs. The service supports people across the whole of Norfolk in supported living and within the community.

How can we help?
The service works with individuals to identify and make changes in a variety of areas of their lives in order to improve their wellbeing. It aims to support people to achieve their goals and to live as independently as possible in their local community. We support people in supported living (located in Norwich, Great Yarmouth and King's Lynn) and within the community.

We can support people to:

- Improve their wellbeing and develop self-management skills
- Develop practical living skills including maintaining a tenancy, cooking and budgeting
- Access community resources
  We offer a variety of support to meet each individual's needs and circumstances including:
- Supported living – staffed 24/7
- Personalised one to one support
- Connecting with people who have a lived experience of mental health through one to one peer support and peer led groups

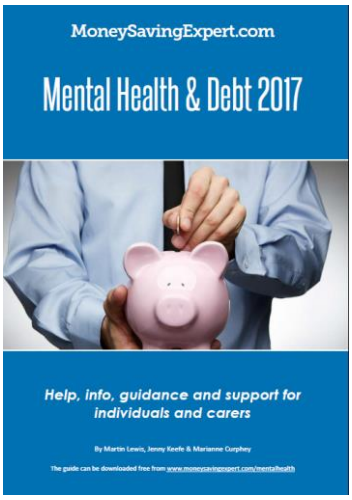
For more information about the service and how to make a referral please contact

Norfolk Integrated Housing and Community Support Service,
Suite B, Sapphire House,
Roundtree Way,
Norwich, Norfolk.
NR7 8SQ
Tel: 01603 485095
Mobile: 07894 595305
Email: norfolk-support@together-uk.org

Jump back to start

169. Mental Health & Debt Guide

Get the free Mental Health & Debt guide



This is a free 44-page PDF booklet supported by Mind, Rethink, CAPUK and others, for people with mental health problems and those caring for them.

It covers how to handle debts when unwell, work with banks, free debt counselling, specific tips for bipolar disorder or depression sufferers, whether to declare a condition and more.

PDFs require you to have Adobe Acrobat reader.
https://www.moneysavingexpert.com/credit-cards/mental-health-guide

170. E.ON Energy Fund

"The E.ON Energy Fund has been set up to help the most vulnerable existing or previous customers of E.ON Energy, and who live in England, Scotland or Wales. The Fund can help pay current or final E.ON energy bill arrears. It can also help E.ON customers by providing replacement household items such as cookers, fridges, fridge-freezers and washing machines – and also help to replace and repair gas boilers as well as e-learning vouchers. The e-learning vouchers can support them in managing their finances, stay out of debt, help earn a qualification and if needed help them back to work. "

https://www.eonenergy.com/for-your-home/help-and-support/energy-fund

Jump back to start

171. EDF Energy Funding

"The EDF Energy Trust is a registered charity operating since 2003, to help individuals and families in need, poverty, suffering and other distress who are struggling to pay their gas and/or electricity debts. Applications to the Trust are accepted from current domestic account holders of EDF Energy (the person/persons named on the bill).

The Trust helps by giving grants:
•To clear gas and electricity debts owed to EDF Energy.
•To clear gas and electricity debts owed to other suppliers.
•For Bankruptcy / Debt Relief Order (DRO), Sequestration and Minimal Asset Process fees, purchase essential energy efficient white goods and cookers (these payments are known as FAPs (Further Assistance Payments)).

The aim of the Trust is to give vulnerable individuals and families a fresh start to enable them to keep free of debt going forward. Applicants are strongly advised to seek money advice before applying to the Trust. https://www.edfenergytrust.org.uk/

Jump back to start

172. Grants & White Goods

Here's a list of funders and help available for a whole range of things. Hope it's useful:
Local Assistance Scheme - Help with food, gas and electricity bills, vouchers for household goods etc.: Local Assistance Scheme NCC: https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at-home/local-assistance-scheme the number for general public enquiries to the scheme is 0344 8008025

Benjamin Foundation – rent deposit scheme - http://benjaminfoundation.co.uk/home-starter

Emmaus – can sometimes help with house/garden clearances, white goods etc. - https://www.emmaus.org.uk/norfolk_waveney/shop_explore/our_services

Buttle Trust - help with white goods, baby items, bedding, grants etc. - https://www.buttleuk.org/need-support/families/all#help

Various grants listed on NCC site if children with SEND
https://www.norfolk.gov.uk/children-and-families/send-local-offer/care-support-and-advice/money/charities-trusts-and-grants

Family Action welfare grants - https://www.family-action.org.uk/what-we-do/grants/welfare-grants/

Vicar's Relief Fund:
The charity covers the whole of the UK – includes money to cover hoarding clear up. "The VRF provides small crisis grants of up to £350 to support people who are at risk of, or currently experiencing homelessness or vulnerable housing, to establish and maintain their tenancies. Types of applications include funding to secure accommodation and to clear rent arrears following an eviction notice. Only accept applications from paid frontline workers providing support to people who are experiencing homelessness or vulnerable housing.
For more information and to apply click https://www.smitfc.org/our-grants/

Joanna Scott Foundation - For help with grants to cover school uniforms, music, nursery fees to degrees, trips, dance and gym tuition - http://www.foundationofjoannascott.org.uk/

Thomas Anguish Foundation - for help with education, school clothing, footwear, special glasses, personal tuition etc.: http://www.anguishseducationalfoundation.org.uk/about-our-grants/

Grants to help pay off energy debts
If you're in debt to your energy supplier, you might be able to get a grant from a charitable trust to help pay it off. The following energy companies offer grants and schemes that are **open to anyone -** you don't have to be a customer:

Jump back to start

- British Gas Energy Trust

There are also companies who offer grants specifically **for their customers**:

- npower Energy Fund
- Scottish Power Hardship Fund
- Ovo Energy Fund
- E.on Energy Fund
- EDF Energy Trust
- SSE (Southern Electric) Priority Assistance Fund - check if you're eligible by calling 0800 072 8616

Boiler grants:
http://www.government-grants.co.uk/boiler-grants
Grants for all things disability-related:
https://www.disability-grants.org/
Variety Charity - Wheelchairs, trikes, and power chairs etc. grants:
https://www.variety.org.uk/what-we-do/wheelchairs
Variety Charity – grants for equipment, medical items:

- It may be medical, such as monitoring equipment
- It may be basic care like feeding tubes or hoists
- It may be sensory play or mobility equipment for a nursery or playgroup

https://www.variety.org.uk/what-we-do/equipment-grants
3H Fund has a grant scheme to help disabled adults and children (whether physically or mentally disabled), on a low income, along with their families and carers, to take a short break in the UK. Maximum awards vary.

- **Who can apply?** Households with a disabled adult or child
- **What's the maximum award?** Varies
- **What does it cover?** Short breaks in the UK

https://www.3hfund.org.uk/grants/
Watersure provides financial assistance to household customers with a water meter who use large amounts of water for essential purposes:
https://www.unitedutilities.com/services/your-bill/difficulty-paying-your-bill/watersure/

To search for grants for specific things:
https://www.turn2us.org.uk/Find-Benefits-Grants

The Princes Trust offer grants to help young people into education, training and employment, and provide funding and support if you'd like to set up your own business. They've also produced a list of grant givers for other things:
https://www.princes-trust.org.uk/help-for-young-people/who-else/employment/grants-funding

Jump back to start

173. Turn 2 Us Financial Support

Turn2us is a national charity helping people when times get tough. We provide financial support to help people get back on track.

https://www.turn2us.org.uk/

The charity is offering specific advice to parents about help with costs of sending your kids back to school

As the school holidays start to wrap up and children get ready to head back to the classroom, there may be a large shopping-trip on the cards for some parents.
The cost of school uniforms, new shoes and stationery as well as other things can add up quickly. We have listed below some resources that may be able to help if you are on a low income.

Benefits

There are many benefits out there to help parents with the costs of raising a child. Use the Turn2us Benefits Calculator to find out what you might be entitled to.

Charitable grants

If you are on a low income, help may be available through a charitable grant to help you with the costs of sending your kids to school. Use the Turn2us Grants Search to find a grant for you.

Food

Over a million children are eligible for Free School Meals. To find out if you can apply, you need to get in touch with your local council.

Childcare

There are a range of Government and employer childcare schemes to help families with the costs of childcare. Read our news story about Help with childcare news article for more information on your options.

School uniform

In addition to grants and other funds, many local councils have their own schemes to help with the cost of buying new school uniforms. Find out if your local council can help you with the costs of school uniforms.

Transport

Some children will also be eligible for help with the cost of home to school transport. Find out if your local council can help you with the costs of transport to and from school

Jump back to start

174. Budget Card Savings Scheme

We know how tricky it can be to budget for your household bills and Christmas spending. With Budget Card Plus from the Post Office, you take control of your household budget by putting a little money aside regularly to cover your household bills, gifting occasions and spread the cost of Christmas. With the Budget Card Plus you can't go overdrawn and because you've put your money aside, you won't be tempted to spend it. You can check the balance of your card whenever you want online; or over the phone.

Budget Card Plus is a pre-paid card which means that money must be loaded onto the card before it can be spent. Interest is not payable in respect to card balances. Use your Budget Card Plus to put away money for Christmas as frequently as you wish at your local Post Office. From the 1st November until 31st January you can shop or buy gifts with your Budget Card Plus card at over 22,000 high street stores nationwide and at selected online stores including Amazon.

With Budget Card Plus you can budget and pay for many household bills and services by paying with your Budget Card Plus card at your local Post Office. You can pay the following bills with your card: Car Tax Gas Bill Electricity Bill Council Tax Telephone Bill Council Rent Payments Fishing Licence
Terms & Conditions apply
postoffice.co.uk/budgetcard Call us 0330 8280 881

175. Rent deposit Scheme

The Rent Deposit Scheme aims to help young people, including those who have lived within the service as well as those seeking support from the charity, to access private rented accommodation. The Benjamin Foundation is now reaching out to young people who wish to take steps to independence
The support available will include help with organising viewings and liaising with landlords, support at start of the tenancy, as well as offering guidance about how to pay bills and accessing grants
If you would like to learn more about how the Rent Deposit Scheme could help you, contact Michala Howarth from The Benjamin Foundation on 07976 851202, or email michala.howarth@benjaminfoundation.co.uk

For further information about The Benjamin Foundation, visit
www.benjaminfoundation.co.uk

Jump back to start

176. Help during Power cuts

Do you need extra support during a power cut or do you know someone else that would need extra support? We can help. **UK POWER NETWORKS** services are free to customers who need support.

If you live in London, the East or South East of England, then being on our Priority Services Register will ensure you will receive extra support if you experience a power cut.

- A priority number that you can call 24 hours a day
- A dedicated team who will contact you to keep you updated during a power cut
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel
- We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips if this is important to you

Who can register to receive extra support?

- Customers who rely on medical equipment
- Customers who are chronically ill
- Customers with a disability
- Customers who have dementia
- Customers who are blind or partially sighted
- Customers who are deaf or hard of hearing
- Customers who are of pensionable age
- A nursing or residential home
- **Customers with children under five in their household**
- Any other case that you would like us to consider

To receive extra support during a power cut please complete the short form below.

Priority Services Register application form
http://www.ukpowernetworks.co.uk/mobile/en/PSRForm/priority-service-register-application-form/?dm_t=0,0,0,0,0&dm_i=1T2Q,5BGKV,J0IAVT,KJ0Z7,1

Jump back to start

177. Citizens Advice Contacts

Main locations web site links

- Norfolk Citizens Advice (Kings Lynn)
- Norfolk Citizens Advice (Great Yarmouth)
- Norfolk Citizens Advice (North Walsham)
- Norfolk Citizens Advice (Attleborough)
- Norfolk Citizens Advice (Wymondham)
- Norfolk Citizens Advice Bureau (Norwich)
- Citizens Advice Diss
- Citizens Advice Thetford

http://www.midnorfolkcab.org.uk/contact.html
Dereham
Wotton
Holt

Outreaches Website links

- Marham Outreach
- Reepham
- Lawson Road Health Centre
- Cromer Outreach
- Aylsham Drop In
- Stalham Outreach
- Cromer Foodbank Outreach
- Fakenham Outreach
- Harleston Information Plus
- Loddon Library
- Eye Health Centre

http://www.midnorfolkcab.org.uk/contact.html
Swaffham
Sheringham
Sheringham Foodbank
Melton Constable

Jump back to start

178. New Home for CAB

King's Lynn Citizens Advice has moved

On Monday 20th March the King's Lynn branch of Norfolk Citizens Advice moved to Hanse House, PE30 5GN. Access is either from the South Quay through the courtyard next to the Rathskeller Wine Bar, or through St Margaret's House, (nearly opposite the entrance to King's Lynn Minster in Saturday Market Place).

Drop in service:

Mondays: 10am to 2pm Tuesdays: 10am to 2pmThursdays 10am to 2pm

Telephone: 03444 111444
Website: norfolkcab.org.uk
Email: public@ncab.org.uk

179. CAB New Horizons

New Horizons is a home visiting service which offers one to one coaching for up to twenty hours per participant, in three areas: budgeting money, looking for and getting into employment, and helping people to get online and use the internet.

The project is aimed at people who are at risk of social exclusion, are struggling to manage financially, and who are not earning an income. To refer either yourself or a client, call me, (Sharon) on 07715653586, email; newhorizons.referral@ncab.org.uk or drop into Norfolk Citizens Advice in King's Lynn, during their opening hours:

Mon, Tue, & Thurs 10am -2pm
Hanse House South Quay Kings Lynn PE30 5GN.

The project is open to people of all ages and backgrounds

Jump back to start

180. April Benefit Changes

Millions of households entitled to welfare benefits and tax credit will see big changes in their claims in April 2018. As the financial year comes to an end, here are some of the key things to look out for in April.

Support for Mortgage Interest (SMI)
Support for Mortgage Interest will no longer exist as a benefit from Friday 6 April 2018 and is being replaced with an interest bearing loan. This means that owner-occupiers who require help with their Housing Costs from this date can take out a loan and have a charging order placed on the property.

Universal Credit
If you are on Housing Benefit when you make a new claim for Universal Credit, you could receive two-weeks extra of Housing Benefit. You do not have to wait for a decision on your claim for Universal Credit to be entitled to this.
You will not have to pay this amount back and this will be paid in addition to your Universal Credit award, which may also include an amount for your Housing Costs.
Universal Credit will be fully rolled out to all areas of the country by December 2018. For further information please see our information on when you can claim Universal Credit.

Childcare
Employer Childcare Vouchers will no longer be available to new claimants. However, you may be able to receive help with your childcare costs through Tax Free Childcare or through Working Tax Credit or Universal Credit. You can use the Gov.UK website's childcare calculator to find out what scheme is best for you.

Student loans
Part-time undergraduate students will be entitled to maintenance loans for the academic year 2018-19 to support the cost of living while studying for the first time. The level of support, which will be means tested, has not yet been confirmed.

Pensions
Pension deductions will treble for auto-enrolled pensions in April. This will mean 2.4% of pay will be diverted into people's pensions. This will increase to 4% in 2019.

Change of benefit rates
Benefit rates for disability benefits and premiums, Carer's Allowance, and all carer's elements and premiums will increase in April 2018. All other benefit rates have been frozen. The Department for Work and Pensions (DWP) have outlined the proposed changes to benefit rates in full.
For more information see
https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes

Jump back to start

181. Universal Credit

The link below from gov.uk takes you directly to the roll out schedule for Universal Credit Full Service (UCFS)

Breckland is Scheduled for June 2018 and Kings Lynn and West Norfolk Scheduled for November 2018;-

"Rollout of the Universal Credit full service is due to complete in December 2018. After the rollout process has completed, DWP will then begin moving all remaining existing benefit claimants to the Universal Credit full service starting in 2019."

So basically it will only be those people making a **new claim** for Jobseeker's allowance, Employment & Support Allowance, Income Support, Housing Benefit, Tax Credits and Child Tax Credit that will make a claim for UCFS instead

At this stage we do not know how the movement of existing benefit claimants e.g. ESA, JSA and IS onto UCFS will happen. Anyone on any of these benefit will remain on them until either their circumstances change or when the agreed date for transferring them over is reached.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/680524/universal-credit-transition-rollout-schedule-feb18-dec18.pdf

182. Vicar's Relief Fund

The charity covers the whole of the UK – includes money to cover hoarding clear up.
"The VRF provides small crisis grants of up to £350 to support people who are at risk of, or currently experiencing homelessness or vulnerable housing, to establish and maintain their tenancies. Types of applications include funding to secure accommodation and to clear rent arrears following an eviction notice.

We only accept applications from paid frontline workers providing support to people who are experiencing homelessness or vulnerable housing.

We will provide grants for:
Accessing accommodation – Rent deposits, rent in advance, admin fees, ID, or temporary accommodation costs.
Preventing eviction – Rent arrears, service charge arrears, Debt Relief Orders and bankruptcy fees or money to pay for a hoarding clean up."
Setting up home – Household goods or moving costs.
For more information and to apply click here."

Jump back to start

183. Kings Lynn Foodbank Move

The Kings Lynn foodbank can finally move to a more permanent home. Thanks to an appeal led by Your local paper at Easter, and the generosity of the Kings Lynn Sea cadets, the foodbank will be moving to the sea cadets building on the quay.

When distributing vouchers can you let your clients know that on Monday 11th June **we will have moved to** the Sea cadets building, St Margaret's Lane, South Quay, King's Lynn PE305DS.

Tel: 07582558143 or 01553 886555
Email info@kingslynn.foodbank.org.uk

Whilst it is very exciting to have a permanent home we are enormously grateful to the Purfleet trust for giving us a much needed home over the past few months, Thank you.

184. Benefits Calculator

Independent Age host a benefit's calculator on their website which will give a useful guide to the benefits people are entitled to claim. The calculator is free to use and the details provided are anonymous information required includes savings, income, pensions and existing benefits

Although aimed at older people it should cover families with dependent children. It takes about 10 minute but you can save a calculation and come back later

Benefit calculator

Jump back to start

185. Volunteer Tenancy Mentoring

Moving to independence is a really big step for any young person. Even more so if you've been in care, don't have lots of support or are struggling on a low income.

A mentor can help to bridge the gap and be someone to chat to confidentially about goals, aspirations and difficulties along the way.

How does it work?

- After successfully completing the two-day training course, being DBS checked and interviewed, mentors are carefully matched to their mentees and make safe arrangements to meet.
- They may meet weekly and no less than fortnightly. The early days are critical to building a relationship and making it work.
- Everyone signs a Code of Conduct and completes a questionnaire to understand more about the support the mentee wants and needs.
- The mentee is in charge of the relationship and decides what they want help with and for how long.
- At the end of the arrangement we will undertake an end questionnaire with the mentee and usually a final case-study interview.

We want to leave them knowing that our door remains open as well as knowledgeable about other avenues of support.

If you're interested in making a referral check out our website www.yourownplace.org.uk
To make referrals see referrals or contact Rebecca rebecca@yourownplace.org.uk
Mob: 07530 028446

Jump back to start

186. Comvida Money Help

Comvida are a not for profit organisation teaching Financial skills, such as budgeting and money saving, as well as showing people how to deal with tricky issues like debt. We operate in Kings Lynn and West Norfolk and we teach groups of people as well as hold one to one private sessions. We're all about taking back control and showing people that with a little help and guidance you can not only balance your budget but pay off your debts (if you have any) and put a bit aside for a rainy day. Best of all the service is totally free!

For more information or to refer someone for help please contact us on 07415 041512 or e-mail us at mark@comvida.co.uk

187. YouTube on Universal Credit

DWP have posted a you tube training video that shows an introduction to Universal Credit
https://www.youtube.com/watch?v=E7GUu7Xa7Nw

188. Christians Against Poverty

CAP Debt Centre link to a the website giving details of free help to anyone who feels weighed down by debt, including help with a Money Course, Job Club and release group to help break free from life controlling habits. Alternatively call 0800 328 0006 to arrange an appointment or home visit.

Jump back to start

Training and Employment

189. Young Women's Trust Partnership

The Young Women's Trust is a charitable organisation funded to offer tailored support to young women aged 16-30, living in England or Wales.

Youth Obligation
Although this service is available to young women aged 16-30, it will be of huge benefit to our customers aged 18-21, that need support and help to move them into work. It is a free service that has great success in motivating young women. The coaches that are employed by the trust, actively promote apprenticeships, especially in sectors where they are looking to attract more women such as construction and engineering.

Work It Out is a service they offer for young women aged 16-30 who are looking for employment, training or an alternative job/progression. The service is particularly suited for any young woman who is looking for support with:

- Confidence
- Wellbeing
- Employability

They can receive up to 6 sessions of coaching, these are:

- Free and fully flexible – they can be delivered in evenings or weekends, over the phone, text, WhatsApp or skype but not face to face
- Solution focused, delivered by professional qualified coaches
- Designed to help the person figure out what they want to do, recognise their best skills, stay motivated, help with mental health, relationships, family or money issues, build confidence, help them perform better in interviews, plan for the future and signpost to other helpful services.

They also offer a service where young women can send a copy of a job application or CV along with the job advert and person spec and they will offer feedback on this before they submit it. The feedback is provided by HR Professionals which is on-line service, free and easy to use.

You can register or signpost a young woman in any of the following ways:
Call: 0808 808 8099
Text/WhatsApp: 07500 553 880
Sign up online: https://www.youngwomenstrust.org/what_we_do
Email: workitout@youngwomenstrust.org

Jump back to start

190. Empowerment Programme

A six week programme facilitated by Keystone Development Trust Young People's Advisers, to engage, empower and young people to believe they can achieve.

Our Intention is to;

- Provide a bespoke service shaped by the young person and their needs
- Ensure a safe, equitable learning experience and environment for All
- Co-produce a "Road Map" plan of action with each individual
- For participants to complete Promicad Computerised Empowerment Assessment
- Increase confidence/self-esteem of participants
- Identify networks and providers to support future transition
- Refer on to at least one other organisation including another BBO project Facilitate fun, interactive sessions
- Raise awareness of participant's strengths/weaknesses (Reflectivity)
- Provide guidance on how best to utilise skills
- Motivate and encourage to look at other options to improve skills e.g.; work experience and volunteering
- Offer information, advice and guidance
- Provide opportunity of mock interview
- Award certificate for participation

Jo - Mob: 077959 77700 Email: Jo.wilson@keystonetrust.org.uk

191. Building Better Opportunities 15-19

What's on Offer?
One to one support
Information, advice and guidance
Help with Job search, applications and CV's
Workshops, and employability skills programmes
Young enterprise leading to self-employment
Links to training and volunteering opportunities

For Young people aged 15 to 19 who are looking for support with post 16 opportunities

Where? Ely, March, King's Lynn, Wisbech, Peterborough
Contact Young People Advisers Jo Wilson Mob 077959 77700 BBO@keystonetrust.org.uk

Jump back to start

192. On Track Training and Employment

On Track is a new service maximising the opportunities for 531 project eligible 16 to 24 year olds to access the skills, qualifications but more importantly the inner belief and self-confidence needed to secure and sustain employment.

Clearing barriers to work for young people in Norfolk

It coaches with young people facing multiple barriers to education, training and employment, such as:

- Mental health issues
- Substance abuse
- Learning difficulties
- Disabilities
- Previous offences

For the 18-24 age group, the primary aim is for project participants to enter sustainable employment as quickly as possible.

The priority for 16-17 year olds who are not in employment, education or training (NEET) is to get them back into education or work-based training.

On Track provides
Coaching - providing one to one support
Go programme - a package of interventions tailored to personal needs
Move on Workers - helping participants transition to access an opportunity
Volunteers - recruited from employers, trainers education and the community

Referrers will be contacted by On Track's Senior Technical Administrator who completes the initial eligibility checks. If the participant meets the criteria they will be assigned a coach who will meet them personally to gather more information;

The project brings together seven organisations: The Matthew Project (lead), ACE, GYROS, NANSA, The Prince's Trust and YMCA Norfolk in a unique partnership delivering coaching, vocational training, work placement and support services for young people not in education, employment or training (NEET) or at risk of being so.

You can contact On Track in the following ways:

- Website http://www.matthewproject.org/on-track/
- Email: **contact@ontracknorfolk.org**
- Telephone: **01603 723845**
- Facebook: **Facebook.com/OnTrackNorfolk**
- Twitter: **@OnTrackNorfolk**

Jump back to start

193. Development Award

Some of the young people you support may also be able to benefit from a Prince's Trust '**Development Award'**, this is a cash award of up to £500 to pay for training fees, equipment, tools and other items to support their education, training and work goals. If you work with a young person who is aged 14-25, unemployed, and or leaving care, and has been in trouble with the police or has no qualifications, they could receive money and support to help them get into **education**, **training** or **work.**

A Prince's Trust staff member or volunteer will support them with their award application and planning their next steps:

Elaine Speed | Programme Executive Enterprise and Awards
T 01217 729 252
M 07881 614 123
Elaine.speed@princes-trust.org.uk

194. Enterprise Programme

The Enterprise programme aims to support unemployed young people aged between 18-30 to work out if self-employment is right for them, help them test their ideas, write plans and start a business or achieve alternative goals in employment, education, training or voluntary work.

Eric Shelley | Programme Executive Enterprise (Norfolk)
M 07879 881 102
Eric.shelley@princes-trust.org.uk

Tracy Talbott| Programme Executive Enterprise (Suffolk)
M 07415 251337

195. Apprenticeship Opportunities

National Apprenticeship Service have details of opportunities on the Find an Apprentice website - https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch

Apprenticeships Norfolk have updated their website. There are now sections available for people thinking about becoming an apprentice, employers looking to take on an apprentice, apprenticeship training providers and people working within a school and/or giving careers advice.

https://www.apprenticeshipsnorfolk.org/

Jump back to start

196. Vulnerable young People Apprenticeships Service

Are you currently working with Looked After Children, Care Leavers and other vulnerable young people?

TrAC Apprenticeships Norfolk (TrAC AN) is a new project targeted at Looked After Children, Care Leavers and other vulnerable young people aged 16-24. The project has been funded by Skills Deal and LIFT to create opportunities for young people who need additional support and may benefit from a staged pathway into an apprenticeship.

How does the project work?

1. Request and complete a referral form and send it to luke.keegan@norfolk.gov.uk
2. TrAC AN check the referral form against the eligibility criteria
3. An Apprentice Development Manager will then get in contact with the referrer and the young person to find out more information
4. TrAC AN then match the young person with an employer to start a work experience placement, Traineeship or an apprenticeship

TrAC AN aims are to:

Offer work experience, apprenticeship and Traineeship opportunities. Raise awareness of the benefits of employing a young person to employers. Identify and match suitable young people. Positively manage any challenges or barriers. Demonstrate that with additional support, vulnerable young people can complete apprenticeships in line with the national average

What is the eligibility criteria?

Due to the funding element of the project, there is an eligibility criteria. There is a referral form which must be signed and sent to TrAC Apprenticeships Norfolk before the recruitment process can begin. The criteria is as follows:

Aged 16-24
Live in Norfolk
NEET or risk of being NEET
Young person that needs additional support

For more information please get in contact with a member of the team.

Katie Lomonossoff Operations Manager katie@tracweb.co.uk 01603 737739
Anna Furness ADM Anna@tracweb.co.uk 07775 500434
Layla Dickerson ADM Layla@tracweb.co.uk 07735 488410

Jump back to start

197. Talent Match

The Prince's Trust also has a programme called **'Talent Match'** which is a 5 year Big Lottery funded programme focussing on youth unemployment. Their Youth Advocates offer one to one support based on the individual's needs. They have a flexible approach and will seek ways to overcome an individual's barriers to employment at a pace and in a way that works for them. They work with local employers to seek work experience placements and employment opportunities. Funding is also available to cover costs such as training, safety equipment or clothing etc.

To be eligible a young person must be aged 18-24 and have been out of education or employment for more than 12 months To find out more please do not hesitate to contact us:

Talent Match have had some staffing changes recently and they have issued new contact details

PHIL WILKINSON
Youth Advocate - Talent Match King's Lynn
Email: phil.wilkinson@dwp.gsi.gov.uk
Mobile: 07795 092 348

MEL ANDERSON
Youth Forum Lead Talent - Match King's Lynn
Email: mellissa.anderson@voluntarynorfolk.org.uk
Mobile: 07388 158401

KERRY LYMBERY
Youth Advocate - Talent Match Norwich
Email: kerry.lymbery@voluntarynorfolk.org.uk
Mobile: 07341 560 148
Phone: 01603 883 837

SUZIE BIELBY
Youth Advocate - Talent Match Norwich
Email: suzanne.bielby@voluntarynorfolk.org.uk
Mobile: 07818 699 261
Phone: 01603 883 837

LAURA WATSON
Youth Forum Lead – Talent Match Norwich
Email: laura.watson@voluntarynorfolk.org.uk
Mobile: 07837 109 980
Phone: 01603 883 837

Jump back to start

198. 18-24's Jobs Support

DWP are offering additional support to 18 to 24-year olds. linked with local Council and local employers – looking at Jobs, Work experience, Apprenticeships, confidence building, mock interviews, CV advice etc.

This support is voluntary and can be flexible to suit the young person's needs. We offer one to one interviews, e-mail and telephone contact and also a weekly group session where we cover a different subject each week. These include guest visits from employers, training providers and specialists in certain areas.

Interviews and group sessions are held at Kings Lynn Jobcentre each Thursday, the group session takes place 1pm – 3pm and travel expenses can be reimbursed for those in receipt of Jobseekers Allowance, Employment Support Allowance, Income Support or Universal Credit.

If you or a customer would like further information or to be referred please contact Nikki David at nikki.david@dwp.gsi.gov.uk or Keith Brandon at keith.brandon@dwp.gsi.gov.uk.

199. The Hive – King's Lynn

The Hive – King's Lynn was created to mirror the success of our first Hive in Norwich. Like its' counterpart in Norwich it's partially funded by The Prince's Trust and the Big Lottery Fund.

We provide a central drop-in for people from across King's Lynn & West Norfolk to access employability support and advice; a place where young people can grow, make positive choices and reach their full potential. Our ambition is to run The Hive as true "one-stop-shop" for employability support in King's Lynn & West Norfolk.

What is involved?
The Hive in Kings Lynn brings together a number of services in a single location, with Talent Match, Mental Health workers, Job Centre Plus, and more, hosting regular drop-in sessions. As well as being a friendly and informal space to seek advice, the Hive allows local people to access laptops, Wi-Fi, and printing facilities to support them with their job searching needs.

The Hive – King's Lynn offers the following services for local young people:

- Career advice
- Benefit advice
- Independent living skills
- Practical & social activities
- Workshops & training
- Access to online training

https://www.voluntarynorfolk.org.uk/services/employment-skills-services/hive-kings-lynn/

Jump back to start

200. Help You Chose careers advice

Norfolk's careers information, advice and opportunities platform for young people

- Find out about all your **post-16 options and choices**
- Full-time courses
- Apprenticeship vacancies
- Traineeships and short courses
- **Search and apply online** to Norfolk's sixth forms, colleges and training providers
- Enter your information once to apply for several courses
- Find out about **volunteering**
- Search for **Higher Education** opportunities available in Norfolk
- View our **Events** section to find out about open events and careers fairs
- Visit our **info and advice** pages to find information on:
- Decisions and choices
- Education and learning
- Working and training
- Travel and transport
- Financial support
- Access **New Kudos** the careers quiz to help you find careers that might suit you

www.helpyouchoose.org

201. Icanbea Website

This is a website which provides young people with the following

- Information on different employment sectors and the requirements for a successful career in each sector
- Information on local companies and the opportunities they have to offer
- Profiles on local key employers
- Videos of employees across all sectors
- Alerts for young people to new opportunities (vacancies, work experience, apprenticeships news and events)

Follow this link to look at the website: www.icanbea.org.uk

Jump back to start

202. Nova Training

NOVA Training is an in-house training programme at Dereham and in Kings Lynn. We support young people aged 16 – 18 (24 with a EHCP) and offers an individualised programme including

* English and Maths GCSE resits and/or English and Maths Functional Skills,
* Employability Skills including creating a CV, interview techniques etc.
* Vocational Diplomas in Retail, Administration, Customer Service and Hospitality
* Meaningful and relevant work experience.
* Bonuses for attendance and qualifications achieved.
* Ongoing careers advice and support.
* Potential Bursary Payments of £8 per day – depending upon household income – also possibly travel expenses and a free meal. If you are in care/leaving care or in receipt of Universal Credit you could be potentially entitled to £10 per day.
* Help with finding either work, Apprenticeship or further education or training – whatever is appropriate for you.
* Attendance is 4 days per week. – Monday to Thursday 9.00am-3.30pm.
* Refer a friend system – potentially £50 for each friend referred.
* Enrichment activities e.g. speakers to the centre, visits to local careers events.
* Timetable can be flexible.
* Financial help available for DBS checks / CSCS card / PPE
* Smaller group sizes.

If you would like further information, please get in touch.

Amanda Bowie, Recruitment Officer for Nova Training in Dereham,
01362 698840 07854882290 amanda.bowie@novatraining.co.uk

Rebecca Powell Recruitment & Induction Officer – King's Lynn
Nova Training – King's Lynn 33-39 Tower Street, King's Lynn, Norfolk, PE30 1EJ
01553 764100 rebecca.powell@novatraining.co.uk

www.novatraining.co.uk

Jump back to start

203. Cap Job Club

The CAP Job Club is a free and friendly setting for jobseekers (including those on ESA) to receive tailored support to develop employability skills and confidence to help entry into employment. The club includes free lunch and refreshments, 1-1 coaching, and social activities. The CAP job club offers 8 week steps to employment courses (Tuesdays, 10-3pm) and drop in sessions in-between courses (Tuesdays, 12-3pm), please contact for more details.

Referrals received via 01553 774881 or 0800 328 0006 or mikeikwuagwu@capjobclubs.org.
Location: 99c High Street (Opposite Wimpy), King's Lynn.

204. Norfolk Community Learning Services

Here at Norfolk Community Learning Services, we offer a wide range of courses which are designed to help you achieve the qualifications you need, whether you are looking for work, a change of career or to progress in the job you have. We also offer courses for those wishing to learn something new and start a fantastic hobby or pastime.

- English and maths courses that range from beginners through to GCSE.
- ESOL courses for speakers of other languages who would like to improve their English speaking and listening, reading and writing skills.
- Apprenticeship opportunities for organisations wishing to take on an apprentice and for those who would like to become an apprentice.
- Qualifications in Accounting, Childcare, Education and Training, Fitness, Supporting Teaching and Learning, ICT and Health and Social Care
- Free family learning courses that involve all family members exploring, discovering and learning together.
- Independent living skills to help people with learning difficulties and/or disabilities learn everything they need to know to get along in their day to day lives.

There's something for everyone at Norfolk Community Learning Services, whether you have lots of free time or very little. To find out more and take your first step towards a brighter future, visit: www.norfolk.gov.uk/adultlearning or call our dedicated helpline: 0344 800 8020

Autumn 2018 Courses Below

Jump back to start

West Norfolk Service Directory
November 2018

Hunstanton

Hunstanton Childrens Centre

Functional Skills Maths	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Maths Functional Skills	Fri	09:15	FSXMW1918Z	14/09/2018	36	Free	Free

King's Lynn

Gaywood Library

ICT	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Get Digital Tablets	Wed	09:00	ITXGW4218Z	17/10/2018	4	£72	£29
Get Digital Tablets - Taster	Wed	10:15	ITXGW1418P	10/10/2018	1	Free	Free

Involve

Independent Living Skills	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Get Creative	Wed	10:00	ISXIW2818Z	26/09/2018	10	£94	£38
Get Online	Wed	13:00	ISXIW4018Z	26/09/2018	10	£94	£38

King's Lynn Library

ICT	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Get Digital Tablets	Wed	13:15	ITXGW4318Z	17/10/2018	4	£72	£29
Get Digital Tablets - Taster	Wed	13:15	ITXGW1518P	10/10/2018	1	Free	Free

Providence Street Community Centre

Early Years	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Childcare 0-5 L1 Award - Beginners	Tue	09:30	EY1CW1518Z	06/11/2018	7	£299	Free
Working with Children	Tue	09:30	EYXCW1818P	13/11/2018	5	Free	Free

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

West Norfolk Service Directory
November 2018

South Lynn Community Centre

Functional Skills English	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
English Functional Skills	Tue	09:30	FSXEW2218Z	11/09/2018	37	Free	Free
Functional Skills Maths	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Maths Functional Skills	Thur	09:30	FSXMW1818Z	13/09/2018	36	Free	Free
ICT	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
ICT Functional Skills E3 - Beginners	Mon	18:30	ITEFW3318Z	01/10/2018	8	£150	Free
ICT Functional Skills E3 - Beginners	Wed	10:00	ITEFW3618Z	03/10/2018	8	£150	Free
Supporting Teaching Learning	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Teaching Assistant L3 (Schools)	Wed	09:30	TL3TW1418Z	03/10/2018	18	£1700	£1700

West Norfolk Deaf Ass.

ESOL	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
English For Speakers Of Other Languages	Thur	09:30	ESXEW1518Z	27/09/2018	10	£130	Free
Lipreading	Day	Time	Code	Start Date	Weeks	Standard Fee	Reduced Fee
Lipreading	Tue	13:00	LIXLW1618P	02/10/2018	8	£60	£24

Information correct at July 2018

For more information and to book a course contact

www.norfolk.gov.uk/adultlearning

Norfolk community learning Service
Wensum Lodge
169 Kings Street
Norwich NR1 1QW

E mail NCLS@norfolk.gov.uk
Phone 0344 800 8020

Jump back to start

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

205. Norfolk Community College

Is a partnership led by East Coast College (formerly Great Yarmouth College) involving five main delivery partners from the Voluntary Sector: Access Community Trust, DIAL Great Yarmouth, Future Projects and Voluntary Norfolk.

The Norfolk Community College is a free support service that aims to help local people make the most of the employment, volunteering and training opportunities available to them.
The service has been designed to give people the skills and confidence they need to make a move back into work. The diverse range of support on offer includes one-to-one advice around jobs and volunteering, group training sessions, and access to guidance on the latest benefits and personal finances.

We can help anyone who is **-Aged 25 years and over**
-Living in Norfolk
-Unemployed for 12 months or longer
-Has the right to work in the U.K
-Committed to improving job prospects, developing skills and getting back to work.

The project will delivered across the districts of Norfolk – Breckland, Broadland, Great Yarmouth, North Norfolk, South Norfolk or King's Lynn and West Norfolk – in venues ranging from community centres to libraries. The service is tailored to individual needs and offers those involved the chance to explore their options, raise their ambitions and receive practical support towards achieving their goals.

For further details contact the Norfolk Community College on 01493 419255 or email info@norfolkcommunitycollege.co.uk. Alternatively you can visit the project website on: www.NorfolkCommunityCollege.co.uk .

Jump back to start

206. Steering a teenager toward a job

A guide for parents – Steering your teenager toward a job and career has been put together by Jon Gregory founder of Win-That-Job and Nick Newman of National Careers Week with additional contributions from the John Lewis |partnership

With Advice on how to

- Choose a career
- Access careers services
- Develop employability skills
- Find employment prospects
- Build compelling applications
- Win through at interviews

Copies from http://win-that-job.com/parents-guide

Jump back to start

207. Open Road Bursary Fund

New from September 2017 – Bursary Fund
Open Road are very pleased to announce that we have secured funding via a grant from the **Garfield Weston Foundation** to create a small bursary fund which will enable us to offer young people access to the centre. The bursary fund will be available for any individual for any of our activities if good reasons can be given and funding can be up to 100%.

Applications
Applications will be on a rolling basis and accepted throughout the year. To be considered please complete a Bursary Fund Application and Consent form which can be found on the website under **'Forms'**.

Open Road Bursary Fund Guidelines
Support for schools and their students.
We do not intend to use the bursary fund to support school students. However, we would consider supporting an individual in an exceptional circumstance if the bursary would be the difference between them being able to participate or not.
Support for other charities or community groups
The bursary fund could be used to support a group 100% who were using Open Road for the first time and who did not have core funding to pay for the use of the facility The bursary fund could be used to support individuals within the group up to 100% if good reasons were given and outcomes were agreed. For further information please see the website www.openroadtraining.co.uk
Telephone: 01553 776600 E mail: ady@openroadtraining.co.uk

208. West Norfolk Employment Fund

The West Norfolk Employment Fund has been established to help young people in the West of Norfolk to set up or grow their own business with a grant of up to £10,000
Grants can be used to meet start-up costs, assist with developing new products or services, to procure professional services to support and develop the business to undertake training and skills development or the acquisition of capital equipment

Applicants are asked to complete a form which should be submitted with an outline business plan including details of their business, product and market and the predicted growth opportunities that will result from the investment.
An independent panel comprising committee members from a number of West Norfolk Businesses will review applications for grants
If you would like to discuss making an application please contact Graham Tuttle CEO on 01603 623958

Visit the Norfolk Community Foundation website for more information

Jump back to start

209. Fire Service Team Programme

For 16-25 yrs of age Delivered by Norfolk Fire & Rescue Service

It has come to that time again were we are looking for young people to come and join us on **The Prince's Trust Team Programme run by Norfolk Fire & Rescue Service here in Dereham and Kings Lynn**

We are looking for any young person aged between 16-25 years who are currently not in education, employment or training and are ready to do something positive with their time. If they sign up for the Team Programme, they'll be joining a group of up to 15 for a 12 week Programme. Amongst other things they will:

- Take on community projects of their choosing
- Take part in an exciting, action-packed residential week
- Get three weeks' work experience in a field they are interested in
- Take part in an exciting team challenge

Students that successfully complete the course will achieve a Prince's Trust certificate in Teamwork, Community and Employability Skills, along with an Emergency First Aid at Work certification. The course also offers a lot more!!

- Gain new skills and qualifications
- Mix with new people and make new friends
- A better chance of moving into a job, education or training
- Help with job-hunting, mock interviews and writing their CV
- The chance to make a difference in their community
- **And most importantly** - A big boost to their confidence and a real sense of achievement!

There is no charge to the course, it does not affect any benefits and travel costs are reimbursed. Potential students will be invited to a taster day

Chantelle Williams Team Leader: Dereham Tel: 07795067383 Email: chantelle.williams@fire.norfolk.gov.uk	Neil Dack Youth Development: Kings Lynn Team Leader Tel: 07919 492245 Neil.Dack@fire.norfolk.gov.uk

Jump back to start

210. Long Term Unemployed

Work Routes is a new initiative designed to help long-term unemployed people start and sustain work. It is a voluntary programme that tailors itself to meet the needs of local jobseekers, to overcome their barriers to work, with a range of personal support available for up to a year. By working collaboratively with a range of specialist local partners, this service can reduce economic inactivity and support people to change their lives for the better

To be eligible for this provision individuals must be unemployed or inactive and fall into one or more of the following categories:

- Long Term Unemployed or Long Term Inactive (26 weeks or longer)
- Basic Skills need
- Have more than one barrier to employment such as: A lone parent / An older worker (50+) / An ex-offender / Caring Responsibilities (including those returning to employment when caring responsibilities end) / Have physical disability or health condition, including Sensory Impairments / Mental Health or Learning Disability / Drug/ Alcohol dependency / An ethnic minority / Have low or no qualifications / Language Barrier (English not first language, etc.).

For more information and to find out how to refer to this contact: Darren Broughton, Employer Services Consultant, Seetec, 18 Tuesday Market Place, Kings Lynn, Norfolk, PE30 1JW Tel: 01553 774619 Mob: 07718393870 darren.broughton@seetec.co.uk

Jump back to start

211. Jobcentreplus personalised support

Norfolk Family Focus – Jobcentreplus
Based in Kings Lynn Jobcentre, I offer personalised one to one support to families who are working with Norfolk Early Help or Universal Services. My aim is to support individuals to move a step closer to employment in a way and pace that best suits them. They may feel a long way from employment and this is fine as my role allows me the time and flexibility to access or signpost to all kinds of provision to help them take the small steps.

If you would like to refer the criteria is as follows: They must be in receipt of a workless benefit, (Jobseekers Allowance, Employment & Support Allowance, Income Support or Carers Allowance) and also meet one of the following criteria:

- Child in need
- Child with absenteeism or truancy from school
- Domestic abuse / violence
- Physical or mental health condition (parent or child)
- Crime or anti-social behaviour (parent or child)

Referrals can be made via e-mail to **Emmawingrove@dwp.gsi.gov.uk**
Mob: 07966566222

212. Building Better Opportunities 15-19 yo

What's on Offer?
One to one support
Information, advice and guidance
Help with Job search, applications and CV's
Workshops, and employability skills programmes
Young enterprise leading to self-employment
Links to training and volunteering opportunities

Who's it for? Young people aged between 15 to 19 who are looking for support with post 16 opportunities

Where? Ely, March, King's Lynn, Wisbech, Peterborough

Contact Young People Advisers Jenna or Jo
Jo – 077959 77700 Jo.wilson@keystonetrust.org.uk
Jenna – 077959 77704 Jenna.ashworth@keystonetrust.org.uk

Jump back to start

213. Building Better Opportunities

Building Better Opportunities (BBO) is a European Social Fund (ESF) and Big Lottery funded programme aiming to tackle the poverty and social exclusion faced by the most disadvantaged people in England.

The employability programme will support a significant number of those furthest from the labour market back into work in priority areas of Peterborough, Fenland, Kings Lynn and West Norfolk identified in the GCGP LEP ESIF strategy.

It will proactively tackle inequality by targeting underrepresented groups and those with additional barriers to foster greater social inclusion both in terms of economic and community participation. Employability offers an innovative programme design based on a personalised approach with a tailored package of barrier busting and support interventions which are designed and commissioned with participants

For People who are not working at the moment and with time on their hands
Looking to become more confident
Wanting to gain skills to improve life and work chances
Contact Julie Simper
Call/Text 07813 811 745 (mobile rates apply)
01354 696 479
jsimper@cpltrust.net
www.cpltrust.net
www.peterboroughplus.co.uk

214. Hanseatic Union new time table

Hanseatic Union are offering support through a lottery funded project to help individuals move closer to employment - this can be through helping with CV etc. but also just by helping to make friends and build confidence, we have staff with various languages. We offer a parent and toddler group for support with English skills, free ESOl classes on Saturday mornings with a crèche/kids club attached, free trips with families, support with translation and help accessing local services.... for more info contact Julie on julie.hanseatic@gmail.com or Gintare on gintare.hanseatic@hotmail.com call on 07960250114/07960250085 friend us on facebook - hansos unija or message jess at hanseatic through facebook

Saturday **9-10am beginners**
Saturday **10-11am intermediates**
Monday **6-7pm mixed ability conversation**

Access, 41 Old Hospital Mews, Hospital Walk, King's Lynn PE30 5RU
Facebook: hansos unija

Jump back to start

215. Independent Living Skills

Pathways to employment programme

This will include options to study skills towards vocations in:

- Business & Administration
- Hospitality & Catering
- Digital Skills
- Horticulture
- Health and Social care
- Customer Service

Programme will include English, Maths and employability

Progression Pathways:

All of the employability options will offer progression pathways into year two and will focus at this stage on traineeships and apprenticeships.

Enhancement programme

A personal development programme offering the following choices:

- Get healthy
- Get independent
- Get creative
- Get moneywise
- Get cooking
- Get well
- Get online
- Get fit
- Get confident
- Get volunteering

These 2.5 hour sessions will run for 10 weeks and will have a small fee attached to them.
All the above programmes are available countywide at the following locations:
Norwich, Sheringham, Kings Lynn, Cromer, Great Yarmouth, Dereham, Holt

In addition to the above we are also offering:
Lip-reading - these courses run each term at various locations across the county
Mental Health Awareness – we are running workshops and also a short course on a variety of issues relating to this subject.
Keep Fit with Gentle Exercise - these courses run each term at various locations across the county

Email: independent.living.skills@norfolk.gov.uk for more information

Jump back to start

Courses listed below

West Norfolk Service Directory
November 2018

Norwich

Course title	Venue	Start date	Day
Get Independent with skills for Business & Administration	Norwich	01/10/2018	Monday
Get Independent with skills for Customer Services	Norwich	02/10/2018	Tuesday
Get Independent with skills for Health and Social care	Norwich	03/10/2018	Wednesday
Get Independent with skills for Hospitality & Catering	Norwich	04/10/2018	Thursday
Get Independent with Digital Skills	Norman Centre	05/10/2018	Friday
Get Creative	Norwich	18/01/2019	Friday
Get Fit	Norwich	30/04/2019	Tuesday
Get Online	Norwich	27/09/2018	Thursday
Get Moneywise	Norwich	18/01/2019	Friday
Get Cooking	Norwich	30/04/2019	Tuesday
Get Volunteering	Norwich	27/09/2018	Thursday
Mental Health Awareness L2 short course	Norwich	17/09/2018	Monday

Dereham

Course title	Venue	Start date	Day
Mental Health Awareness L2 short course	Dereham	17/05/2019	Friday

Holt

Course title	Venue	Start date	Day
Get Independent with skills for Horticulture	Holt	02/10/2018	Tuesday
Get Healthy	Holt	02/05/2019	Thursday
Get Cooking	Holt	02/05/2019	Thursday

Kings Lynn

Course title	Venue	Start date	Day
Get Creative	Kings Lynn	26/09/2018	Wednesday
Get Online	Kings Lynn	26/09/2018	Wednesday
Mental Health Awareness L2 short course	Kings Lynn	07/03/2019	Thursday

Lip-reading

Venue	Start date	Day	Start Time	End time
Masonic Centre Haynes Lane Fakenham	04/10/2018	Thursday	13:00	15:00
Catholic Church Rooms Swaffham	04/10/2018	Thursday	10:00	12:00
Kings Lynn West Norfolk Deaf Association	02/10/2018	Tuesday	09:30	12:00

Jump back to start

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

216. Joy of Food

Joy of Food would like to run some classes in West Norfolk. As many of you know, these courses are fantastic, helping people with basic cookery skills for free. They are currently trying to find kitchens to hire so they can put more courses on in the West.

COURSE CONSISTS OF:
4 x 3 HOUR COOKING SESSIONS, 4-6 TRAINERS 19+ AGE, FOOD & INGREDIENTS SUPPLIED

SESSION 1: **1 POT MEALS SUCH AS CHICKEN POT NOODLE, ETC. FROM SCRATCH**
SESSION 2: **BREAD MAKING, PIZZA, MACARONI CHEEZE ETC. FROM SCRATCH**
SESSION 3: **GROUP DECIDE CHOOSING RECIPES FROM THE JOY OF FOOD BOOK**
SESSION 4: **SAME AS SESSION 3**

TAKEAWAY CONTAINERS SUPPLIED

ANY QUESTIONS ETC. PLEASE CONTACT: DAVE JONES:
TELEPHONE: **01603 638485**
MOBILE: **07717 881107**
EMAIL: david.jones2@norfolk.gov.uk

Jump back to start

217. Norfolk Reading Pathway

Free 1-2-1 support to help people across Norfolk be better readers.

Do you know someone who would like to get involved?

- Anyone aged 8 to 80 can take part and it doesn't matter whether they are complete beginners or want to improve their current reading skills.
- Sessions are 1-2-1 in a local library; so people can learn at their own pace.
- Help and support for learners to take up other learning opportunities, if they wish to do so.
- It's a completely free programme so people have nothing to lose by giving it a try and seeing how it goes!

The initial funding for this project came to an end on 31st March but the library service will be carrying on with the programme after that date, with a few changes.

Day to day management/coordination of the programme will move to library managers to give customers a more localised service and there will no longer be a central coordination/referral point.

If you have a query or wish to refer a customer, please contact the relevant library direct by email (or phone if urgent).
Email addresses can be found on the library website here
https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/your-local-library/locations-and-opening-times

Alternatively, you can use the generic library email which is libraries@norfolk.gov.uk but please remember to include the relevant library/area so your enquiry can be forwarded on quickly

What next?
For more information about Norfolk Reading Pathway or to refer a learner,
You can pop into any public library in Norfolk,
Email nrp@norfolk.gov.uk
Or telephone our Customer Support Centre on 0344 800 8020.

#NfkReadingPathway

Jump back to start

218. WEA Pathway Programme

The Workers Education Association is a unique adult education provider working with hundreds of organisations at local, regional and national levels, alongside developing and running courses with the public, private and voluntary sectors, The WEA is a Specialist Designated Institute (SDI) in England and receives public funding from the Skills Funding Agency

What are the WEA Pathways and how can they help your organisation?

- Are you looking for an adult educational provider to deliver training?
- Does your organisation work with communities?
- Are you involved in adult education, lifelong learning and/or upskilling adults?

At the WEA we work in partnership with hundreds of community organisations, employers and trade unions -delivering adult education 'within reach' of local communities.
The WEA pathways have been developed as our new partner programme offering a range of courses tailored to suit you.
There are 3 stages in each Pathway to provide WEA students with progression opportunities:

1. Get Started
2. Develop
3. Moving on

The Get Started range of courses and tasters aim to build confidence and self-esteem. Students can move through the different stages; enrolling on tasters, short courses or longer, accredited courses. Some students may wish to start at the Develop stage. Students can move freely between pathways under our 'personalised learning' philosophy.
Join us in offering FREE 2 hour tasters this summer – simply select a Pathway below to see which tasters are available
There are many ways you can partner with us. We have partners who contribute venues, assist with recruiting and supporting students and course promotion.
To find out more and arrange a meeting with a WEA contact in your area, please email pathways@wea.org.uk with the following information

- Name
- Organisation
- Reasons for enquiry
- Region
- Contact details

Or see the website http://www.wea.org.uk/

Jump back to start

Training for Professionals

219. Wellbeing of Children eLearning

The Child Outcomes Research Consortium (CORC), in partnership with the Anna Freud Learning Network, has developed its first ever online eLearning module.

'Measuring mental wellbeing to improve the lives of children and young people'
This eLearning aims to increase the awareness, understanding and confidence of non-specialist and school staff who support the wellbeing and mental health of children or young people to access the benefits associated with measuring mental wellbeing. This free interactive short course aims to demystify and simplify the whole process of using outcomes and feedback measures to monitor mental wellbeing and is laid out in six easy to follow parts:

1. Understanding mental wellbeing
2. Introduction to outcome measures
3. The benefits of measuring mental wellbeing
4. Selecting and using measures
5. Best practice using measures
6. Using and interpreting data

Outcome measurement has become a focus of funders, commissioners and policy makers, as a tangible and reliable way in which to assess the welfare of children and young people in the care of wellbeing services and schools. The process can also have important benefits for the children and young people themselves as well as for associated professionals, projects, interventions and services.

Outcome measurement has become a focus of funders, commissioners and policy makers, as a tangible and reliable way in which to assess the welfare of children and young people in the care of wellbeing services and schools. The process can also have important benefits for the children and young people themselves as well as for associated professionals, projects, interventions and services.

This course features engaging activities and quizzes to illustrate how staff can choose and use measures to monitor wellbeing and how to analyse wellbeing information to drive improvement and demonstrate effectiveness

http://www.corc.uk.net/elearning/

Jump back to start

220. Family Support Process Training

Course aim

The Family Support Process Core training will give you a good working knowledge of the Family Support Process including how to gain informed consent; how to complete the Family Support Form; who to involve; when to share information and how to plan the next steps. In addition, as it is a multi-agency training course it offers you a chance to network with colleagues from other agencies.

Who should attend?

This training is suitable for people who work with children and young people aged 0-18 years or people who work with adults who have children. It is a multi-agency training course, and is open to all agencies and services in Norfolk. We recommend that even if you have previously attended either CAF or FSP training that you join us on this one day training as the Family Support Process now incorporates the Signs of Safety approach We recommend that at least one worker from your agency attend.

Full day course (9.15am - 4.30pm) except where stated

Breckland locality

- 4th October Rosecroft Primary School, London Road, Attleborough, Norfolk, NR17 1BE. *Note: school has a No outdoor shoe policy so please bring indoor shoes.*
- Breckland Council, Elisabeth House, Walpole Loke, Dereham - 8 October 2018
- 12th November Rosecroft Primary School, London Road, Attleborough, Norfolk, NR17 1BE. *Note: school has a No outdoor shoe policy so please bring indoor shoes.*

Broadland locality

- The Trafford Room, Broadland District Council - 5 October 2018

North locality

- North Walsham Children's Centre, Manor Road, NR28 9HG - 2 October 2018

South locality

- TBC

West locality

- King's Lynn Fire Station, North Lynn Bypass - 9 October 2018

All our training events are free!. Please ensure that you advise at least seven working days in advance if you cannot attend. For all Family Support Process training sessions all cancellations and non-attendance, regardless of the circumstances, which are made within seven working days of the start of the course will incur a cancellation fee of £50 per person. If you are unable to attend the training you must contact us in writing to the locality contact to cancel your place.

How do I book?

Please complete a booking form and return it to us by email at:
cs.earlyhelp.kingslynn@norfolk.gov.uk

Jump back to start

221. Family Practitioner Network

Family Practitioner Network from Educator Solutions

The Family Practitioner Network provides professional advice and information for all those working with families in a supportive and advisory capacity.

Course Outline

'Our network meetings are invaluable. It's so important for us to know about and understand the updates, find out about the new structures in Children's Services, hear from the support agencies which are still out there, get together with other family practitioners, talk through issues and share solutions. The network meetings help us feel less isolated and equip us to work effectively'. (Participant on network)

The 6 meetings (one per half term) provide the opportunity for practitioners working directly with families
To:

- receive ongoing CPD
- receive relevant and current briefings from statutory bodies, voluntary organisations and support agencies
- facilitate co-operation, mutual support, the sharing of resources and best practice.

Practitioners are also members of a virtual discussion forum, receive half termly newsletters and receive email and telephone support from a specialist adviser.

Outcomes

Informed, confident and competent family practitioners able to support, advise and, where needed, challenge parents in their parenting and care giving role.

Dates and Times

25/09/2018, 09:15 - 15:15
21/11/2018, 09:15 - 15:15
15/01/2019, 09:15 - 12:15
29/03/2019, 09:15 - 15:15
23/05/2019, 09:15 - 12:15
27/06/2019, 09:15 - 15:15

Venue

Norwich Professional
Development Centre
For more information and to make a booking
www.educatorsolutions.org.uk or call 01603 307710

Jump back to start

222. Schools in Mind

Schools in Mind is a free network for school staff and allied professionals which shares practical, academic and clinical expertise regarding the wellbeing and mental health issues that affect schools. The network provides a trusted source of up-to-date and accessible information and resources that school leaders, teachers and support staff can use to support the mental health and wellbeing of the children and young people in their care.

We know that schools are on the frontline when it comes to children's mental health. School leaders and teaching staff work hard each day to support the mental health and wellbeing of their pupils and we are determined to help them in every way we can.

Our child mental health experts have also developed a booklet series aimed at supporting all staff working in school settings.

https://www.annafreud.org/what-we-do/schools-in-mind/resources-for-schools/

223. Norfolk SCB Training

A link to training from the Norfolk Safeguarding Childrens Board
http://www.norfolklscb.org/nscb-booking/nscb-booking-training/

- Awareness of Challenges when Working with Parents
- Child Sexual Exploitation
- Domestic Abuse
- Effective Multi-Agency Working – Making Multi-Agency Assessments Work
- Effective Participation at Child Protection Conferences
- Emotional Harm
- Graded Care Profile and Parenting Capacity
- Neglect
- Parents with Mental Health Issues
- Physical Harm
- Reflective Supervision
- Safeguarding children and working with Eastern and Central European families;
- Safeguarding Disabled Children (Non Specialist Professionals)
- Sexual Abuse Introductory Level
- Signs of Safety 2-Day Training
- Substance Misuse within the Family
- Understanding Children and YP who engage in Sexually Harmful Behaviour
- Understanding the Importance of Attachment in Assessment
- Working with Children and Young People who have experienced Child Sexual Abuse

Jump back to start

West Norfolk Service Directory
November 2018

Links to useful resources

224. Early Help FAQ Sheets

Partnerships and Community Focus produce a number of FAQ sheets and booklets that summarise the services available in West Norfolk. We aim to keep them up to date as possible but please be aware that services are constantly changing. Copies can be requested by contacting Keith.Mawson@norfolk.gov.uk

0-5's Wellbeing Services Last updated June 2017
Useful contacts for ASD, Bereavement, Family and Development support, Health, Ormiston

5-18+ Wellbeing Services Last updated September 2017
Contacts for ASD, Self-help LGBT, Bereavement, Domestic Abuse, Young Carers School Nursing, Self-Harm, Eating Disorders, Drugs & Alcohol, Sexual Abuse Bullying

18+ Wellbeing Services Last updated April 2018
Five ways to well-being, seeing a GP Mental Health and Well-being Services, Post-natal Depression, Together UK, *Crisis Support Advice & Escalation, Useful Websites & Apps*

Autism Last updated March 2018
Autism & ADHD Services, Pathway, Pre-diagnosis, Positive Behaviours Support Course, Support Services, Post diagnosis Early Bird and Cygnet, *Useful Websites*

Bereavement Last updated January 2018
Stages of grief, Services for the Bereaved, Norwich Cruise, Time Norfolk, Nelsons Journey, Scotty's Little Soldiers, *Groups*, *Helplines and Websites*, When to see a doctor.

Carers Services Last updated June 2018
Young Carers Assessments, Services for Young carers, services for young adult careres, services for carers, useful information and websites.

Domestic Abuse Last updated January 2018
Helpline, Pandora project, Leeway, Male victims, Stalking, Children & Young people support

Employment Support Last updated June 2018
A range of services offering support to gain employment

Separation and the effects on children Last updated October 2017
CAFCASS, Separated parents Information Programme, *Useful websites* Put Kids First, NSPCC, *Direct work resources*

Separation and making arrangements for children Last updated October 2017
Making arrangements yourselves, Negotiating tools, using mediation, if you can't reach agreement, useful websites

Jump back to start

225. Safeguarding Adults Board Website

Safeguarding is preventing the physical, emotional, sexual, psychological and financial abuse of adults who have care and support needs, and acting quickly when abuse is suspected. It can also include neglect, domestic violence, modern slavery, organisational or discriminatory abuse.

Adult Social Services is the lead organisation in preventing and identifying possible abuse, and as part of this work it hosts **Norfolk's Safeguarding Adults Board**.

Please go to

Norfolk Safeguarding Adults Board (NSAB) then click on news

Jump back to start

226. Norfolk Community Directory New Guidelines

The Norfolk Community Directory (www.norfolk.gov.uk/directory) is an online directory that anyone can search for community clubs, groups and services across Norfolk. People can search using keywords or their location. They can narrow the results to get a list of organisations near their postcode or include the whole of Norfolk.
If you provide a service or run a club or group, you can:

- Create listings for your club/group/service
- See where there are gaps for a particular club/group/service and set one up
- See what is available in an area already before setting up a similar club/group/service

Register for an account to get listed in the Directory. It's free.
Visit **communitydirectory.norfolk.gov.uk/RequestLogin** and add your username and contact details, plus the name of the organisation that you want to add. Our admin staff will check that your organisation fits into the categories for the directory. If we accept your request, you'll then receive an email with further instructions for completing your sign up.
You'll then be able to add your first listing.

About your privacy
The contact details you register with us are private. Only the information you provide when you create a 'service' listing in the Directory is shared with the public.

Help people to find your listing
Here are some tips to help make your listing easier to find:

- Keep the description **short and to the point**
- Check for **misspellings**
- Use **keywords and key phrases** that describe what you do. Think about the words or phrases that people might use when they are searching
- Keep your information **up to date**

Keeping your information up to date
Every 6 months we'll email you and ask you to let us know that your record is up to date. It's easy to do. Just sign in, check your record(s) and click 'Update'. If you don't do this, we'll send you some reminders but if you haven't updated after a few months we may remove your information.

Don't have an email account?
Family and friends might be able to help you set up your own email account.
The library service has volunteers who can help with computer skills using the library's computers or your own mobile device, like a smartphone or tablet. Ask at your local library.

Need some help?
If you can't use an email account or if you need help to register contact Debra Lawrence-Bell at debra.lawrence-bell@norfolk.gov.uk or call 07770 432858

Jump back to start

227. LILY website

Lily provides a comprehensive range of support in west Norfolk to combat loneliness and social isolation in adults of all ages. The project is linked to the 'No Lonely Day' initiative, and encourages our residents to develop friendships and engage in our local community.
Lily has a strong focus on community development, by:

- helping groups to arrange activities and encouraging volunteering
- providing community events and onsite information sessions
- providing support for employers, schools, and colleges

Accessing Lily
You can access Lily in a variety of ways:

- the Lily online directory www.asklily.org.uk
- by emailing asklily@west-norfolk.gov.uk
- by telephoning 01553 616200 option 6
- at community groups, locations and events
- home visits from a Lily advisor

Why use the Lily online directory?
The Lily online directory lists organisations, services and activities that help people to live healthy, active and independent lives. It is expanding to include more and more information relevant to adults of all ages. Topics include:

Things to do
Housing and care homes
Transport and getting around
Learning, work and volunteering
Health and wellbeing
Money matters
Care and support for you
Caring for others
Staying safe
Advice and advocacy
Childcare and family support
Lily in your community

Lily advisors
Our Lily advisors are from five local voluntary organisations:

- West Norfolk Befriending
- West Norfolk Carers
- West Norfolk Deaf association
- Family Action Swaffham
- West Norfolk Mind

Adults over the age of 18 who are lonely and socially isolated can be referred to us and have up to five one-to-ones with a Lily advisor who will identify any barriers and support them to connect with our community.

Jump back to start

228. Case Study for Childrens Services

North Lincolnshire's Whole Council Approach

The LGA has published a case study on North Lincolnshire Council and their approach to improvement in Children's Services.

229. Care & Support Jargon Buster

There is a lot of jargon in social care and 'think local act personal' is committed to busting it. Our Care and Support Jargon Buster is an A-Z directory of Plain English definitions of the most commonly used words and phrases in health, social care and housing. Winner of the Plain English Campaign Award 2013, it has remained, year on year, our most popular product.

TLAP Care and Support Jargon Buster

You can add the jargon buster to your website, email us jargon not already included and join the Plain English campaign

230. Self-neglect & Hoarding Strategy

Norfolk Safeguarding Adults Board is pleased to announce publication of its revised Self-neglect and Hoarding Strategy (2.0).

This revised strategy aims to be part of the growing work around early intervention and preventative agendas. As such it directs collaborative multi-agency discussions of self-neglect and/or hoarding cases to the Early Help Hubs (EHH). To encourage a more preventative approach to cases of self-neglect and/or hoarding, the trigger point for taking a case to the EHHs is level 2 (image 4 upwards) on the Clutter Image Rating Scale (CIRT).

Published alongside the strategy is a **Practitioners Guide**. This slim guide is intended as a toolkit to support practitioners from a range of agencies with management of cases where an adult is deemed to be at risk due to self-neglecting and/or hoarding behaviours

Click here to download a copy of the revised strategy

Jump back to start

231. Carers Action Plan 2018-20

This action plan outlines the cross-government programme of work to support carers in England over the next two years and builds on the National Carers Strategy. It retains the strategic vision for recognising, valuing and supporting carers from 2008, which has been the vision of successive governments. It sets out this Government's commitment to supporting carers through 64 actions across five priorities emerging from the carers' Call for Evidence. The actions focus on delivery and tangible progress that can be made in the near future, and give visibility to the wide range of work that is planned or already underway across government to support carers, their families and those they care for.

https://www.gov.uk/government/publications/carers-action-plan-2018-to-2020#163961_20180619125707

232. Families Facing Adversity Report

Children living in families facing adversity can struggle to access support
NSPCC new report helps professionals understand and support young people whose parents are affected by domestic abuse, substance misuse and mental health problems

Key Findings
Children and young people talked about the impact living in a family facing adversity has on their wellbeing. Effects can include: mental health problems, poor performance at school, self-harm, suicidal thoughts and feelings, struggling to build and maintain relationships with friends or partners.

Some young people living in families facing adversity told us about taking on caring responsibilities for themselves, their siblings and/or their parents. However many do not see themselves as young carers and are unaware of the support available to them.

Young people living in families facing adversity can experience difficulties getting the support they need. This might be because they don't feel able to talk to their parents about how things are affecting them, or because they're concerned about what will happen if they tell someone.

They may worry:

- about themselves or their siblings being taken into care
- their parents will be unable to cope if the family is separated
- their parents' problems will get worse if the family is no longer together

For the full report please see https://www.nspcc.org.uk/ Families Facing Adversity Report

Jump back to start

233. Equality Advisory & Support Service

Do you need advice?
Have you been...
Made redundant because of your age or disability?
Refused housing because of your race?
Treated differently because of pregnancy & maternity, religious beliefs or your sexual orientation?
http://www.equalityadvisoryservice.com/app/home

What do we do?
The Helpline advises and assists individuals on issues relating to **equality and human rights**, across England, Scotland and Wales. We can also accept referrals from organisations which, due to capacity or funding issues, are unable to provide face to face advice to local users of their services.

Some examples of the types of issues we have advised on:

- A disabled individual who was trying to update banking details through the use of an interpreter at his local high street bank.
- An individual who has been victimised by a pub landlord because he has inferred that a member of his staff was acting unlawfully by racially abusing a fellow customer.
- An individual who was unhappy about the way that the younger clientele at work treated him and spoke to him because he was an older person.
- A Trans individual, who had transitioned from male to female, who worked for a security company and reapplied for a security pass only to discover that the process for renewing her pass had disclosed the fact she had undergone gender reassignment surgery.
- A pregnant woman who was advised by a leading restaurant chain to breast feed her baby in the toilet and not in the restaurant as she was causing offence.

Contact Details/Opening Times
The EASS helpline is open Monday to Friday 9am to 7pm and Saturday 10am to 2pm. We can be contacted in one of the following ways:

- Freephone Telephone **0808 800 0082**
- Text phone **0808 800 0084**
- Email us using the form on http://www.equalityadvisoryservice.com/app/ask

Our freepost address: FREEPOST EASS HELPLINE FPN6521

Jump back to start

234. Updated Neglect Strategy

The NSCB Multi-agency Neglect Strategy has recently been revised and updated.

The overarching aim of the strategy remains the same:

"In Norfolk we aim to ensure that there is early recognition of neglect. We will work with families in a positive and empowering way, keeping a clear focus on the impact of neglect on the child. From early support to statutory intervention, there will be appropriate, consistent and timely responses across all agencies working together. The strategy should inspire all those working with children and their families to achieve this: thereby contributing to improved long-term outcomes for children."

Key changes and updates are as follows:

• Updated child protection plan figures for Norfolk

• Recent comments from the Ofsted inspection of Children's Services in 2015, noting early signs of improvements in the approach to Neglect

• Specific reference to the range of resources and publications about Neglect that are available here on the NSCB website

• The top principle makes clear that 'tackling neglect is everyone's responsibility'

• The core objectives of the strategy have been clarified

• Section 8 has been substantially amended, particularly in relation to the Graded Care Profile (GCP) and expectations around its use; it clarifies that any professional working in a team around a child can complete the GCP and it should not be seen as a tool solely used by health and social care professionals

• Updated governance, monitoring and evaluation arrangements.

More information from

http://www.norfolklscb.org/people-working-with-children/information-on-neglect/

Jump back to start

235. Children and Social Work act 2017

The Children and Social Work Act 2017 has now received Royal Assent **the Bill has three main purposes:**

- Improving decision making, and support for looked after and previously looked after children in England and Wales.
- Improving joint work at the local level to safeguard children and enabling better learning at the local and national levels to improve practice in child protection.
- Enabling the establishment of a new regulatory regime specifically for the social work profession in England

This link will connect to the notes connected to the bill as it went through parliament;-
Explanatory notes Children and Social Work Act 2017

236. Knowyournormal Autism

In October 2016, 18 young people with autism sat in a room discussing what they thought was the biggest issue for autistic young people at that moment – and unanimously agreed that it was mental health. Together with UCL's Centre for Research in Autism and Education, we (Ambitious about Autism Youth Patrons) designed and undertook research about young people with autism to gain an insight into their experience of mental health. The findings were upsetting to say the least, with four out of five saying they have experienced mental health issues, but only4% being extremely confident in knowing who to ask for help.

Download their report, which summarizes the key findings of the research around young people with autism's experience of mental health. You can read the full research paper here. Ambitious about Autism Website

https://www.ambitiousaboutautism.org.uk/the-research

237. Young People's Health

The Association for Young People's Health works closely with policymakers, young people, practitioners and researchers to promote awareness about young people's health needs. They have published an update which sets out the latest policy and practice debates, recent data on trends, and recommendations for 'where next'.

Jump back to start

238. Changes to Threshold Guidance

The illustrated Threshold Guide has been revised. This version now includes further detail around what is meant by 'Thresholds of Intervention' and clear descriptors of need, as well as reference to the Assessment Triangle as set out in Working Together. The purpose of these updates is to support professionals to articulate their concerns and work with families to identify solutions that are right for them.
The illustrated Threshold Guide, as well as a Text only version of the Guide in full and the Descriptors (separately), are all available on the NSCB website. Hard copies will be circulated in the forthcoming weeks.

239. Changes to MASH

By October 2018, Norfolk County Council will offer a single direct line and number for professionals to a new Norfolk Children's Advice and Duty Service (CADS). This will be staffed by a team of senior social workers, who will handle calls and act as point of contact throughout the process.

As part of this new service, we will end the use of written referral forms, and instead ask that professionals call us about any concerns they may have about children.
The wider front door will still contain our MASH, undertaking cross agency checks for children identified as at risk or likely risk of harm, and all our Early Help Family Focus staff and partner representatives, to ensure the right pathway and response is identified and put in place.

We are also looking at the possibility of extending the hours of our service, from 8am to 10pm ensure consistency and support to partner agencies outside of office hours.

The current physical location of the existing MASH and partnership staff group will change from Vantage House to County Hall in September to coincide with the launch of the new service and approach the following month.

Norfolk County Council will keep you up to date as out plans progress, and are planning meetings and workshops with partners over the coming months, so that we can discuss the changes in more detail.

Jump back to start

240. New Safeguarding Children Guide

"Nothing is more important than children's welfare. Children who need help and protection deserve high quality and effective support as soon as a need is identified.
We want a system that responds to the needs and interests of children and families and not the other way around. In such a system, practitioners will be clear about what is required of them individually, and how they need to work together in partnership with others."

The Department for Education have updated

Working together to safeguard children
Statutory guidance on inter-agency working to safeguard and promote the welfare of children.

Working Together to safeguard children 2018

241. Troubled Families Briefing Paper

Troubled Families is a programme of targeted intervention for families with multiple problems, including crime, anti-social behaviour, truancy, unemployment, mental health problems and domestic abuse.

Local authorities identify 'troubled families' in their area and usually assign a key worker to act as a single point of contact. Central Government pays local authorities by results for each family that meet set criteria or move into continuous employment.

This House of Commons Library briefing looks at the design, policy debate, outcomes and results of the Troubled Families programme in England, a targeted family intervention programme run by local authorities.

https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-7585#163961_20180725123800

Jump back to start

242. Family violence links to youth offending

The relationship between family violence and youth offending

Councils only want the best for the children and young people in their communities, but many children struggle to cope with the challenges they experience. Facing continuous family violence and without recourse to adequate help when they need it, we know that some young people go on to be involved in the youth justice system.

As local leaders councils play a key role in reducing youth offending, bringing together partners through their strategic and operational role spanning enforcement, early intervention, prevention in relation to youth offending and the provision of support to victims of violence.
By understanding the risk factors and commissioning interventions that support the protective factors, the link between family violence and youth offending can be broken.

See the full report at https://www.local.gov.uk/relationship-between-family-violence-and-youth-offending

243. #knifefree campaign

The Government has just launched a new communications campaign, aimed at reducing knife crime. The #knifefree campaign aims to change the attitudes and behaviours of young people aged between 10-21 years old in the East of England, through telling stories of real young people who have made the decision to not carry a knife

Posters and support material is available to download from here

Jump back to start

244. DBS Checking Guidelines

Information regarding changes to identity (ID) checking guidelines. This is a clarification to the news story published on 2 October 2017

New ID checking guidelines are being introduced on 24 October 2017. These guidelines will apply to all applications for standard or enhanced checks.

The new guidelines will run in parallel with the existing guidelines from 24 October 2017 to 25 January 2018, when the existing guidelines will cease to apply.
We appreciate that you'll need to make changes to relevant literature and inform your customers. Therefore, you can start using the new guidance from 24 October 2017, but have 3 months to transition fully to the new guidance.

The enhancement is being introduced so that DBS's identity checking process is aligned with right to work checks. These state that employers must prevent illegal working in the UK by carrying out document checks on people before employing them to make sure they are allowed to work

245. County Lines Guidance

The Home Office have issued guidance about criminal exploitation of children and vulnerable adults: county lines The guidance outlines what county lines (and associated criminal exploitation) is, signs to look for in potential victims, and what to do about it. It does not provide information about the entirety of the county lines issue.

The document is a supplement to an organisation's existing safeguarding policies, to help identify and protect those exploited through this criminal activity. It's also aimed at:

- local partners in policing
- local authorities
- the voluntary sector

https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines

Jump back to start

246. Helping Workless Families Policy

The DWP has published proposals to improve the outcomes for children who grow up in workless families and face multiple disadvantages. The Paper sets out plans to improve support given to workless families and their children to overcome the complex problems the face.

They include the next phase of the Troubled Families Programme, a new programme to reduce parental conflict, enhancing the role of Jobcentre plus in working with partners to identify people with complex need and great support to help those with drug and alcohol dependencies. The paper can be downloaded from improving-lives-helping-workless-families

247. Harmful Sexual Behaviours

NSPCC, Research in practice and Professor Simon Hackett have developed and published a Harmful Sexual Behaviours Framework. This framework aims to help local areas develop and improve multi-agency responses to children displaying harmful sexual behaviours (HSB). It seeks to provide a coordinated and consistent approach to recognising both the risks and the needs of this vulnerable group.

The framework can be downloaded from Harmful Sexual Behaviours Framework

248. Evaluation of 'See Me Hear Me'

The University of Sussex has published a suite of documents on the pilot and evaluation of the 'See Me, Hear Me' Framework, on behalf of the Office of the Children's Commissioner. The framework sets out a child-centred multi-agency approach for preventing sexual exploitation of children.

249. Commissioning support for troubled families

This guide to commissioning parenting and family support, published by the Early Intervention Foundation (EIF), summarises the evidence to help support Troubled Families coordinators to ensure that families with complex needs receive the right evidence-based support in priority areas, such as parenting. The report provides background information on parenting in adverse circumstances and guidance on effective commissioning, evidence-based interventions and providing value for money. The slide pack, 'Evidence to support the business case', brings together and signposts a range of existing evaluation evidence and resources on the business case for parenting and family support.

For more information see
Commissioning parenting and family support for Troubled Families

Jump back to start

250. Children's Well-being Report

Children's well-being and social relationships, UK: 2018 Office for National Statistics
How children aged 0 to 15 years in the UK are coping in a range of areas that matter to their quality of life, reflecting the circumstances of their lives and their own perspectives.

Children's quality of life is monitored using a set of 31 headline indicators designed to shed light both on their current well-being and on their future prospects. The measures include objective data (for example, participated in sport in the last week) and subjective data (such as happiness with appearance). The aim is to provide a holistic view of life in the UK for children reflecting both the circumstances of their lives and their own perspectives. This article focuses on family and social relationships but the full set of 31 measures, which includes the latest data for all the indicators where available.

https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuringnationalwellbeing/march2018

251. Commissioner reports on 'toxic-trio'

"Are they shouting because of me?" Voices of children living in households with domestic abuse, parental substance misuse and mental health issues (Children's Commissioner)
This report presents the views of children being supported by three projects (based in London, Doncaster and Hertfordshire), all set up to support children and families living in households with mental health, parental substance misuse and domestic abuse.

Estimating the prevalence of the. 'toxic trio'. Evidence from the adult psychiatric morbidity survey. Vulnerability technical report 2 (Children's Commissioner)
New quantitative analysis on the numbers of children in England living in households where the 'toxic trio' of factors affecting adults may be present. The 'toxic trio' is the interaction of:

- Domestic violence and abuse (DV&A) within the household
- Parental substance misuse (alcohol or drugs)
- Parental mental health issues

Jump back to start

252. Support Care Leavers in FE

These resources are for colleges in England that want to review and improve their support for Looked after Young People and Care Leavers.
They consist of four key parts:

- A guide for colleges which includes information about who LAYP/CLs are, the kinds of challenges they face, their rights and entitlements to support, and what staff need to be aware of when working with LAYP/CLs.
- A set of templates and examples of documents and resources which colleges can use to provide effective support to LAYP and CLs, and which are referred to throughout the guide.
- A pack of training materials which can be adapted and used by designated members of staff to raise awareness of the needs of LAYP/CLs across their college.
- A staff induction video which was made by a group of Care Leavers to raise college staff's awareness of the experiences of LAYP and CLs

Click here to see all the resources

Jump back to start

253. Reports on Sexual & Reproductive Health

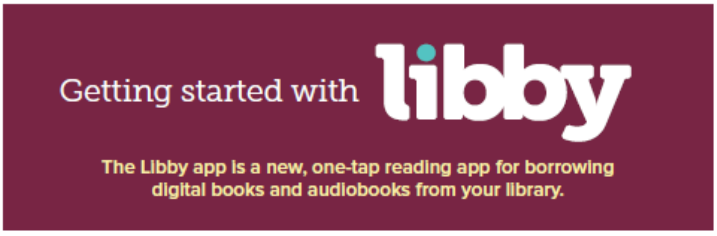
Public health England have produced two new LG Inform reports, showing a range of charts exploring key measures of sexual health, HIV, reproductive health and teenage pregnancy. Sexual and reproductive health have strong associations with mental wellbeing and social determinants of health. The reports are designed to be viewed for an area and a chosen comparison group from LG Inform's wide range. For example they can be configured to report on Kings Lynn and West Norfolk

View the report for your area

- **Sexual Health**
- **Reproductive Health**

254. Borrow eBooks from the Library

Borrow eBooks and eAudio books from Norfolk Libraries using the brand new Libby app from OverDrive.



To borrow and download eBooks and eAudio books from Norfolk Libraries, all you need is your Norfolk library card, you sign up with your library card number and PIN.
If you're not already a member of Norfolk libraries, you can visit any library in Norfolk to join, or join online at www.norfolk.gov.uk/libraries
You can borrow eBooks on your tablet by downloading the new Libby App from your device's App store. For more information about Libby and to watch an introductory video visit https://meet.libbyapp.com.

Jump back to start

255. Reducing Parental Conflict Hub

The Early Intervention Foundation are an independent charity and What Works Centre which champions and supports the use of effective early intervention for children with signals of risk. EIF receives support for our activities from a wide range of funders, including individual donors, businesses, charitable trusts and foundations and local and national government. Some of this funding goes towards our core running costs, while most is used to fund projects on key issues:

Families: supporting relationships, parents and the early years

Promoting social and emotional skills and resilience

High risk: protecting vulnerable children and young people

Creating system change to support early intervention

Investing in early intervention

The charity hosts the Reducing Parental Conflict Hub

This hub is for local leaders, commissioners, practitioners and researchers who are looking to reduce the impact of parental conflict on children. It provides a central repository of key 'what works' evidence and tools, including why parental conflict matters for children's outcomes, and guidance on how to take action. The hub will continue to grow as new evidence and tools are created.

http://reducingparentalconflict.eif.org.uk/

256. NHS Self-Help Leaflets

There are a wide range of self-help leaflets available which cover a number of issues, including mental health and common experiences (e.g. health anxiety, and sleeping problems). Each leaflet is available in a wide range of formats, including easy read, large print, British Sign Language and Audio. The leaflets are listed on the Northumberland, Tyne and Wear NHS foundation website.

https://web.ntw.nhs.uk/selfhelp/

Jump back to start

257. Leaflets and Poster Service

Norfolk's living well website offers **a wide range of free, high quality health promotion materials to display and distribute in your community.**

If you work in a health or community setting you play an important role in helping people to make informed choices about their lifestyle. Printed materials such as leaflets and posters act as handy visual prompts and are a useful way to complement information given verbally. Displaying posters on noticeboards or in communal areas such as waiting rooms enables you to proactively promote the campaigns that are most important to your community. Leaflets can be taken home to be digested at the reader's own pace and saved for future reference – as well as acting as a tangible reminder to act on any advice that may have been given.

Most items also have a downloadable file so you can view the content before you order (we'll always try to keep items in stock but if for reasons beyond our control an item is unavailable, you may wish to print this file off as an alternative).

To see the full catalogue go to http://brochure.norfolkslivingwell.org.uk/leaflets-and-posters
If you think something is missing drop a line to request a new item

258. Unaccompanied migrant children

Unaccompanied migrant children and child victims of modern slavery, including trafficking, can be some of the most vulnerable children in the country. Unaccompanied children are alone, in an unfamiliar country and may be surrounded by people unable to speak their first language. Modern slavery includes human trafficking, slavery, servitude and forced or compulsory labour. Exploitation takes a number of forms, including sexual exploitation, forced labour, forced criminality, begging, organ harvesting and domestic servitude and victims may come from all walks of life.

Local authorities have a duty to protect and support these highly vulnerable children. Because of the circumstances they have faced, unaccompanied migrant children and child victims of modern slavery, including trafficking, often have complex needs in addition to those faced by looked after children more generally. The support required to address these needs must begin as soon as the child is referred to the local authority or is found in the local authority area. It will be most effective where this support is provided through a stable, continuous relationship with the child.

This guidance sets out the steps local authorities should take to plan for the provision of support for looked after children who are unaccompanied asylum seeking children, unaccompanied migrant children or child victims of modern slavery including trafficking. Elements of this guidance will also be relevant for the care of looked after UK nationals who may also be child victims of modern slavery.

For full details see Statutory Guidance

Jump back to start

259. Trading Standards

Norfolk County Council Trading Standards offer a range of schemes to improve Community Safety.

No Cold Calling Zones
A no cold calling zone is a designated area where the residents declare they will no longer accept traders calling at their homes without an appointment.
https://www.norfolk.gov.uk/business/trading-standards/consumer-advice/no-cold-calling-zones

Alerts:
Sign up to Trading Standards Consumer Alerts at: www.norfolk.gov.uk/scams

Consumer/Community Champions
The initiative engages and involves local community members and organisations to ensure that the residents within their community have the information and knowledge to;

- Recognise a scam and protect themselves from them
- Say NO to Rogue Traders and ensure the vulnerable in the community is safe from them
- Access advice and information on consumer issues

https://www.norfolk.gov.uk/jobs-training-and-volunteering/volunteering/trading-standards-consumer-champions

Consumer Advice:
For advice on your consumer rights, to report a scam or doorstep rogue trader contact the Citizens Advice consumer helpline on 03454 04 05 06

Friends Against Scams
As part of Norfolk Trading Standards commitment to the National Trading Standards Scams Team we are taking forward the Friends Against Scams training programme to Norfolk.

Friends Against Scams aims to protect and prevent people from becoming victims of scams by empowering communities to "Take a Stand Against Scams". This is achieved by looking to tackle the lack of scams awareness by providing information about scams and those who fall victim to them. This information enables communities and organisations to understand scams, talk about scams and cascade messages throughout communities about scams prevention and protection.

To arrange a training session or access the online session please go to;
www.norfolk.gov.uk/friendsagainstscams

Jump back to start

260. Conditions & Privacy Policy

Terms and Conditions

The information provided in our E-news is sent to us from various sources. We try to ensure the information is correct at the time of publication but there may be some inadvertent errors. Publication in our E-news does not necessarily constitute an endorsement of a service / organisation and we would advise you to take reasonable steps to check the services offered and organisation prior to using them – especially if you are referring children and young people to a service. Norfolk County Council cannot accept any liability for any services provided by a third party.

Privacy Policy

In order to receive this bulletin and service directory your contact details will be held by a Partnership Officer on behalf of Norfolk County Council. Data held may include your name, email address, contact telephone number, name and address of your organisation & job title.

This data will be used to send you information which we believe will be of interest to you and includes details of services, upcoming events, courses and any other news and information applicable to partnership working or furthering the work of our early help service or your organisation.

None of your data will be shared with a third party without your express consent.

If you have any queries about the data held please contact keith.mawson@norfolk.gov.uk

You can be removed from our distribution list at any time. If you wish to be removed from the list in the future please email keith.mawson@norfolk.gov.uk requesting this.

Jump back to start