

Help with food and medicine deliveries

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

There is now a central contact point in place for all residents in Norfolk requiring support. Individuals in need should call 0344 8008020. More details can be found by [clicking here](#).

A team at the County Council will assess calls, identifying existing Children's and Adult's Social Care clients and passing other requests through to district community hubs to implement the support needed.

All residents will have received letters sent by their district council providing details of support options. Individuals who have been identified as vulnerable may also have received additional letters from the NHS and local GPs. Local District Councils have also been calling individuals who have been identified as vulnerable as part of a collective effort to get help where it is needed.

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

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

Updates from existing services

Age UK Norfolk Service Delivery update

Age UK Norfolk provides Information, advice and befriending services to those over 50 who live in Norfolk. Our services remain open to new referrals from professionals and members of the public. We are utilising phone and email support to provide these as we are currently unable to operate our home visiting services and outreach as normal.

Advice line 0300 500 1217 Monday - Friday 10-4

Our trained advisers are working from home, please leave us a message and they will return your call. Messages are being taken off throughout the day.

We are here to help with;

- Benefit entitlement e.g. Attendance Allowance applications, benefit checks
- Lasting Power of Attorney
- Support available in the community
- Social care
- Advocacy

The team can also be contacted via our website contact page

<https://www.ageuk.org.uk/norfolk/about-us/contact-us/>

Or via email advice@ageuknorfolk.org.uk

Telephone befriending

Our Telephone Befriending service is also still operational, making calls to older people across Norfolk. If you or somebody you know could benefit from a friendly, regular phone call for a chat, please contact our Telephone Befriending Team to find out more.

T: 01603 785 223 E: befriending@ageuknorfolk.org.uk

Active Norfolk

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

Active at Home

We've pulled together a selection of resources for people of all ages and abilities.

- Working Adults – Juggling home working and home schooling? Access a range of quick home workouts, including cardio and toning
- Children and Young People – We've teamed up with the School Sports Partnerships to develop a weekly schedule of physical activity themed content for kids from Monday – Friday, which includes physical activity skills, creative tasks, and activity themed **maths** and English activities too
- Vulnerable Adults – Whether you're an older adult or are living with a health concern, we've pulled together a selection of safe and gentle exercises that can be done at home. We've included a resource booklet of exercises that can be printed out, for those without internet access.
- People living with Disabilities – We've compiled resources from a range of disability organisations and will be releasing a specially commissioned On the Move virtual physical activity each week!

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

Safeguarding during the Pandemic

The pandemic is generating unprecedented safeguarding risks, as children and vulnerable adults are restricted from access to the teachers, community groups and coaches that might be the first to spot signs of neglect or abuse. We are actively supporting safeguarding this time and have set up a one-stop point of reference for anyone with any safeguarding concerns.

We support safeguarding, we support you at home, we support the physical activity sector. Find out more at <https://www.activenorfolk.org/coronavirus-covid-19>

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

The modules include:

- The importance of physical activity
- The health benefits of physical activity: promoting physical activity in primary care
- The health benefits of physical activity: diabetes
- The health benefits of physical activity: cancer
- How does physical activity produce health benefits?
- The health benefits of physical activity: depression, anxiety, sleep, and dementia
- The health benefits of physical activity: respiratory disease
- The health benefits of physical activity: osteoarthritis and low back pain
- The health benefits of physical activity: cardiovascular disease
- Motivational interviewing

Dementia UK are still operating:

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

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

Gamcare

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

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

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

Outreach work: Our face-to-face Outreach work has been on hold now for over a month, but we are offering free, 1-hour Zoom training sessions to any organisation that would like to learn more about problem gambling – these can be accessed individually from home using a laptop, tablet or mobile phone. We will also be offering open sessions that can be booked via Eventbrite (let me know if you are interested and I'll send you the links). We can also offer a

15-20 minute 1:1 phone call to provide information about our referral process, which is followed up with an email with all the relevant documents. If I can help in any way, do get in touch with me using the contact details below.

Polly Johnson

Women's Programme Outreach Officer – East of England

M: 07397 224948 **E:** polly.johnson@gamcare.org.uk

MAP Advice Line Update

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

0800 0744454 advice@map.uk.net

Young people can call or email them if they:

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

Their team of expert advisers will be there to help. It's free and confidential.

Please promote their advice line to young people and their families. The advice line and advice email are only for young people. If you need to refer someone to MAP for advice and support, please use the usual channels:

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

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

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

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

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

Matthew Project

Unity is continuing to support young people and their families across Norfolk, but in different ways. Our staff are working from home with all our offices temporarily closed. We have robust processes in place to support all our staff and clients. We are making contact by phone, via the internet and by using the post. Face to face work has been temporarily suspended with the exception of essential welfare checks where necessary.

We continue to operate our telephone helpline during office hours Monday – Friday. If you are a professional with concerns about a young person who is using substances or who is being affected by someone else's use of substances, please call on 0800 9704866 to speak to one of our workers. This number is also for parents/guardians and young people themselves if wish to access advice guidance and support. Alternatively, you can email unity@matthewproject.org and we will respond within 24 hours.

Please see below for more details of the other projects currently running

Next Steps The Next Steps Centre has closed temporarily. We have triaged members by risk, and they are contacted by a member of The Next Steps team regularly by telephone. Members are also connected with via closed social media groups. New referrals can continue to be made via the phone on 01603 981686 or 07741 297712 or by email to nextsteps@matthewproject.org or via the contact us section on our website.

Youth and family's services Our work supporting 13 – 18-year olds with their mental health and wellbeing in West Norfolk continues by phone or on-line. To refer, contact: susan.campbell@matthewproject.org We continue to coach 16 – 24 year olds, with various needs from self-esteem to smoking cessation by phone or on-line. Contact: gina.summerskill@matthewproject.org Our preventative education in substance misuse is on hold but we are working towards an online offer. For updates re our social prescribing service please refer to our partners Community Action Norfolk at www.communityactionnorfolk.org.uk

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

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

Nelson's Journey Bereaved Children

Open Monday - Friday 10am - 4pm, our Child Bereavement Support Workers are available to chat with anyone seeking guidance regarding supporting bereaved children and young people (aged 0 - 17yrs inclusive), living in Norfolk, following the death of a special person in their life. Do not hesitate to call us if you need to.

Support line 01603 431788

Norfolk Constabulary

Community tension and why it's important

In its simplest form community tension can be described as an event or series of events that may threaten the peace and stability of our communities and potentially lead to disorder and crime.

It is now recognised that by sharing information between communities and partners enables communities to develop their own solutions and responses, with support from other agencies, to prevent tensions escalating into conflict.

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

Community tension can take many forms:

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

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

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

What we need from partners

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

By working together, we can ensure appropriate interventions are put in place to protect everyone.

If you're not sure – ask someone – talk to the OPT, please reply to the OPT mailbox:

kingslynnopt@norfolk.pnn.police.uk

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

Julie Inns Equality, Diversity and Citizens in Policing Manager
Community Safety Dept Norfolk Constabulary

Tel: 07717156726 **Email:** Julie.inns@norfolk.pnn.police.uk

Pandora Domestic Abuse;- Children and Young People

The Pandora Project hosts a Children's and Young Persons Service in West Norfolk. Leeway unfortunately do not.

Due to the coronavirus outbreak we are now supporting existing clients by phone, but all our group programmes have been cancelled until further notice.

We know this will be a difficult time for women living with an abusive partner but if you can contact us safely, we can offer support.

We have set up a phone number for any woman needing advice or support 07856 812610

If you are frightened for the safety of yourself or your children, call 999.

Pandora Project response to Coronavirus

Pandora Project is working to ensure vulnerable to domestic abuse know that help is still out there, and they need not suffer in silence.

The Coronavirus can disproportionately impact on those who already face many challenges in the home, which can be even more frightening during self-isolation with an abuser.

However, Pandora Project is keen for victims to know there is someone there to help.

How to get help

If you are a victim of domestic abuse, we encourage you to seek help. Please use the Contact Form at the bottom of this page or use the social media links to get in touch.

The police will always respond to emergency calls if you are in immediate danger and there are many local charities and organisations (see our agencies page) still working to help you through this difficult period where you may feel more at risk.

If you are in immediate danger you should call **999**. Police **101** is the non-emergency number.

<https://www.pandoraproject.org.uk/>

Trading Standards

Cartoon competition for 7 to 11-year olds

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

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

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

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

Wellbeing Associates

Update regarding Virtual Socials

Dear Associates,

We hope that this email finds you well.

We're making some changes to make our virtual socials more secure. From now on you'll have to follow a link via the event's page on the wellbeing website, where you will find a unique password for each social.

<https://www.wellbeingnands.co.uk/norfolk/take-part/social-events/>

As such today's Coffee and Catch Up social (Monday 20th) will be rescheduled to tomorrow (Tuesday 21st) at the same time, to give us time to implement changes and get the word out. All other planned socials will go ahead as planned but will need to be accessed via the wellbeing website to gain the password.

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

YMCA Virtual Club

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

To ensure that everyone can access all of the above we than created a Virtual Youth Club website that allows users to interact with everything all in one place without having to jump around the internet

<https://ymcanorfolkyouth.wixsite.com/virtualaccesssuite>

New Community Groups

Temporary Job Opportunities

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

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

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

Useful Advice and Guidance

Children and young people's hub

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

Children and young people's hub

These are difficult times and we hope you're safe at home.

If you're feeling unsafe or scared, then don't keep it to yourself. We're here to help, so contact us:

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

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

<https://youtu.be/rbYPG5qUpqQ>

Norfolk Community Directory

Coronavirus advice page

There is lots of information available to assist you during the current situation that we are facing. The Directory has many services available for you to contact dependent on the help and support you require. We have also included links to other useful information at the bottom of this page.

Here are some useful guided searches that may help you during this time. These include:

[Find childcare](#) - There are some childcare providers that are managing to stay open during this time to assist with vulnerable children and the children of key workers. This link will take you to a search showing which ones these are.

[Order grocery deliveries and other supplies](#) - Here is a list of shops and foodbanks that may be able to deliver or assist during this time.

[Telephone befriending](#) - During this time it is still important to interact with people (just not face- to- face). Here are a list of telephone befriending services that may be able to offer support during this time.

[Counselling services](#)- There are many counselling services available if you find yourself struggling with your mental health and need to speak to someone

[Support for people in social isolation](#) - Here is an entire list of all services still running during isolation.

For more information regarding the measures that Norfolk County Council has taken during Covid 19 and the isolation please check out their [Information pages](#)

[Public Health England](#) also has up to date information on how to stay safe as well as other useful articles.

If you are concerned about a health condition or symptoms you can contact [NHS 111](#). If there are serious concerns or health issues remember to call 999 in an emergency. If you are looking for general advice (not an emergency) you can call 111.

[Guides for families and professionals supporting autistic adults and adults with learning disabilities during the coronavirus \(COVID-19\) crisis.](#)

The SCIE webpages have links for:

- A guide to help social workers and occupational therapists supporting autistic adults and adults with learning disabilities through the COVID-19 crisis.
- A guide to help care staff and personal assistants supporting adults with learning disabilities and autistic adults through the COVID-19 crisis.
- A guide to help family members and carers supporting adults and children with learning disabilities and autistic adults through the COVID-19 crisis.

https://www.scie.org.uk/care-providers/coronavirus-covid-19/learning-disabilities-autism?utm_campaign=11483184_SCIELine%2017%20April&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=003G000002XevnIAD&utm_role=Information%20specialist%2F%20Librarian&dm_i=405,6U4HC,M41FHX,REEKD,1

Home activity packs for on-line safety

This page has been created to support parents during COVID-19 and the closure of schools. Each fortnight, we will be releasing new home activity packs with simple 15-minute activities you can do with your child to support their online safety at a time when they will be spending more time online at home.

Learning about online safety at home

Schools across the UK are now closed to most families. We know this is a difficult time for most parents. This page is intended to provide you with support and resources to help you learn about online safety at home with your child.

Parents and Carers Help sheets

If you haven't already, the first thing to do is read our Parents and Carers Help sheets - there is one for [primary](#) and one for [secondary](#). These contain key online safety advice and links to our resources, as well as support services.

Home activity packs

Once you have read the Help sheets, click on the links below to download your first home activity packs for each age range.

Each pack contains two 15-minute activities to do with your child, using Thinkuknow resources. The next two will be released in a fortnight's time.

For Early Years and Primary:

[Click here for home activity packs for children aged 4-5](#)

[Click here for home activity packs for children aged 5-7](#)

[Click here for home activity packs for children aged 8-10](#)

For Secondary:

[Click here for home activity packs for children aged 11-13](#)

[Click here for home activity packs for children aged 14+](#)

Kind regards and keep well

Keith

We must find time to stop and thank the people who make a difference in our lives;- John F Kennedy