

## 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](http://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

### Alzheimer's Society

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

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

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

The Norfolk helpline number is **01603 763556** and is available Monday to Friday 9am to 5pm. This number is there for any one affected by dementia and can be used by professionals to make referrals on someone's behalf.

Referrals and enquiries can also be emailed to [norfolk@alzheimers.org.uk](mailto:norfolk@alzheimers.org.uk)

If anyone would like support outside the hours detailed above:

Alzheimer's Society National Helpline is on **0300 222 1122** and available 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.

Talking Point is an online forum for everyone who is affected by dementia, open 24 hours a day <https://www.alzheimers.org.uk/get-support/talking-point-our-online-community>

### **Carers Matter Norfolk Service update**

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

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

#### **Latest update on our services:**

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

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

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

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

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

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

#### **Community Development (adult and young carers):**

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

#### **Norfolk & Waveney Carers Voice (adult carers only):**

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

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

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

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

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

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

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

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

**Community Learning and Development**

'Coffee and Chat'

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

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

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

Or contact Community learning and Development Officer Team [cldo@norfolk.gov.uk](mailto:cldo@norfolk.gov.uk)

**GP Support for vulnerable patients**

GP practices in Norfolk and Waveney are providing extra support for patients who are more likely to become unwell due to coronavirus (COVID-19), through a pioneering initiative which will monitor their health on a daily basis.

Around 28,000 patients in Norfolk and Waveney who are at higher risk of developing complications from the virus will receive a letter from NHS Norfolk and Waveney Clinical Commissioning Group (CCG) asking them to confirm every day that they are well, and their conditions are under control.

The letter explains that they have been identified as someone who is more likely to be unwell if they become infected with coronavirus. To help support their health and care, each patient has been allocated a unique 'Covid code' and is being asked to report their health and symptoms on a daily basis via the NHS portal [www.nhspatient.org](http://www.nhspatient.org).

Patients will be asked if they or anyone in their family is currently experiencing any coronavirus symptoms such as a cough or a fever. The daily updates will help doctors identify quickly which patients are in need of additional medical or social support.

Patients without access to the internet are being asked to encourage a family member or friend to do this for them over the phone if they are not isolating with them. If patients are unable to do this, they shouldn't worry as they will be contacted by telephone and will continue to be provided with all the usual support services.

The CCG letters have been sent to both the 19,000 people in Norfolk and Waveney who were sent letters as part of a national NHS drive, advising them to shield themselves by staying at home for the next 12 weeks, plus a further 9,000 people that local GPs would like to monitor more closely. This is happening across most GP practices in Norfolk and Waveney.

The letters are being sent to patients in high risk groups, including those who have received an organ transplant, patients with severe chronic obstructive pulmonary disease (COPD) or severe asthma who have been admitted to hospital in the last 12 months, and those taking immune suppressant medications.

Alongside the letters, patients will be sent a brochure explaining that they have been identified as being at greater risk of becoming unwell if they catch coronavirus.

The brochure provides useful information about how to self-isolate, the importance of hand washing and social distancing, support with daily living and the importance of keeping in touch with friends and family and accessing medical care.

Patients are also reminded that help is also available from: [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or by calling 0800 028 8327, the Government's dedicated helpline.

The CCG letters are in addition to the important letters that patients may have already received from either local councils or the NHS. It is another way that the local NHS and local councils are working together to keep people as safe and well as possible.

## **Home Start Norfolk**

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

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

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

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

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

## **Open Road**

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

## **SWAN Youth Project Downham Market**

Please find attached what we have going on this week.... If people could follow us on social media from the website, they will get the full updates: [www.swanyouthproject.org](http://www.swanyouthproject.org)

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

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

## **The Workshop at Home**

Firstly, I hope you are all well at this odd time. I just wanted to bring your attention to 4 participation opportunities happening remotely during lockdown, with The Workshop.

1. On Friday you will receive an email from our sister venue The Garage to participate in their online programme, featuring a range of classes and ages, as well as some familiar faces from The Workshop. This is to keep your learning, progressing and enjoying until we can all be together in Lynn again. As it is still such early days The Workshop is not in a position to deliver this entirely independently.
2. Keep an eye of our Facebook and Instagram; from next week I will be providing activities inspired by the work, stories and characters of Roald Dahl, via live and short videos. A different book a week; timeless and suitable for a wide range of ages. It doesn't matter if you don't know the stories-exerts will be read and everyone included.
3. Norfolk and Norwich Festival and Odd Comic are working together on a free creativity and exploration project, ideal for all ages. Description below. Email me if interested and I will put you in touch with Odd Comic.

*A poem, a walk and a serenade of some places in Kings Lynn.*

- *Telephone interview the young people about their favourite place within walking distance of their house and record the conversation.*
- *We will then transcribe the conversations and edit their words to create a piece of poetry/prose that will be read back to them in a second telephone call.*

- *The young people will be set a task to create an instrument at home: this can either be a 'jazz straw' or a vegetable instrument or a rubber band box or some such. This will provide the soundtrack to their poem. We are planning to send them a link to a video and a list of online researched/vetted home-made instrument stuff to aid this.*
  - *They then walk the route to their favourite place and record their walk. At the end of the walk they can either serenade their favourite place from in front of it or when they return from the walk from their doorstep/open window/balcony. They can collaborate with a member of their household to read and play the instrument.*
4. A reminder that Radio local is happening on Zoom this coming Monday and Tuesday, 11am-3pm each day. This is a free online radio project for young people in years 3-9. Email me if interested. More details TBC.

I hope you enjoy these projects and are still able to enjoy doing what you love from home.

Freddie Main [freddie.main@theworkshop.org.uk](mailto:freddie.main@theworkshop.org.uk)

## **Wellbeing**

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

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

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

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

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

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

## **Wellbeing Socials**

### **New Virtual Wellbeing Socials**

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

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

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

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

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

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

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

<b><i>Date and Time:</i></b>	<b><i>What's on?</i></b>
Mon 20 <sup>th</sup> April, 1:30pm	Coffee & Catch Up
Weds 22 <sup>nd</sup> April, 10:30am	5 Ways to Wellbeing: Be Active
Thurs 23 <sup>rd</sup> April, 6pm	Quiz
Fri 24 <sup>th</sup> April, 10:30am	Theme Friday: Music
Mon 27 <sup>th</sup> April, 10:30am	Yoga
Mon 27 <sup>th</sup> April, 1:30pm	Coffee & Catch Up
Weds 29 <sup>th</sup> April, 10:30am	5 Ways to Wellbeing: Give
Thurs 30 <sup>th</sup> April, 6pm	Quiz
Fri 1 <sup>st</sup> May, 10:30am	Theme Friday: Cooking

### **New Community Groups**

#### **Help for emerging groups**

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

['Community Responses to Covid-19 Pandemic'](#)



## **Safeguarding adult's advice for Coronavirus volunteers**

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

## **Volunteer to support Covid-19 Response**

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

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

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

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

[Register Now](#)

If you need volunteers directly to support your response to COVID-19, [please click here](#) to complete a Volunteer Request Form, and Voluntary Norfolk will seek to match volunteers to your roles.

## **Collecting around Covid-19**

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

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

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

If you can help, or would like more information, please email [rachel.ridealgh@norfolk.gov.uk](mailto:rachel.ridealgh@norfolk.gov.uk).



## Useful Advice and Guidance

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

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

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

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

### 24/7 Helpline

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

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

#### **Who can call?**

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

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

#### **What happens when I call?**

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

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

#### **What if I want to remain anonymous?**

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

### Cup-O-T Wellness and Therapy Services

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

These free sessions are for those living in Norfolk only.

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

Referrals are accepted from:

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

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

**Free suicide Prevention training**

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

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

**Looking after people who lack mental capacity**

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

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

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

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

**Healthwatch COVID-19 Survey**

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

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

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

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

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

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

### **Survey URL and HWN landing page**

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

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

### **Department of Work and Pensions Updates**

#### **Covid-19 Campaign Resources**

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

#### **Visiting Service Arrangements**

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

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

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

#### **Employment and Benefits Support Website**

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

These pages have additional information and will help answer lots of the question's partners are asking. Please continue to promote this site to partners. Visit the new [Employment and benefits support site \(link is external\)](#) regularly to keep up to date with the latest guidance and messages on sick pay, existing benefit claims, new claims to benefit, self-employment, housing and more. This site covers all the changes DWP is

making to respond to coronavirus – not just to UC. It also includes a Frequently Asked Questions section

### **Coronavirus (COVID-19) – Businesses and Employers Bulletin**

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

### **Touchbase**

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

### **Local Authority Direct Bulletin**

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

### **What to do if you're already getting benefits**

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

### **Child Benefit**

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

### **Closing Businesses and Venues and Social Distancing in the Workplace**

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

### **Claiming Universal Credit**

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

### **What is Universal Credit?**

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

### **Benefit and Pension Rates**

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

### **Housing Benefit Circular**

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

### **Funeral Expenses**

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

### **Support for Modern Slavery Victims**

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

### **Funding for Frontline Charities**

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

### **Covid-19 Local Resilience Fund is Now Open**

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

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

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

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

Find out more and apply online at [www.norfolkfoundation.com/funding-support/grants/groups/covid-19-local-resilience-fund/](http://www.norfolkfoundation.com/funding-support/grants/groups/covid-19-local-resilience-fund/)

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

#### *Getting in touch*

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

Kind regards and keep well

Keith

*Lean on me, when you're not strong  
And I'll be your friend  
I'll help you carry on  
For, it won't be long  
'Til I'm gonna need Somebody to lean on*  
**Bill Withers 4.7.1938 - 30.3.2020**