

## **West Norfolk Early Help C-19 Round up**

Hello Everyone

This information is in addition to last week's listings. if you would like a copy of last week's listing please let me know. Also please let me know of anyone who would like to be on the distribution list.

Apologies for any cross posting;-

The e-mail is in three sections;- News about a campaign to support young carers, updates from existing services, and useful advice and guidance:-

There is an attached PDF version for those who wish to post it to websites etcetera.

### **Heroes at Home – Young Carers Campaign**

#### **Background**

A new campaign aimed at Norfolk's young carers launches on Monday 18<sup>th</sup> May. Led by Norfolk Safeguarding Children Board and supported by carers organisations Carers Matter Norfolk and Caring Together, Heroes at Home recognises the vital role young carers play in supporting their loved ones at home and highlights the range of support available to help them.

This campaign will see a thank you postcard sent out to all known young carers in Norfolk as well as an awareness campaign across social media signposting young carers to the website and helpline that is available.

#### **Key Timings**

**Launch date:** Monday 18<sup>th</sup> May

**Postcard despatch to young carers:** w/b 18<sup>th</sup> May

**Social media campaign:** 4 weeks launching 18<sup>th</sup> May up and running until the end of Carers Week

#### **Assets available**

- Social media messages
- Digital postcards
- Thank you postcard (digital and printed)
- Copy for inclusion in newsletters / emails

#### **How you can support**

- Promote our messages via social media
- Include key messages and digital postcards in any outgoing newsletters / emails to relevant audiences
- Be aware of the two key support channels [www.youngcarersmatternorfolk.org](http://www.youngcarersmatternorfolk.org) and the helpline Tel: 0800 0831148
- Signpost any young people who might have any young carer concerns or individuals who feel that their own children are fulfilling a carers role and might need some support.

- Get in touch if you'd like printed copies of the thank you postcard by emailing [marketing@norfolk.gov.uk](mailto:marketing@norfolk.gov.uk)
- [Feedback any recurring issues/themes being faced by young carers that you know of – nycf@caringtogether.org or judy.garrett@norfolk.gov.uk](#)

**For more information relating to the campaign please contact the comms team:**

Norfolk County Council Communications: [louise.banning@norfolk.gov.uk](mailto:louise.banning@norfolk.gov.uk)

Carers Matter Norfolk: Tom Morton [tom.morton@carersmatternorfolk.org.uk](mailto:tom.morton@carersmatternorfolk.org.uk)

Caring Together: Andy McGowan [Andy.McGowan@caringtogether.org](mailto:Andy.McGowan@caringtogether.org)

**Updates from existing services**

**Adult Learning – Coffee and Chat**

At these FREE sessions you will have a chance to chat and find out what online courses are available from Adult Learning. Along with a short taster of a different course each session.

Sessions will run on Mondays, Wednesdays and Fridays

10.30 – 11.30 am using Zoom

Access here: <https://zoom.us/join> using code: 553 027 2723 and password 150420

25/05/20 – No session- Public Holiday

27/05/20 – Active Norfolk

29/05/20 – ‘Heritage as Medicine’

For more information on all our courses visit our website:

<https://www.norfolk.gov.uk/education-and-learning/adult-learning> or email [CLDO@norfolk.gov.uk](mailto:CLDO@norfolk.gov.uk)

**Children and Young Peoples Mental Health Services**

Welcome to the latest update on our system-wide work to redesign and transform mental health services for children and young people in Norfolk and Waveney, coming to you in the middle of National Mental Health Awareness week.

**Change in delivery**

Support for children and young people’s mental health and emotional wellbeing has now changed. In fact, the necessity of an urgent response to COVID 19 galvanised system partners to *bring forward* some of the principles and procedures planned for transformation in October.

- **There is now a single webpage** summarising contact information, resources and tools available to support 0 – 25’s mental health ([www.justnorfolk.nhs.uk/mentalhealth](http://www.justnorfolk.nhs.uk/mentalhealth)).
- **There’s no need for a referral** - children, families, young people, schools and professionals can get in touch straight away for advice and support. If more help is needed, we’ll make sure they get to the right person.

- This different way of accessing help and support is available via phone, email, text and online.

We're still working to roll out the first phase of transformation in the Autumn. We still need to make it simpler and easier for children, young people and families to access advice and help, and ensure that they won't have to repeat their stories or get 'handed off' unnecessarily. We also need to continue developing a more integrated way of working for our providers (shared assessment, triage, outcomes and procedures). However, these recent changes represent a significant step towards planned transformation.

### **Introducing Kooth**

We're pleased to announce the launch of Kooth ([www.kooth.com](http://www.kooth.com)) for 11 – 25-year olds in Norfolk & Waveney!

Kooth is a nationally renowned service, providing peer support, a wide range of self-help materials and access to moderated forums, but it also gives access to online counselling delivered by qualified counsellors 365 days a year, either on a drop-in basis or through bookable chat sessions.

It was always our aspiration to ensure that young people had this kind of support as part of transformation and ensure we had much needed additional capacity, so we're grateful that NSFT accelerated the commissioning of Kooth in response to the COVID-19 crisis, and it will be available as transition out of lockdown and into recovery.

**It's therefore crucial to let people know what's available!** Partners across the system are using the hashtag #wearestillhere this week to highlight what's on offer, so please do retweet, and keep signposting people to the new webpage ([www.justnorfolk.nhs.uk/mentalhealth](http://www.justnorfolk.nhs.uk/mentalhealth)). There are links for Kooth there, but 11 – 25-year olds can also access support directly at [www.kooth.com](http://www.kooth.com)

### **Christians Against Poverty Debt Help Service Kings Lynn**

An update from CAP regarding our Debt Help service during COVID-19

With effect from 11 May, we are now able to take new appointment bookings for our Debt Help service via our helpline 0800 328 0006.

We are not able to see clients face to face, and so we have changed our debt counselling service to offer a telephone-based debt help service that will help and support the clients through the process. We have worked hard with regulators to ensure that our service is compliant, and we have trialled the service to ensure that it will work as well as it can do for vulnerable clients.

We want to thank you for your support, and for referring clients to us. We greatly value the relationship that we have with you and look forward to helping many more of our shared clients in the future.

If you have any questions, please contact me Emily Hart [emilyhart@capuk.org](mailto:emilyhart@capuk.org) 07495017364

Please so pass this information onto others you work with or know that might find it useful.

## **Early Childhood and Family Service Virtual Groups**

### **Baby Days is going live online**

Six weeks of free sessions for babies with their parents/ carers. Each session will have a new learning activity to try out with your baby. Opportunity to meet other parents and talk to knowledgeable staff, all rounded off with a fun story/singing time

### **Lots of dates and times available**

Book your place at <https://tinyurl.com/ECFSevents>

Find us on Facebook

Tel 0344 800 8020

[www.norfolk.gov.uk/earlychildhood](http://www.norfolk.gov.uk/earlychildhood)

[ecfs-families@actionforchildren.org.uk](mailto:ecfs-families@actionforchildren.org.uk)

## **King's Lynn Foodbank**

We will be open on the Whit Bank Holiday (Monday 25th May) 12-2pm

We also wanted to remind you that we are still running our fuel bank scheme for those who need it, and haven't had a fuel voucher in the last six months.

<https://kingslynn.foodbank.org.uk/>

## **Mindfulness Base Living Courses**

Please see attached flyers about funded 8 week online mindfulness based living courses for essential workers and those affected by substance misuse (this includes carers etc) There is a maximum 16 places per programme and the flyers outline the next step for those interested.

## **Norfolk Community College**

The Norfolk Community College team can now support people who have been unemployed for six months or longer. Prior to this, our project was focused on engaging people who had been unemployed for 24 months or over.

<http://www.norfolkcommunitycollege.co.uk/>

## **Norfolk Safeguarding Children Partnership**

The Harmful Sexual Behaviour Team are offering a Microsoft Teams session of their Identifying Harmful Sexual Behaviour course in June. Attached is the flyer.

To book please visit our online booking site: <https://www.norfolkscb.org/nscb-booking/nscb-booking-training/>

## **Pandora Domestic Abuse Project**

Just an update to say we are still taking referrals and supporting women and children affected by domestic abuse, this is currently by phone and video calling. We also have a helpline number for anyone needing to access advice or support 07856 812610, this is for

professionals as well as the public and we also have a live web chat facility on our website [www.pandoraproject.org.uk](http://www.pandoraproject.org.uk)

### **Victim Care Chat Line**

Norfolk & Suffolk Victim Care Unit have launched a **24 hour Live Chat** for all victims of crime. The service will be provided by professionals who are specifically trained to help victims of crime. Victims can use this support service whether they have or have not reported the crime to the police.

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

### **Victim Support - Cover Your Tracks Online**

Before advising any victims or survivors to access online support. Please remind them to **cover their tracks online.**

<https://www.victimsupport.org.uk/covering-your-tracks-online>

### **Young Carer Event**

8-14 June 2020 is Carers Week. To mark this week Caring Together have offered to host a webcast on the role of the young carers during the Covid crisis on Tuesday 9<sup>th</sup> June 10-11am. Please see attached flyer.

## **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>

### **Coping with Bereavement during Corona Virus – free webinars**

Live webinars from the Norfolk & Waveney Wellbeing Service will explore how we cope with bereavement in these challenging times. The sessions will offer an opportunity to look at the particular difficulties of bereavement and grief during coronavirus.

This is a live online presentation, where you log in on your computer, phone or tablet. A clinician will present the workshop via webcam. You will not be seen by other attendees and you can ask questions to the facilitator in real time via a chat function that is private and not visible to the rest of the group.

Upcoming dates include 18th May 1st June and 15th June - plus many more.

[Book here](#)

### **Youth Endowment Fund**

Social distancing and stay-at-home measures have seen access to schools restricted and the provision of youth services dramatically reduced. The result is that some of our most vulnerable young people have both lost the support they relied on and become increasingly invisible.

Many organisations who are passionate about young people are working hard to find creative ways to address this at a time when their own financial security hangs in the balance. Whilst some continue with their face-to-face work, an increasing number of organisations are turning to digital and virtual activities to deliver their support.

Our dual aims with this grant round are to help reach and support vulnerable young people (predominantly aged 10 to 14) at risk of youth violence, and to learn the best ways to provide support under social distancing and stay-at-home guidelines

<https://youthendowmentfund.org.uk/grants-2/covid-19-round/>

### **DWP Updates**

#### **Pension Credit Online Service**

DWP have introduced a new service so pensioners can now apply for Pension Credit online. This will supplement the existing telephone and postal claim services. It will enable customers to make a claim without having to leave home to post forms or wait to get through on the phone – helping them also to adhere to social distancing and shielding measures.

To ensure security for customers any personal information will be sent direct to DWP. DWP will also only pay people into the verified account that they get their State Pension paid into. [More information](#)

#### **Protected Eligibility to Childcare**

Temporary measures will ensure critical workers are still eligible for childcare offers if their income has changed due to coronavirus. The Government has announced that any working parent usually eligible for 30 hours free childcare or Tax-Free Childcare will remain eligible if they fall below the minimum income requirement due to COVID-19. Subject to Parliamentary approval, parents who are critical workers will also remain eligible for these entitlements if their income has increased over the maximum threshold during the COVID-19 pandemic. Further details are [available on GOV.UK \(link is external\)](#)

### **Claiming Access to Work**

During the coronavirus (COVID-19) outbreak, customers can still get help from AtW if they have disability or a physical or mental health condition that makes it hard for them to do their job and they need to work from home. Customers cannot claim help from AtW if they are no longer working. If they already have an AtW award, they can start using it again when they start working again. DWP is prioritizing making grants for new claims from critical workers and people due to start work within four weeks. Further information is contained in the [Access to Work Factsheet on GOV.UK](#)

### **Funeral Expenses Payments (FEP) Claims**

Any customers requiring support with Bereavement or FEP, should be directed to contact the Bereavement Service on 0800 731 0469 or should download a [FEP claim form from GOV.UK \(link is external\)](#) until further notice. This will prevent customers trying to attend Jobcentres.

### **Applying for Direct Rent Payments: Rollout of New Process**

Currently if a Landlord or Letting agent (in GB) who is not on the Landlord Portal wants to Apply for Direct Rent Payments (ADRP) and / or Rent Arrears they must submit a UC47 form. This form will soon be replaced by a new form 'Landlord Application for Direct Rent and/or Arrears Payments' which will be accessed via [GOV.UK \(link is external\)](#).

This new process has been in Private Beta and is now preparing for full rollout.

### **Self-Employment Income Support Scheme (SEISS)**

From 4 May HM Revenue and Customs (HMRC) will begin contacting customers who may be eligible for SEISS. Those who are eligible will be able to claim a taxable grant worth 80% of their average trading profits up to a maximum of £7,500 (equivalent to three months' profits), paid in a single instalment. Alternatively customers, or their agents, can go online and check [eligibility for SEISS \(link is external\)](#). The claims service will open on 13 May and is being delivered ahead of the original timetable. Further information is [available on GOV.UK \(link is external\)](#)

### **Tax Credits**

Those working reduced hours due to coronavirus or those being furloughed by their employer will not have their [tax credits payments \(link is external\)](#) affected if they are still employed or self-employed. These customers do not need to contact HMRC about this change.

### **Webinars for SMEs**

The Department for International Trade is hosting a series of coronavirus (COVID-19) webinars, free for SMEs across the UK. The webinars, [led by nearly 100 expert leads \(link is external\)](#), will offer practical advice to SMEs and focus on issues businesses trading internationally are facing.

### **Rough Sleepers Taskforce**

A [specialist taskforce \(link is external\)](#) has been created to lead the next phase of the government's support for rough sleepers during the pandemic. Spearheaded by Dame Louise Casey, they will work with councils on plans to ensure rough sleepers can move into long-term, safe accommodation once the immediate crisis is over – ensuring as few people as possible return to life on the streets.

### **Programme to Provide Meals - England**

A [£16m programme \(link is external\)](#) will provide millions of meals over the next 12 weeks and be delivered through charities. At least 5,000 frontline charities and community groups in England will benefit, including refuges, homeless shelters and rehabilitation services. It will cover rural areas as well as cities, targeting those who are struggling to get food.

### **Support for Vulnerable**

[£76 million package of support \(link is external\)](#) to ensure the most vulnerable in society get the support they need during the pandemic has been announced. This funding will support survivors of domestic abuse, sexual violence and modern slavery as well as ensuring vulnerable children and young people continue to get the help they need.

### **Finding Employment**

Employers are being encouraged to advertise their vacancies on [Find a Job \(link is external\)](#). Other avenues for finding jobs and employment support can be found on the [Jobhelp \(link is external\)](#) website recently launched by the Minister for Employment

### **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. Anyone can sign up to receive these updates - to sign up [click on this link \(link is external\)](#) and enter your details.

### **Norfolk County Council Family Learning**

<https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/family-learning-courses>

During this difficult time, you may be wondering what to do with your children to help them learn and develop whilst at home.

The Family Learning team are now offering interactive 'Come and Try' tasters and online courses to replace our face to face courses in libraries, schools and Early Childhood Family Centres.

From understanding your child's maths and English to exploring your natural surroundings, healthy eating and craft activities, our dedicated tutors will give you hints, tips and tricks for running some great, mind nourishing activities for all the family to give your children a break from their PC, games console or mobile phone.

The online sessions are a great way for you to interact with other parents or guardians and learn about other great online courses Norfolk County Council Adult Learning will be offering too!

### **Adults with children aged 0-4 years**

[Family courses](#)

### **Adults with children aged 4-12 years**



## [Book taster sessions and courses](#)

For more information or to book a place on one of these courses, please email [family.learning@norfolk.gov.uk](mailto:family.learning@norfolk.gov.uk).

### **Enter the Delicious Drawings Competition**

The competition is part of the Food Savvy initiative run by Norfolk County Council and Suffolk Waste partnership. Food Savvy aims to support a reduction of household food waste by sharing information that will help people become smart with their food.

#FoodSavvy is calling on all primary school aged children, living in Norfolk or Suffolk, to help them to fight the 'greedy bin' and stop food from being thrown away. The Delicious Drawings competition asks children to draw a picture which revolves around a food saving idea and will run from **20 May until 20 June 2020**. This could be set as an exciting half term challenge for children, where they will be in with the chance of winning a prize of a cool cooking kit and food store vouchers.

For more information and full terms and conditions please visit [www.foodsavvy.org.uk/kids-competition](http://www.foodsavvy.org.uk/kids-competition)

### **Norfolk Against Scams Partnership - anti-scaming campaign launched today (18/5/20)**

A three-week campaign has been launched by the Norfolk Against Scams Partnership.

There will be a different focus on partners' social media platforms each week, using the hashtag **#NorfolkScamAware**:

- **Trusted information** – to guide the public to useful information and support agencies.
- **Protect** – to give advice on how people can better equip themselves to identify the signs of scamming.
- **Watch Out** – to make victims aware of the Norfolk Scam Prevention Service and the new scams that have emerged due to the Covid-19 pandemic.

Information will be shared on Twitter; Facebook and the weekly Trading Standards alerts at [www.norfolk.gov.uk/scams](http://www.norfolk.gov.uk/scams) There will be press releases each week with quotes from the following spokespeople;

Cllr Margaret Dewsbury, chair of Norfolk Against Scams Partnership:

spokesperson for **Trusted Information** (week one)

Rik Martin, Operations Manager at Community Action Norfolk: spokesperson for **Trusted Information** (week two)

Lorne Green, Police and Crime Commissioner for Norfolk: spokesperson for **Watch Out** (week three)

Kind regards and keep well

Karen and Keith