

## **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.

Don't forget to let us know as your service restarts so that we can share the information with partners

Apologies for any cross posting;-

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

### **New services/events**

#### **Vision Kings Lynn consultation for young people 16-25**

##### **\*Have your say and you could win £50 in shopping vouchers!\***

The Town Board is working on a plan to improve King's Lynn and make it better for all of us so that it can be a place where people really enjoy being and spending time. The plan we're working on could bring £25 million in funding which would really transform the town.

The Town Board really wants to hear from young people – what do you want to see in the town? The Board needs to hear from you so that they can come up with a plan that's right for everyone.

Please share your views in this survey - **and every young person who completes the survey can enter our prize draw to win one of three prizes of £50 in shopping vouchers.** Have your say here: <https://www.surveymonkey.co.uk/r/YFZMCTF>

This survey closes at 5pm on Monday 5th October. Apologies for the short notice however the funding bid has a very close deadline.

*Please note, this survey is specifically for anyone aged 16-25.*

*For other ways to get involved, please visit [www.visionkingslynn.co.uk](http://www.visionkingslynn.co.uk) or follow @vision\_lynn on Twitter, Vision King's Lynn on Facebook, and visionkingslynn on Instagram.*

#### **BCKLWN Benefits Advice and Review Team (BART)**

*Update from Emma Poucher (BART Supervisor)*

In May Carole and I were redeployed to help with the outbound calls with the Norfolk Vulnerability Hub, alongside LILY. This has left just Lynn and Joede dealing with all aspects of the Benefits Advice and Review Team, although Carole and I are available to pick up calls. If you can't get through to the 0800 7312253 number call the Council Information Centre 01553 616200 and they will pass on your request to Joede and Lynn for them to pick up. To date Carole and I are still redeployed which runs until the end of December. I should be solely working for the Hub and this has been my priority work since May but I do still pick things up if I can.

My Manager, Laura Leicester, the Benefits Manager is also available if needed to support anything for BART and Discretionary Housing Payments in my absence.

We have continued to receive referrals from many of our regular sources so please do as you would have always done – don't be afraid to pick up the phone and clarify a particular customer's situation and we will see what we can do?

The benefits that we are still helping with and advising on are the same but here is a list for a refresher:

- Housing Benefit
- Council Tax Support
- Discretionary Housing Payment
- Child Disability Living Allowance
- Attendance Allowance
- If needed benefit checks for Pension Credit and advice on Carers Allowance and Personal Independence Payment can be given but we do not help with any of these forms and would normally direct people to the [www.gov.uk](http://www.gov.uk) website or other local groups that are able to help with this.

### **West Norfolk Help Hub and Collaboration Meeting**

*Update from Hub Co-Ordinator Amy Attlesey*

It has been a turbulent time for so many families and individuals in West Norfolk and I am determined to pick up where we left off by supporting these residents to the best of our service abilities. Partnership working has never been so paramount and so without further delay, I have arranged for our collaboration meetings to resume on a weekly basis via Microsoft Teams every Tuesday at 10am starting next **Tuesday 6<sup>th</sup> October.**

**The client case list** will be emailed to you the Friday before the Tuesday meeting (as before). I ask that your service please checks for any information they may hold on those listed and forwards this information onto me prior to the upcoming meeting for case building.

**Microsoft Teams meeting invitations** will be sent out weekly to our core partners alongside particular services I feel need to attend or would benefit from attending.

**Service updates** from yourselves would be most welcome so I can circulate this to the wider team.

**To make a new referral** please go to <https://www.west-norfolk.gov.uk/forms/wnhh-referral> and remember to gain consent before submitting.

**If you know of a service that would like to become a partner of the Help Hub** please ask them to contact me via email.

**Any questions, concerns or suggestions** please feel free to contact me via email or on my mobile number below.

*Finally, I would just like to thank you all for your continued support and willingness to work together in the interest of those that need us the most.*

**Amy Attlesey West Norfolk Help Hub Coordinator 07833402500**

### **Heacham Winter Safe Haven**

Norfolk and Waveney's MIND Winter Safe Haven reopens its doors to provide a welcoming, Covid-safe drop-in support service.

MIND look forward to welcoming old friends and new. Come along for advice and support, meet new people and try new things. Hot drinks are provided or you are welcome to bring your own. Sorry, no food provided due to Covid restrictions but feel free to bring your own packed lunch or snack.

You don't need to book, but at the moment numbers are limited - if we're full we may ask you to wait or offer you an appointment for another time.

Venue: 4 Poplar Avenue, Heacham, King's Lynn PE31 7EA Date: Every Tuesday and Saturday from 10th October Time: 10.30am - 2.30pm

Supported by Norfolk Community Foundation

For more information please contact

e. [sharon.pitt@norfolkandwaveneymind.org.uk](mailto:sharon.pitt@norfolkandwaveneymind.org.uk)

t. 0300 330 5488 [www.norfolkandwaveneymind.org.uk](http://www.norfolkandwaveneymind.org.uk)

### **Breathe Easy Kings Lynn**

Breathe Easy Kings Lynn now have a Zoom account so they're able to offer access via a landline connection, longer meeting times and the ability to divide into smaller groups so, for example, they could have 4 groups of 4 people rather than 16 all trying to talk at the same time! These smaller groups are called Breakout Rooms, they allow a smaller number to have a conversation, and then come back to the larger meeting afterwards.

This is a bit like 'normal' Breathe Easy meetings when you sit around a table and chat with other members before listening to a speaker with the rest of the group The next Zoom meeting is an informal 'Afternoon Tea' event on Thursday 8th October at 2pm, just join in and have a chat

On Tuesday 20th October 2pm they'll have Siobhan from Pulmonary Rehabilitation talking specifically about Exercise at Home, but they're sure she'll be happy to answer any questions you may have; They'll also have a Respiratory Nurse available to talk to at the meeting

Please let them know via email at [breatheeasykl@gmail.com](mailto:breatheeasykl@gmail.com) If you'd like to get involved and They'll send you an invite Breathe Easy Kings Lynn are very grateful to Jack Horton from Breathe Easy Market Harborough for offering his assistance. Email [breatheeasykl@gmail.com](mailto:breatheeasykl@gmail.com) if you'd like some help with Zoom

## **Norfolk Community Law Service**

**Free legal Advice at Citizens Advice Hanse House Kings Lynn**

**15 minutes free advice with a solicitor**

Alternate Thursdays from 2pm as follows

October 8 <sup>th</sup>	Family Law
October 22 <sup>nd</sup>	Family Law
November 5 <sup>th</sup>	Family/ litigation
November 19 <sup>th</sup>	Employment
December 3 <sup>rd</sup>	Family
December 17 <sup>th</sup>	Family
January 7 <sup>th</sup>	Family
January 21 <sup>st</sup>	Family/litigation

**For an appointment please call NCLS on Norwich 01603 496623**

**Please note appointments are taking place by telephone call at present**

## **Covid-19 Testing in Norfolk and Waveney**

There is currently a high national demand for coronavirus (COVID-19) tests due to a number of factors including the return of schools and the demand for testing from international travellers. If you don't have symptoms and have not been advised to take a test, don't get a test.

The Government advises that only people with symptoms of COVID-19 should book a test. These symptoms are a high temperature, a new continuous cough, or a loss or change to your sense of smell or taste. As soon as you experience COVID-19 symptoms you must book a test within five days and self-isolate for 14 days.

Tests should be booked via [www.gov.uk](http://www.gov.uk) or by calling NHS 119. If you have difficulty getting a test on day one of having COVID-19 symptoms, or the location or time are not convenient, be patient and try again a few hours later or the next day. More tests are made available throughout the day at [www.gov.uk](http://www.gov.uk) or by calling NHS 119. Only people with pre-booked appointments will be accepted at regional testing centres or mobile testing units.

However, if you have requested a home testing kit, this will be delivered to your nominated address for you to complete at home.

It's really important that if you are experiencing COVID-19 symptoms that you do not visit your GP surgery, hospital or pharmacy

## **New C-19 Prevention Campaign**

A new prevention campaign has been launched by Norfolk County Council to promote the Government's message around the three key actions of Hands, Face, Space. The campaign will run on social media and in the regional and local press across the county.

With the cold and flu season now upon us, the campaign helps to explain that colds and flu viruses are spread in exactly the same way as the coronavirus. So, the advice is to continue practising the three key activities; regular hand washing with soap and water, wearing a face covering in enclosed public spaces and keeping a safe distance from people not in your household.

<https://www.norfolk.gov.uk/news/2020/09/protect-norfolk-campaign-to-stop-the-spread-of-coronavirus>

For professional resource including video clip aimed at young people please go to

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/coronavirus-toolkit-for-professionals>

### **First Response line for professionals launches**

- On Thursday, 1 October, Norfolk and Suffolk NHS Foundation Trust will be launching a new First Response Line for professionals.
- This phone number, going through to the same team that run the First Response 24/7 helpline for the public, is for professionals only.
- A dedicated line for professionals will ensure that those needing advice, when working with individuals who are experiencing mental health difficulties, can access help and support in a timelier way.
- The line is open to all healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues, police personnel and third sector partners.
- If you are a professional in any of the above categories, please use this number instead of the one you give to patients, so your call can be channelled correctly and answered quickly.
- The First Response Professionals Line is available on 0300 303 4418.

### **Mental health support available for the public**

- It's important that we look after our mental wellbeing during this time – for tips and advice visit [www.everymindmatters.co.uk](http://www.everymindmatters.co.uk)
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.
- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via [www.Kooth.com](http://www.Kooth.com) The service provides support or advice on any topic, including managing your feelings during the pandemic.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)

### **Norfolk Fire & Rescue Service Virtual Open day**

Families can get a peek into life on a fire station at Norfolk Fire & Rescue Service's first ever Online Open Day, on Saturday 3 October from 10:30am to 12:30pm.

As well as viewing rescue demonstrations, there will be a virtual tour of a station and a chance to look inside a fire engine and find out more about the work of staff within the service.

Join the Facebook Event page at [www.facebook.com/NFRSPage](http://www.facebook.com/NFRSPage) for the details of how to log on to this free event. If you don't use Facebook, you can email [marketing@norfolk.gov.uk](mailto:marketing@norfolk.gov.uk) to have the details sent to you so you can log in via your web browser.

### **Norwich Castle's ST\*ART online for Children**

Starting on Saturday 8 August Norwich Castle are publishing six inspiring creative arts programmes fortnightly for those aged 8-16.

As part of each programme, you'll be able to:

- Create and experiment with new ideas designed by artist Ali Atkins; we've shared them through video and a PDF
- Share your work and thoughts in our Virtual Gallery space
- See our 'Meet the Artist' videos - what's in their minds? We ask the questions...
- Get an Arts Award - you can get a qualification
- Check out our Useful Links section

You can even get ST\*ART Online delivered straight to your mailbox by emailing: [rachel.daniel@norfolk.gov.uk](mailto:rachel.daniel@norfolk.gov.uk)

For more information please see the website

<https://www.museums.norfolk.gov.uk/norwich-castle/whats-on/workshops-and-courses-for-children-and-young-people/start-club>

### **Family Learning Café -Two dates**

Come and join our FREE and FUN Family Learning Café. Find out 'who we are' and 'what we do' and have a go at lots of fun activities together. Suitable for families with children aged up to 11 years. (Tutors will be greeting families in the Zoom waiting room prior to enabling their access to the café.)

**Tuesday 6 October, 7pm-7.40pm Bring a story alive - join in the fun story scavenger hunt!**

Access here: <https://zoom.us/j/99387445262?pwd=dGdldVVRVidrK1VpNVArbkVnd08xUT09>  
Code: 93387445262 Password: Ksr70b

**Friday 9 October, 11am-11.40am Food Explorers - have a go at fun food bingo!**

Access here:

<https://zoom.us/j/94392528282?pwd=QUVmUG5iTWRNK1pxNHBN50hNVkxwdz09>  
Code: 94392528282 Password: 9b8ZsL

For more information on all our courses visit: [www.norfolk.gov.uk/adultlearning](http://www.norfolk.gov.uk/adultlearning)

## **Family Learning Professionals Online information Sessions**

*Sent on behalf of NCC Adult learning Team*

Adult Learning are planning 2 information events for professionals working with families with children aged 0-12 years old.

These 1 hour sessions, held on MS Teams, will give professionals the opportunity to hear about the new courses our Family Learning team have developed, learn how we can support them to support the families they are working with and ask questions.

The events will be on;

Wednesday 14<sup>th</sup> October at 10am

Or Monday 19<sup>th</sup> October at 2pm

Email [CLDO@norfolk.gov.uk](mailto:CLDO@norfolk.gov.uk) to express an interest in your preferred date and you will be sent an invite.

## **Professionals SEND Training survey for Ofsted/CQC WSoA**

As part of the response to the Local Area SEND Inspection and Written Statement of Action, Norfolk SEND Partnership (Special Educational Needs and Disabilities Information, Advice and Support Service) are conducting a survey of professionals across the whole SEND system regarding training. We are seeking the views of as many professionals as possible across Education, Health and Social Care regarding what training would be helpful, when people would be able to best access it and how they would like it delivered. This information will then be used to shape a rolling programme of training available to all.

If you work directly in the field of SEND or if you work with families that may have children and young people with SEND then please complete this very short survey using the link below:

[https://forms.office.com/Pages/ResponsePage.aspx?id=fhcZFOBXD0-v8P1htUnRDqo0MyleTppOllWDms\\_ZF8JUOVZGVUZZCQUNNVjA4NjJHS1hZRDAwQIUzTy4u](https://forms.office.com/Pages/ResponsePage.aspx?id=fhcZFOBXD0-v8P1htUnRDqo0MyleTppOllWDms_ZF8JUOVZGVUZZCQUNNVjA4NjJHS1hZRDAwQIUzTy4u)

Please share this link with any colleagues you feel would like to contribute but may not have seen it.

If you have any questions or would like to know more about our service please have a look at our website <https://www.norfolksendpartnershiass.org.uk/>

## **Designated Safeguarding Leads in Youth Organisations**

The National Youth Safeguarding Forum and Amplify Consultancy are carrying out research into Designated Safeguarding Leads in youth organisations and would like to hear from anyone over 18 who is a designated safeguarding lead. The survey shuts on Sun 18th October. For more information please click the link below.

<https://communityactionnorfolk.us2.list-manage.com/track/click?u=c6cf6edba7d2212b75d4841d5&id=1b87386d7c&e=26f91473a5>

### **Tesco @Bags of Help Grants**

If you're an organisation helping young people and children, you can now apply for a £1k Tesco [#BagsOfHelp](#) grant.

For the next 3 months, they're making £2m of funding available to youth projects across the UK. A little help makes a big difference. [pic.twitter.com/5cHJRM5viw](https://pic.twitter.com/5cHJRM5viw)

Or see the website for more details

<https://www.tescopl.com/sustainability/places/community-grants/bags-of-help/>

### **Office Space in the Discovery Centre**

#### **Freebridge have office space available for rent in the Discovery Centre North Lynn**

Decent sized office, recently decorated in newly refurbished Discovery Centre. Comfortably fit 4 desks. Negotiable rental, looking ideally for long term lease but will consider short term.. Available from mid- December. Viewing by appointment

For more information please contact

Alice Henderson

[Alice.Henderson@freebridge.org.uk](mailto:Alice.Henderson@freebridge.org.uk)

Assistant Place shaping Manager

Providence Street Community Centre, Discovery Centre and the Community Café

01553 667777

Kind regards and keep well

*Karen and Keith*

“The matter with human beans,’ the BFG went on, ‘is that they is absolutely refusing to believe anything unless they is actually seeing it right in front of their own schnozzles.”

-*The BFG* by Roald Dahl