

# South Norfolk Bulletin



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The hub bulletin is distributed bi-weekly. If you have anything that you would like us to include in the next edition, or if you wish to unsubscribe from our mailing list, please let us know by emailing:

**[communityfocuscityandsouth@norfolk.gov.uk](mailto:communityfocuscityandsouth@norfolk.gov.uk)**

**Edition 70**

**16/04/20**

# Homestart update



In light of the current Coronavirus situation, we would like to take this opportunity to reassure you that Home-Start Norfolk is very much 'open for business' and running a fully responsive remote service to support referred families. Whilst we have suspended all face-to-face meetings and volunteer support visits, our staff team are all currently home-based with full connectivity to each other and our volunteers. Our staff and volunteers are currently providing remote telephone advice and support, signposting and referring to essential services, and providing reassurance to families who are struggling to cope during this extremely difficult period.

Any scheduled training sessions and fundraising events have been suspended temporarily and will be rescheduled at the next convenient opportunity.

We are currently accepting new referrals for telephone support. Please contact us on 01603 977040 or email [admin@homestartnorfolk.org](mailto:admin@homestartnorfolk.org) to make a referral. Professionals should continue to use our referral form which is available to download from our website <http://www.homestartnorfolk.org/> We would like to thank our referrers and supporters for their understanding at this time and we will continue to update you in the coming weeks.

# Princes Trust

Limited Spaces available – contact <mailto:peter.hennessey@princes-trust.org.uk>



## GET INTO ADULT SOCIAL CARE



Prince's Trust

**Programme:** Monday 20th April - Friday 1st May 2020  
**Location:** Online  
**Interviews:** Phone interviews for all enquiries

### Are you aged 18-30? Not in education, employment, or training?

The Prince's Trust, in partnership with Steadfast Training, are offering a FREE online employment training course, which gives you a fantastic opportunity to start a career within Adult Social care. You can expect the following:

- Level 1 qualification in preparing to work in adult social care
- An introduction to different adult care services, including roles and responsibilities
- Learning the values, skills, and attitudes required for adult social care
- Guaranteed job interview if you complete and pass the course
- Boost employability skills and access employment opportunities
- Doesn't affect your benefits and up to 6 months mentoring support!

**LIMITED PLACES AVAILABLE**

Register your interest today, email:  
[peter.hennessey@princes-trust.org.uk](mailto:peter.hennessey@princes-trust.org.uk)



**START  
SOMETHING**

# MTM Youth Services



## MTM Youth Services CIC We're still open! If you want to join us at one of our projects, get in touch!

### Young Carers

If you are a **Young Carer** aged between 5 and 19 years of age, living in South Norfolk or Breckland, we have online groups, activities and support available.

### South Norfolk Youth Advisory Board (SNYAB)

**Young Commissioners** (aged 13 – 19, living in South Norfolk) are meeting online, and shaping future services for young people.

**Wellbeing and Social Sessions** – for young people in South Norfolk, aged between 11 and 18. Meet online in group or with a youth worker, and learn to look after your own health and wellbeing.

If you are aged 15+, live in South Norfolk, and are concerned about your future, then you can get **Careers Guidance and Job Support**, individually and through an online group.

If you are looking to gain some extra skills, then get in touch for our monthly **Training Programme**, being held online.

The **Southern Area Young Carers Forum** will be meeting online on a monthly basis.

### Things To Do

Keep an eye on our Facebook, Twitter and Instagram feeds for ideas of things to do, as well as a daily mindfulness exercise. We can also send some activities and crafts through the post.

### Youth Clubs

We are working with local groups to try and get your usual club open online! Diss Youth Group will be starting later in April and we hope others will follow.

### FareShare Free Food Scheme

This is open every Thursday from 3pm – 4pm, at Diss Youth and Community Centre. Drop in if you need it.

For further information about any of these projects:  
Website: [www.mtmyouthservices.org.uk](http://www.mtmyouthservices.org.uk)

Text / call: 07778 896325  
Email: [info@mtmyouthservices.org.uk](mailto:info@mtmyouthservices.org.uk)

# MindEd

MindEd is a free learning resource about the mental health of children, young people and older adults.

## “MindEd for Families – children and teens

Are you a parent or carer who is concerned about the mental health of your child or teenager? Do you just want some hints and tips on parenting? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to best support your family, and how to take care of yourself. MindEd for Families is written by a team of specialists and parents, working together. You do not need to register to use these resources.

## For Older People

Are you concerned about the mental health of an older family member, parent or grandparent? Or are you concerned about your own mental health as you get older? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to take care of yourself, and your family. MindEd for Families is written by a team of specialists and older people, working together. You do not need to register to use these resources.”

MindEd is created by the following organisations and is funded by the Department of Health and Department for Education



<https://mindedforfamilies.org.uk/>

# Tesco Bags of Help COVID-19 Communities Fund

## About the programme

Tesco Bags of Help is responding to the current Coronavirus (COVID-19) crisis by setting up a new short-term fund to support local communities. Due to the need to respond quickly to the emergency we have created a streamlined application process and payment process to make it easier to get funds distributed quickly. If your application is successful the fund will provide a single payment award of £500 to organisations who are supporting vulnerable groups. The programme is set up to support organisational need in this time of crisis rather than fund specific projects.

**Eligible organisations** - Typically, the fund will prioritise organisations;

- whose need for services has been **disrupted** – for example a food bank whose stocks are running low and need an immediate donation to enable the food bank to restock.
- Who require to put in place **new services** – for example charities setting up a new home service for the elderly who usually attend a monthly lunch club or a charity needing to set up a telephone service to support beneficiaries.
- **Increased demand** – a holiday hunger club needs more resources due to schools closing, or a children’s centre needs an additional temporary staff member.

Applications will be welcomed from a wide range of organisations including: voluntary/community organisations, registered charities, schools, health bodies, Parish/Town councils, social enterprises, Community Interest Companies, community councils, local authorities and social housing organisations. Other not-for-profit organisations might also be eligible.

Typically, we would welcome applications from organisations such as;

- Women’s refuges, Food banks, Hospices, Homeless charities, Charities supporting the elderly, Charities supporting children’s activities

However, **this list is not exhaustive** and other organisational types will be funded. This is a rolling programme, where community groups or charities can apply for funding at any time during the next few months; we expect to be making weekly awards to eligible groups across the UK.

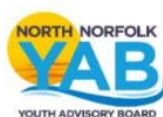
## Additional information

[APPLY NOW](#)

For any queries please contact: [tescocv@groundwork.org.uk](mailto:tescocv@groundwork.org.uk) “

<https://tescobagsofhelp.org.uk/grant-schemes/tesco-cv-fund/>

# South Norfolk YAB



Norfolk Youth Advisory Boards (YABs) Newsletter March

*In accordance with current Government requirements the Norfolk Youth Advisory Boards have ceased to deliver face-to-face activities and events until further notice, in order to avoid non-essential travel and social contact. Whilst it is sad to have to implement this, it is necessary in order to keep young people, families and staff safe, to protect the most vulnerable members of our communities, and to reduce pressure on health services. We are continuing to work online by delivering remote group sessions and one-to-one support, and creating additional resources for young people. The first section of this month's newsletter is an update on our work during February and early March, and the second half is an update on how we are continuing to support young people across Norfolk during the Covid-19 pandemic.*

## **New Youth Mental Health Support in Norfolk**

- Jo Hand, Participation Youth Worker at MAP

Two new Mental Health Support Teams (MHST) are being established this year to support the social, emotional and mental health needs of children and young people in North Norfolk and Kings Lynn.



Young Commissioners working with UEA

Working in primary and secondary schools and colleges, these teams will deliver interventions for mild to moderate mental health difficulties, as well as helping develop whole school approaches to wellbeing and providing advice to school staff so that they can better help their students. These new professionals are currently being trained at UEA; young people from Breckland, North and West Norfolk YABs are working alongside them over the course of this year to ensure the training they receive is as relevant to the needs of young people as possible. The first joint training session took place during February Half Term and was really successful – both young people and trainees seemed to get a lot from it. Trainees were keen to talk to young people about their experience of looking after their mental health, what support already exists and works well in school, what activities they use to boost happiness and resilience and the best ways to reach out and communicate with young people. It was a really lively and practical session.



Representatives from each of the Norfolk Youth Advisory Boards met in Dereham for the quarterly Steering Group, where they discussed cross-county campaigns.

Breckland Young Commissioners are part of the Young People's Advisory Group for the READY Trial; a study into the effects of physical exercise on young people's mental health.

During February South Norfolk YAB delivered their regular activities: Wellbeing and Social Session, YAB Youth Club, Clinks Care Farm visit.

North Norfolk YAB Quality Assured the Glow Project, a commissioned set of workshops taking a holistic approach to reducing the distress that can lead to self-harming. The six workshops are: Resilience, Exercise, Nutrition, Communication, Self-care and Hobbies. The project had good attendance and engagement and young people were benefiting from the sessions.

Great Yarmouth Young commissioners undertook training on how to run a campaign, unconscious bias and how to challenge it, and the commissioning cycle.

Great Yarmouth Young Commissioners continued work on their anti-bullying campaign, creating a survey for students and teachers to gain a better understanding of opinions of school anti-bullying policies.

Broadland Young Commissioners took part in their first campaign group.

South Norfolk Young Commissioners visited the Norwich Law Courts with the Police and Crime Commissioner Young Commissioners, to gain a better understanding of legal systems.

Broadland Young Commissioners met with Cllr Fran Whymark and discussed the roles of County, District and Parish Councillor, and of Young Commissioner.

Young people in South Norfolk had the opportunity to take part in First Aid and Food Hygiene courses.

South Norfolk YAB held a School Conference - an opportunity for schools in to come together and share good practice. This included presentations about a Study Garden from Diss High's Climate Committee, How to Tackle Cyberbullying from Archbishop Sancroft in Harleston, and Student Leader Projects from Long Stratton.

South Norfolk YAB worked on their Action Plan for 2020-2021 with young people from Langley School, and in focus groups with Young Commissioners.

South Norfolk Young Commissioners attended a two day training programme with sessions on Resilience, Assertiveness, the Commissioning Cycle, Public Speaking, Interpersonal and Social Skills, and Understanding Leadership.

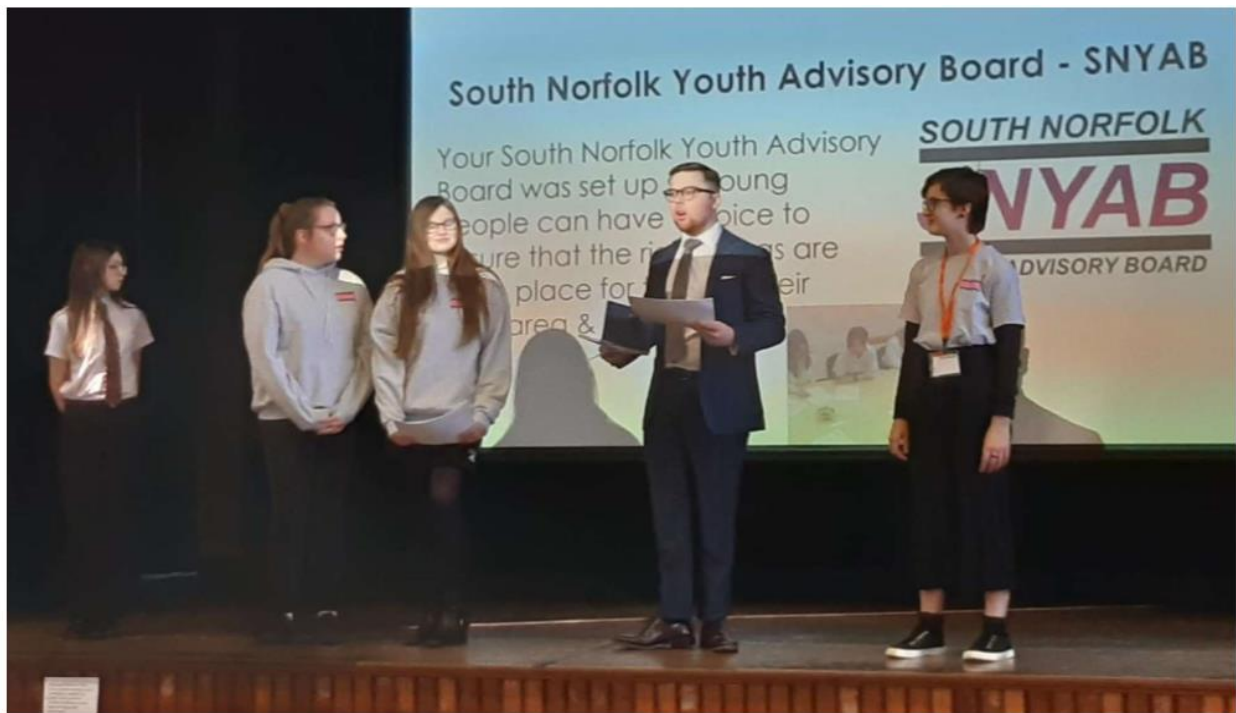
South Norfolk Young Commissioners attended a Norfolk Skills Careers Event.



Young Commissioners with Cllr Fran Whymark







Young commissioners at the South Norfolk School Conference

**The Norfolk YABs are continuing to make changes for young people in Norfolk during this difficult time by finding innovative and creative ways to work remotely. Here's a few new things we've been trying:**

#### **Delivering regular groups using the video-call platform Zoom**

As many regular groups as possible have been moved online, including weekly YAB meetings and campaign groups; a Young Carers Forum, Wellbeing & Social sessions, and training opportunities for young people. Youth-led meetings will continue to be chaired by Young Commissioners, and attended by board members.

#### **One-to-one support**

Youth workers are offering remote one-to-one sessions for Young Commissioners, using the platform that suits them best, to provide additional support during this difficult time and alleviate loneliness during a period of isolation. This includes phone and post support for young people who don't have access to the internet.

#### **Additional Sessions and Resources**

- South Norfolk YAB are working with local community youth groups to support them getting online, so young people have access to their usual youth worker.
- Breckland YAB are facilitating online activities to support young people's wellbeing, including 'Bring the Outdoors Indoors' and sound-baths.
- Norwich YAB facilitated a virtual quiz for Young Commissioners from across Norfolk.
- South Norfolk YAB are sending out activities and Wellbeing Packs to young people - these can be downloaded, or physically sent through the post. Young people can work through these individually, in online groups, or with a youth worker.



In response to Young Commissioners' request for online yoga and well-being activities to keep active, Karla George (YAB Youth Worker) and Ariane Hoppler are working with Great Yarmouth Young Commissioners to design some online yoga sessions. The sessions will include gentle stretching, breath awareness, mindfulness and the opportunity to discuss and explore the history and philosophy of yoga.

- Breckland Young Commissioners are working with other agencies to write letters, cards, and messages of support for vulnerable and isolated members of their communities.
- Norwich YAB are running regular study sessions through Zoom to support each other whilst completing school work at home.
- West Norfolk YAB are facilitating Zoom meetings to coordinate their response to the Covid19 pandemic, including planning ways to help other members of the community and raise awareness of issues affecting many people, such as depression and domestic abuse.
- North Norfolk YAB are running frequent additional Zoom sessions to catch up, check in, and take care of their mental wellbeing. They use this time to support each other, play games, and engage in activities to provide light relief after a day of doing school work.
- Norwich YAB hosted a webinar for young people with tips on how to take care of your mental health during the Covid-19 pandemic.
- Great Yarmouth YAB have started a project designed to support young people's mental and physical health during lockdown: Cook for your Mind. They are using social media platforms to share healthy recipes and information about how the ingredients can help support your mental health. See the recipes at [#CookForYourMind](#).
- All YABs are using their social media platforms to share reliable and helpful information about the COVID-19 pandemic, and resources to support young people's mental and physical wellbeing.

Youth Advisory Boards (YABs) are bodies of Young Commissioners (aged 11-19 and up to 25 with a disability) and professionals who work to identify the issues that young people in their area care most about and then take action through campaigning, lobbying, advocacy, hosting events and commissioning services. A YAB operates in each district area of Norfolk. Norwich, Great Yarmouth, Broadland, Breckland, North Norfolk, and West Norfolk YABs are coordinated by youth organisation MAP, and South Norfolk YAB is coordinated by MTM Youth Services.

Contact:

South Norfolk - <mailto:sammason40@gmail.com>

Broadland – <mailto:emmarush@map.uk.net>

North Norfolk – <mailto:melanieblanch@map.uk.net>

Norwich <mailto:jessicabarnard@map.uk.net>

<mailto:lizzyolley@map.uk.net>

West Norfolk – <mailto:bobcasey@map.uk.net>

<mailto:rogerpartridge@map.uk.net>

Breckland – <mailto:michellebibby@map.uk.net> <mailto:sallypalmer@map.uk.net>

<mailto:rogerpartridge@map.uk.net>

Great Yarmouth – <mailto:Karlageorge@map.uk.net> [tarmoshkovitz@map.uk.net](mailto:tarmoshkovitz@map.uk.net)



**Norfolk**  
County Council



# NSCP

## See, Hear, Say

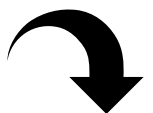
Last Thursday, the NSCP supported the launch of a county-wide campaign calling on communities to look out for children and young people, during the current coronavirus lockdown. Entitled See Something, Hear Something, Say Something, the campaign focuses on keeping children safe, as families face the pressure of staying at home for this prolonged period (see poster on next page)

Schools, nurseries and colleges are currently closed to the vast majority of children and, in addition, children cannot currently visit relatives and friends, or go to their usual clubs and activities. This means lots of the opportunities that children had to tell us when they were scared have disappeared. There are also fewer eyes and ears on children, potentially placing them at greater risk. Referrals and contacts to the County Council have fallen over the last fortnight and in response those across the partnership are looking for new ways to reach out to children, families and the wider public.

This week, a further social media campaign will be aimed at getting messages to children and young people. This will include promoting a new text service, which is currently being developed. We will be developing further targeted messages across the partnership as the pandemic continues. We're also keen to get across the message that we are here to help families. We understand the pressures people are facing and want families to get in touch if they are struggling. Our priority must be to ensure children are safe from fear, abuse and harm.

### **What you can do to help**

If you don't already, please follow the County Council on [Facebook](#) and [Twitter](#) and the Safeguarding Partnership on [@NorfolkLSCB](#). You can then like and share the campaign with your followers, helping to spread the message. Please ask your communication's team to do the same. You can also find useful information on the [NSCP Covid19](#) webpage, including information for volunteers.



**Please display in your workplace if open to the public**

A young girl with dark hair is shown in profile, looking out of a window. She is wearing a dark blue top. The background outside the window is a blurred outdoor scene with green trees and a paved area.

**SEE SOMETHING  
HEAR SOMETHING  
SAY SOMETHING**

These are difficult times and families are under huge amounts of pressure - we are here to help

If you hear something or see something that makes you feel worried about a child living nearby, please let us know



Norfolk Safeguarding  
Children Partnership

**0344 800 8020**



**Norfolk**  
County Council

In an emergency call 999

Help us to keep Norfolk's children safe

# MAP Advice Line



## For young people aged 11-25 throughout Norfolk

MAP is here for young people. We're providing a free phone advice line and email advice service for young people across Norfolk.

# 0800 0744454

<mailto:advice@map.uk.net>

**Open 10.30 am – 5.30 pm Monday to Friday  
(except bank holidays)**

If you live in Norfolk, are aged 11-25, please call or email us if you:

- 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

Our team of expert advisers will be there to help. It's free and confidential. We will listen to what you have to say. We will not judge you. To find out about all the things we provide advice and support on go to [www.map.uk.net](http://www.map.uk.net).



## MAP Advice Line - guidelines to partner agencies

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** or <mailto:advice@map.uk.net>

Young people can call or email us 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

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

Please promote our advice line to young people and their families. **The advice line and advice email is 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: <mailto:info@map.uk.net>

By the Norfolk Community Advice Network (NCAN) online referral system:

<https://norfolkcan.org.uk/why-use-the-ncan-referral-system/>

If you are not registered to use the NCAN referral system please get in contact with NCAN. We strongly recommend this as a way of safely and efficiently referring young people for advice. Email Emily Balsdon, <mailto:ncan@ncls.co.uk>, for further details.

Our 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 we 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. We will always try to resolve problems by telephone or email first. This means our centres are not open for drop-in.

Please check for updates on our website: <https://www.map.uk.net/covid-19-what-does-that-mean-for-map/>

# Wellbeing Service



## SUPPORTING YOU THROUGH THE CORONAVIRUS PANDEMIC

THE WELLBEING SERVICE ARE OFFERING FREE ONLINE WEBINARS

### Online Everyday Wellbeing with Coronavirus Support

The session will cover various hints and tips to help us look after our understandable worries, stress and low mood during what is a particularly challenging time in all our lives.

Monday and Thursday

### Online Improving your Sleep

During these challenging times, it's natural to be having difficulty getting to sleep, staying asleep and/or getting the quality of sleep we need.

Tuesday

### Online Coronavirus & working from home / in isolation

Facilitated by our specialist Wellbeing Employment Advisers, this live webinar is designed to help you to start thinking about how you can work from home effectively during the ongoing Coronavirus pandemic.

Tuesday

### Online Coronavirus & not being in work

We aim to show you the benefits of carrying on with job preparation, training and education, while being aware of current employment resources and support available.

Thursday

### Online Introduction to Mindfulness

Techniques of mindfulness aim to help you to reconnect with your body, your mind and your environment. They teach you to focus on the present moment rather than being concerned with the past or worrying about the future.

Tuesday

WE ARE ALSO RUNNING A MINDFUL LIVING COURSE FOR THOSE WHO WOULD LIKE TO BRING MINDFULNESS INTO THEIR LIVES. IT IS A SELF-DIRECTED PROGRAMME THAT YOU CAN DO FROM THE COMFORT OF YOUR HOME.

FOR MORE DETAILS, PLEASE VISIT [WWW.WELLBEINGNANDS.CO.UK](http://WWW.WELLBEINGNANDS.CO.UK)





# NCAN Update 15<sup>th</sup> April

**Debt** – Client numbers are growing and increasingly Coronavirus related issues are being raised. People with existing Debt issues who are losing their jobs are unable to keep up with payments, pay rent, feed their families. The instability of their financial situation means that Debt Relief orders cannot be applied for, leaving the client with little respite from persistent creditors and complex financial worries. Furlough means that client's income is 20% down. Delays in Universal Credit applications are likely to mean more people are plunged into Debt.

**Welfare benefits** - Continuing to support people with benefit checks and help applying. A huge increase in enquires about Universal Credit. The DWP has said there will be no face-to-face assessments and have given some people 3 month extensions for people to return forms for PIP/ESA. Agencies are still booking people in for telephone appointments for help with new claims/Mandatory Reconsiderations etc. but just not as many. Still supporting clients with benefit appeal hearings. These have now moved to telephone representation. It is likely that these Tribunals will move to paper based determination. NCLS anticipates a surge in demand for their legal representation service if paper based decision are progressed quickly. Before the Coronavirus delays in Appeal hearings was at least 28 weeks. This is likely to worsen.

Lots of foodbank voucher requests to agencies, with some being from those that have had to stop working due to the coronavirus and are waiting for benefit applications to get processed.

**Family** The free legal advice for family law service at NCLS is busy. They did 30 Court hearings in March and are currently working with 100 clients with long term complex cases. These include some telephone court hearings and NCLS are looking at ways they can capture clients' experiences of this. Telephone hearings have been suspended for clients who are not represented by a solicitor, and NCLS are liaising with the Court to see how these clients can best be supported in order to mitigate the impact of delays.

**Domestic Abuse** – Although there are concerns that lockdown means DA will worsen and victims are trapped without being able to access support, NCLS has been busy. They have worked with the Pandora Project with clients. NCLS has increased its capacity in Family Law service to deal with demand.

**Immigration** Immigration centres are closed as is the EUSS scheme. Inevitably there has been a drop in client numbers. Delays in resolving people's Immigration status will result in short term and long term impacts on people – for example many will not be able to access benefits because they haven't been able to change their immigration status.

**Housing** – huge volume of calls about housing issues at Shelter. Although repossessions have been stopped for the time being, the legal team will be extremely busy after this when they resume, and many of this work does not come under Legal Aid. Norfolk Citizens Advice also getting lots more enquiries from people worried about their housing situation.

**Employment** – Norfolk Citizens Advice and Norfolk Community Law Service are seeing an increase in employment queries relating to coronavirus issues. NCLS is increasing employment law sessions. Age UK Norfolk have also seen an increase from people over State pension age who are still working and on a low income.

**Social Prescribing Norwich and Broadland** – in this locality the service is delivered by NCAN advice charities. Very busy and the teams have been inundated. Living Well Workers are contacting the list of people identified by GPs as vulnerable. Many have friends and family involved but plenty in that cohort are very vulnerable and there have been worries from the team about people who have presented as suicidal as well as other safeguarding concerns.



## Norfolk Community Advice Network – Advice Charities in Norfolk

The charities listed here provide free, quality impartial advice in the following areas: welfare benefits, housing, debt, immigration, family law, employment law, general (non-criminal) law, discrimination, consumer rights and domestic abuse. We work in partnership together to make sure that people can access advice as soon as they need it.

Charity	Remit	Criteria	Phone	Email/Web Chat/Social Media
<a href="#">Age UK Norwich</a>	Advice and help to older people including benefits, housing, debt and money, telephone befriending.	. Aged 50 and over (including carers and families) . Norwich area only	01603 496333	<a href="mailto:enquiries@ageuknorwich.org.uk">enquiries@ageuknorwich.org.uk</a> @AgeUKNorwich
<a href="#">Age UK Norfolk</a>	Advice and help to older people including benefits, housing, debt and money, telephone befriending.	. Aged 50 and over (including carers and families) . Excludes Norwich	0300 5001217	<a href="mailto:advice@ageuknorfolk.org.uk">advice@ageuknorfolk.org.uk</a> @AgeUKNorfolk
<a href="#">Shelter</a>	Housing advice including tenancies, private/social housing, mortgage arrears, evictions, contracts, and homelessness.	N/A	03445 151860	<a href="mailto:norfolk@shelter.org.uk">norfolk@shelter.org.uk</a> @ShelterEasternC
<a href="#">Equal Lives</a>	Disability rights organisation led by disabled people. Areas include: Debt, employment, welfare benefits, discrimination	For people with mental and/or physical disabilities	01508 491210	<a href="mailto:info@equallives.org.uk">info@equallives.org.uk</a> @equallives.org
<a href="#">MAP</a>	Housing, money and benefits. Employment, education and training. Being a young parent. Relationships, sex and sexual health. Gender identify. Mental health. Drugs and alcohol	For 11-25 year olds	0800 0744454	<a href="mailto:advice@map.uk.net">advice@map.uk.net</a> @mapyoungpeople



Charity	Remit	Criteria	Phone	Email/Web Chat/Social Media
<a href="#">Norfolk Community Law Service</a>	<p>Offers free, confidential and independent legal advice to people in Norfolk who might not otherwise be able to access legal assistance.</p> <p>Areas include: employment law, family law, general law, discrimination, domestic abuse, debt, immigration and welfare benefits (appeals and tribunals only)</p>	<p>Does not advise on criminal law (unless relating to Domestic Abuse)</p>	<p>01603 496623 or 07900 153753. Mobile also uses WhatsApp</p>	<p><a href="mailto:info@ncls.co.uk">info@ncls.co.uk</a> @NCLawService (twitter) @NorfolkCLS (Facebook)</p>
<a href="#">Norfolk Citizens Advice</a>	<p>Broad range of advice including benefit checks and applying for Universal Credit</p>	<p>Excludes Diss and Thetford areas</p>	<p>03444 111444. For Universal Credit 'Help to Claim' contact 0800 1448444</p>	<p><a href="http://www.ncab.org.uk">www.ncab.org.uk</a> and click 'email advice'. Webchat available via website. @NorfolkCAB (facebook) @CAB_Norfolk (twitter)</p>
<a href="#">Diss and Thetford Citizens Advice</a>	<p>Broad range of advice areas including benefit checks and applying for Universal Credit</p>	<p>Diss and Thetford area only</p>	<p>03444 111444</p>	<p><a href="mailto:dissadviser@cadat.org.uk">dissadviser@cadat.org.uk</a> or <a href="mailto:advice.thetford@cadat.org.uk">advice.thetford@cadat.org.uk</a> @DissThetfordCA</p>

# On-line Classes

## Welcome to the online Stress Control class

As the NHS and HSE can't deliver our Stress Control classes in the community just now, Dr Jim White will, instead, live-stream the classes, free-of-charge, starting on Monday 13th April. You can watch the sessions either in the afternoon or evening. Click here to get all the [dates](#). To find out more about Stress Control click [here](#)

All you need to successfully complete this class is to watch each of the six sessions, read the booklets and use the relaxation and mindfulness. You can find the sessions on YouTube.

Click the button below or search for 'Stress Control 2020' to access our YouTube channel where the classes will be available to view at the scheduled times. If you click the Subscribe button on our YouTube page, you should be kept up to date with the latest videos when logged in to YouTube

### [Stress Control 2020](#)

Please stream/download the booklets and relaxation that can be found, free-of-charge, in the Free zone below (the Enhanced zone is not available at this time). If you can, please read, and start work on, the four 'Preparing for the course' booklets before the first session.

**REGISTRATION NOT REQUIRED!**

We hope you find our Stress Control classes useful in this difficult time. Thanks for all the help provided by NHS England, IAPT, NHS Wales, Department of Health (Northern Ireland), HSE, Ireland and NHS Scotland."

<https://stresscontrol.org/>

# Morrison's Foundation

The Morrison's Foundation recognises that homeless people are particularly vulnerable to Covid-19 because they are more likely to have underlying health conditions and are less able to access basic sanitation. Homelessness charities are raising concerns that if someone is sleeping rough or in a crowded night shelter, it's impossible to self-isolate and maintain social distance.

In response to this, the Morrison's Foundation Trustees have pledged £500,000 towards the Homeless Support Fund. The fund is designed to support charities caring for the homeless during the coronavirus outbreak and ensure help gets to those who need it most.

**Who Can Apply? Registered charities that care for the homeless can apply for support to cover three broad areas:**

- Outreach and support for rough sleepers, including provision of essentials
- Delivery of services in hostels and shelters
- Information and advice

**To be considered for a grant from the COVID-19 Homeless Emergency Fund applicants should:**

- Be registered with the Commission/OSCR for a minimum of one year and have filed their documents (i.e. Trustee's Reports and Financial Accounts) on time
- Work directly with homeless people and provide support of one (or more) of the areas the fund cover
- Accept payment electronically over the phone (i.e. by Credit Card or BACS)

## Application process

- Eligible charities should complete the ['Grant Funding' application form](#). When submitting an application please note **'COVID-19 Homeless Support Fund'** as the name of the project
- Applications will be considered up to a maximum of £10,000, but the emphasis is on smaller amounts to enable as many charities as possible can be supported from the fund
- Applications will be reviewed and considered for support on a weekly basis
- Submission of a request does not guarantee that a grant will be paid, the amount of the grant awarded is at the Trustees discretion and their decision is final
- We will let you know the outcome of your application by email or phone
- In the event of a successful application, payment will be made over the phone by card or BACS (where proof of charity's banking details will be required) within 14 days

Applications will be accepted until the £500,000 emergency fund is depleted, after which time homeless charities are still welcome to submit applications for support, but will be considered through the established 'Grant Funding' process. For more details of this process, please refer to our [Grant Funding policy](#)."

<https://www.morrisonfoundation.com/latest-news/covid-19/>

April 15, 2020

### **GP practices providing extra support and monitoring 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.

Dr Anoop Dhese, Chair of NHS Norfolk and Waveney Clinical Commissioning Group (CCG), said: "This initiative is unique to Norfolk and Waveney and uses technology designed by one of our local GP practices.

"The letters will ask patients who the Government and local GPs have identified as being more likely to become unwell if they become infected with coronavirus to report their health and symptoms on a daily basis. This will allow GPs to focus on patients who are most at risk from complications from this virus and will enable them to quickly identify those who are in need of additional medical or social support.

"We are tremendously proud of this pro-active and innovative approach which aims to support and protect the most vulnerable in our communities."

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/coronavirusextremely-vulnerable](http://www.gov.uk/coronavirusextremely-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.

# Quick Links

## Active Norfolk

Here is our updated page focused on supporting children to stay active at home:

<https://www.activenorfolk.org/active-at-home-kids>

Nelsons Journey – has a reduced number of staff at the moment.

## What to do if you wish to seek bereavement support for a child or young person:

1. If you need some guidance on how to provide bereavement support for a child(ren) please call our **Support Line** on **01603 431788** to leave a message and our duty support worker will get back to you as soon as possible. Alternatively email us at [enquiries@nelsonsjourney.org.uk](mailto:enquiries@nelsonsjourney.org.uk) or go to our website and use the online referral form.
2. You can find resources on our website [www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk) or via our social media channels. We will keep this updated with information. s
3. We recommend that children and young people (aged over 13 years or younger with parental supervision) download our smartphone app called Smiles & Tears offering interactive activities to help them remember the person who died.

## NSCP Covid19 webpage

Lots of information at

<https://www.norfolklscb.org/people-working-with-children/covid-19-update/>

## Parentzone

Click on the link for lots for advice and information for parents

<https://parentzone.org.uk>

For children who are beginning to read turning on the subtitles can have a big impact on reading and literacy and I thought FCs may want to know about this on their FB site and newsletters etc during the health crisis:

<https://turnonthesubtitles.org/>

“

  
your own place



Click on link for more information on advice offered by your own place

<https://mailchi.mp/562e16b32d05/9dia8zc23y-2489913?e=4fec751f36>