West Norfolk Service Directory August 2018

Please click on the Heading to jump to the Article

Parent & Child
1. Children and Families Clinics
2. 30 Hours Free Child Care
3. Childcare Choices
4. Children’s Health Advice
5. Healthy Child Programme Update
6. Being 2: The Shared Review
7. Healthy Weight Promotion
8. Home-Start Norfolk
9. ChildLine App
10. Family Action Support in Schools
11. Baby Basics West Norfolk
12. Toddler Clothing Bank
13. Children effected by Imprisonment
14. Parentline
15. Sexting advice for parents
16. Nelson’s Journey
17. Mpower service to Women
18. Grandparents plus
19. Special Guardians Groups
20. Football for Families

Additional needs & disability
21. Norfolk SEND Partnership
22. Employment for learning disabilities
23. Help to Learn about banks
24. Positive Behaviours Support course
25. ADHD Parenting Programme
26. ASD Helping Hands
27. SEN Training College
28. ASD Helping Hands Membership
29. ASD Teenage Social Group
30. Annual Health Checks
31. Disabled Students Allowance
32. Funding for Students 16-25 with SEND
33. Build Charity

Carers
42. Boom! Young Carers
43. Supporting Young Adult Carers
44. Young Adult Carers
45. Guide to Care and Support for Adults
46. Young Adult Carers Group
47. Carers Gaywood Group
48. Carers Group
49. Swaffham Wellbeing Group
50. Young Carers Leaflet
51. Carer Grants
52. Carers Matter Norfolk

Health & Wellbeing
53. New Link Service from Point 1
54. Self-harm App
55. Children at risk of Suicide
56. Suicide Prevention
57. Support line Emotional Support
58. Transitions and Resilience
59. Gardening for Health Project
60. Mental Health Carers Support Group
61. Discussing mental health with a GP
62. New Mental Health Services in Norfolk
63. Online Support for Mental Health
64. Minded for Families

MORE ON NEXT PAGE

If you would like some information to appear in the Service Directory, unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
65. Mental Health Resources
66. Dove Self Esteem Project
67. Tackling Period Poverty
68. LGBT Information
69. Parkinson’s Local Advisors
70. CGL Drug & Alcohol Service
71. Mathew Project Video
72. Matthew Project drug/alcohol abuse
73. Narcotics Anonymous

**Domestic Abuse & Victim Support**
74. Sexual Assault Referral Centre
75. Emergency Injunction Service
76. DA Advice Line
77. Open the Box Course
78. Male Victims of DA
79. East Europe Domestic Abuse Support
80. Teenage Relationship Abuse
81. Managing Aggressive Behaviour
82. Domestic Abuse Law Clinic
83. Leeway Domestic Abuse Services
84. Domestic Violence Surgeries
85. Leeway Coffee Morning
86. Good Friend Guide for DA
87. DWP Help for Victims of DA
88. Sexual Abuse Peer Support in Downham
89. Women Offenders
90. NHS Safeguarding App
91. Tool Kit For Male Victims
92. Sexual Harassment in Colleges
93. Stop Hate in Norfolk Protocol
94. Modern Slavery briefing note
95. County Lines Briefing

**Groups**
96. EDF Energy Funding
97. West Norfolk Borough Charity
98. New Anglia LEP Community Funding
99. Farming Help Charities
100. Trusthouse Grants
101. Community Funding Grants
102. Supermarkets in the Community
103. Mobility Charity Grants
104. Strongbones Children’s Charitable Trust
105. Day Trippers Grants
106. Variety Children’s Charity
107. Younger Peoples Grants
108. B&Q Re-Use Scheme
109. Meet Up Society Database
110. Friend in Deed
111. Young Peoples Advocacy Providers
112. Norfolk Youth Commission Project
113. Hanseatic Union
114. Norfolk LGBT + Project
115. Targeted Activities for Young People
116. Cochlear Implant Group
117. Mountain Biking with KLMTB
118. Sportivate for 11-25 year olds
119. Fun & Fit Walking Groups
120. Community Fridge in Downham
121. Access Migrant Support
122. King’s Lynn Women’s Centre
123. Kings Lynn Men’s Shed
124. British Legion ‘pop in’
125. Classic Music Rocks for Schools
126. The Youth Advisory Board

---

**MORE ON NEXT PAGE**

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Transport

127. Transport Plus Community Transport
128. Rural moped scheme
129. Wheels to Work Scheme
130. Independent Travel Training
131. Disabled Person Rail Card
132. Find your Transport
133. Help with Transport

Housing & Finance

134. Mental Health Money Advice
135. DWP Now in Council Offices
136. Job Centre & Benefits Contacts
137. West Norfolk Housing Advice
138. Shelter Services
139. Housing & Homeless Support
140. Integrated Housing Community Support
141. Mental Health & Debt Guide
142. E.ON Energy Fund
143. Grants & White Goods
144. Budget Card Savings Scheme
145. Rent deposit Scheme
146. Help during Power cuts
147. Citizens Advice Contacts
148. New Home for CAB
149. CAB New Horizons
150. April Benefit Changes
151. Universal Credit
152. Vicar’s Relief Fund
153. Kings Lynn Foodbank Move
154. Benefits Calculator
155. Volunteer Tenancy Mentoring
156. Comvida Money Help
157. YouTube on Universal Credit
158. Christians Against Poverty

Training and Employment

159. Young Women’s Trust Partnership
160. Empowerment Programme
161. Building Better Opportunities 15-19
162. On Track Training and Employment
163. TEAM
164. Development Award
165. Enterprise Programme
166. Apprenticeship Opportunities
167. Vulnerable YP’s Apprenticeships Service
168. Talent Match
169. Help You Chose careers advice
170. icanbea Website
171. Nova Training
172. Cap Job Club
173. Norfolk Community Learning Services
174. Norfolk Community College
175. Steering a teenager toward a job
176. Choices at 16
177. Open Road Bursary Fund
178. West Norfolk Employment Fund
179. Fire Service Team Programme
180. Long Term Unemployed
181. Jobcentreplus personalised support
182. Building Better Opportunities 15-19 yo
183. Building Better Opportunities
184. Hanseatic Union new time table
185. Independent Living Skills
186. Joy of Food
187. Norfolk Reading Pathway
188. WEA Pathway Programme
189. Community Learning Service

Training for Professionals

190. Wellbeing of Children eLearning
192. Norfolk SCB Training

MORE ON NEXT PAGE

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Links to useful sites

193. Safeguarding Adults Board Website
194. LILY website
195. Case Study for Childrens Services
196. Care & Support Jargon Buster
197. Self-neglect & Hoarding Strategy
199. Families Facing Adversity Report
200. Equality Advisory & Support Service
201. Updated Neglect Strategy
203. Knowyournormal Autism
204. Young People’s Health
205. Changes to Threshold Guidance
206. DBS Checking Guidelines
207. County Lines Guidance
208. Helping Workless Families Policy
209. Harmful Sexual Behaviours

210. Evaluation of ‘See Me Hear Me’
211. Commissioning support for families
212. Children’s Well-being Report
213. Support Care Leavers in FE
214. Health profiles for children and y p’s
215. Reports on Sexual Health
216. Early Help Information leaflets
217. Borrow eBooks from the Library
218. Reducing Parental Conflict Hub
219. NHS Self-Help Leaflets
220. Leaflets and Poster Service
221. Unaccompanied migrant children
222. Trading Standards

223. Terms and Conditions
1. **Parent and Child**

**1. Children and Families Clinics**

Please find a list of local children and families clinics run by the Children & Young People’s Health Services in West Norfolk. Please bring along your personal child health record (red book) if attending for a weight review.

<table>
<thead>
<tr>
<th>Day</th>
<th>Place</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd Monday</td>
<td>Emneth Childrens Centre Hollycroft Road PE14 8BL</td>
<td>1:30-3:00pm</td>
</tr>
<tr>
<td>3rd Monday</td>
<td>Reffley Community Hall PE30 3EQ</td>
<td>11:30am-12:45pm</td>
</tr>
<tr>
<td>1st Tuesday</td>
<td>St Clements Childrens Centre Churchgate Way PE34 4LZ</td>
<td>12:30-2:30pm5pm</td>
</tr>
<tr>
<td>1st Tuesday</td>
<td>Terrington St John Methodist Church Ely Row PE14 7RZ</td>
<td>10:00-11:00am</td>
</tr>
<tr>
<td>1st Wednesday</td>
<td>Feltwell Methodist Hall Bell Street IP26 4AL</td>
<td>1:30-2:30pm</td>
</tr>
<tr>
<td>1st &amp; 3rd</td>
<td>Vancouver Childrens Centre Fairstead Community Centre PE30 4SR</td>
<td>Under 6 months 1:00-2:00pm Over 6 months 2:002:30pm</td>
</tr>
<tr>
<td>2nd &amp; 4th</td>
<td>RAF Marham Sandringham Centre PE33 9NP (entrance outside camp)</td>
<td>9:30-11:30am</td>
</tr>
<tr>
<td>2nd Wednesday</td>
<td>Watlington Village Hall Bure Close PE33 0TN</td>
<td>10:30-11:30am</td>
</tr>
<tr>
<td>2nd Wednesday</td>
<td>Upwell Village Hall New Road PE14 9AB</td>
<td>1:15-2:45pm</td>
</tr>
<tr>
<td>2nd Wednesday</td>
<td>William Burt Centre Watering Lane West Winch PE33 0JY</td>
<td>1:30-2:30pm</td>
</tr>
<tr>
<td>1st Thursday</td>
<td>Hunstanton Childrens Centre Avenue Road PE36 5BW</td>
<td>9:30-11:00am</td>
</tr>
<tr>
<td>Every Thursday</td>
<td>Hunstanton Childrens Centre Avenue Road</td>
<td>9:30-11:00am</td>
</tr>
</tbody>
</table>

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
2. 30 Hours Free Child Care

From 1st September working parents of 3&4 year-olds who meet certain criteria can get 30 hours free child care per week for 38 weeks of the year.

All families will still be entitled to the existing 15 hours free childcare a week for 3&4 year olds.

If you currently use a childcare provider they may offer the 30 hours entitlement in September- however there is no obligation for them to do so. Please ask if you are uncertain.

Parents who wish to get 30 hours free childcare from September can apply now at the online Childcare Service [https://childcare-support.tax.service.gov.uk/par/app/applynow](https://childcare-support.tax.service.gov.uk/par/app/applynow)

3. Childcare Choices

The website - Childcare Choices - sets out all current and upcoming Government childcare offers and support available to parents, including the Tax-Free Childcare scheme and 30 hours, the 15 free hours, tax credits, Universal Credit and childcare vouchers.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
4. Children’s Health Advice

Just one Number

0300 300 0123

For every child, young person or parent carer living in Norfolk
If you need to speak to your health visitor, school nurse or any
member of our integrated Healthy Child Programme services for advice or information.

8.00am – 6.00pm Monday- Friday
9.00am – 1.00pm Saturday

5. Healthy Child Programme Service Update

A new model for 5–19 year old's has been developed in
conjunction with HCP staff, related stakeholders, children,
young people and agreed by our Public Health commissioners.
Over the next year the service will evolve to meet the new
objectives through a number of projects. As this is will be a
long process with lots of minor milestones this service update
has been created. This summary sheet shares the Healthy
Child Programmes wider objectives and then highlights the
important NEXT step including any actions that may be required.

Objectives

- Targeting resources to areas and school clusters identified as being in the greatest
  need
- Identified priorities for children and young people in Norfolk
- Increasing use of technology such as the texting service Chat Health
- Supporting transition to school, high school and adulthood
- Signposting schools to online resources and specialist organisations for PSHE
  medicines management and training
- Evaluating the impact of all interventions with children and young people
- Developing a workforce which includes a greater skills mix
- Increased partnership work with service development and resource for complex
  needs short stay schools and those out of education
- Promoting access to health services for 16-19 year olds

Jump back to start

If you would like some information to appear in the Service Directory, to unsubscribe or
report an error please contact keith.mawson@norfolk.gov.uk
Next Steps

1) Optimising Resources Offered to Children & Young People
To make the most of our service, we have created a smarter offer model that can target our resources to different areas when required. As part of this smarter model the new CORE OFFER is focused on providing a more accessible service for children and young people. An example of this would be our confidential text messaging service ChatHealth. If the CORE OFFER does not offer enough support, there is an ENHANCED OFFER (see referral criteria for eligibility). This option is an extension of the CORE OFFER using themed drop ins, nurse led appointments and group interventions.

What do you need to do?
* Watch our YouTube video to understand the new model. Either search YouTube for "Norfolk HCP 5-19" or use this link: bit.ly/norfolk5-19update.
* Read through the new referral criteria grid - visit bit.ly/norfolkcyp-portal to download if you do not have a copy.

2) Updated referral guidance for 5-19s
A new “referral criteria grid” has been created with a referral new "5-19 referral guidance" to outline what the 5-19 pathway covers and how to refer in to the service.

What do you need to do?
* Read through the new referral criteria grid - if you do not have a copy visit bit.ly/norfolkcyp-portal to download

3) New campaign for ChatHealth
We are launching a new campaign for our confidential text messaging service, ChatHealth.

What do you need to do?
* Advertise ChatHealth to young people when possible.
* Put up any ChatHealth posters you have in high traffic and communal areas.
* Share our YouTube video for ChatHealth: bit.ly/chathealth-norfolk
* If you do not have any chat health posters you can contact the service or visit bit.ly/norfolkcyp-portal to download and print out your own chat health posters to put up in high traffic or community areas.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
6. **Being 2: The Shared Review**

The Shared Review is now for all Norfolk’s two year old children **who attend an Early Years setting**. It brings together two assessments - the Early Years Foundation Stage Progress Check at age 2, that must be completed for all children attending a setting and the Two Year Health Review that all children are offered. Please do the reviews between 27-30 months whenever possible.

Children who do not attend an early years setting at age 2 will still be offered a health review. If a child subsequently enters a setting before 36 months, then once the child is settled, early years practitioners must also carry out an EYFS progress check and share this with parents.


**What information is shared?**

Any information that will support the development of the child, including parents’ views, any strengths or concerns, the summary of the Progress Check and the Health Review. With families’ full consent and awareness, information can be shared (verbal and written) and a joint action plan agreed if necessary. Where appropriate, Children’s Centre services support should be included in the action plan.

**Informed consent for parents/carers**

We ask you to seek parents/carers agreement to share a summary of their child’s two year progress check when it is completed. We hope you will enable parents to understand the benefits of sharing so they are happy to give consent, but recognise that parents/carers do not have to give consent. Their wishes must always be respected.

Parents’ consent must be recorded using the form provided by the Achievement and Early Years’ Service, available on [www.norfolkchildcarejobs.com/resources](http://www.norfolkchildcarejobs.com/resources) access code: NorfolkBeing2.

**How Information can be shared with the Healthy Child Programme:**

**Verbally** – particularly if there are concerns about a child’s development – contact Just One Number on 0300 300 0123.

**In writing** when a Progress Check has been completed and consent gained to share with Norfolk County Council’s Achievement and Early Years’ Service, Children’s Centres and the Healthy Child Programme team, send: A copy of the progress check summary; a copy of the signed consent form; (The pink section of the joint summary sheet from the Red Book if it is available)

---

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

Either by post in a prepaid pre-printed envelope to:-

Please mark the envelope as:
Private and Confidential
Children’s Service Post Room County Hall Martineau Lane
Norwich NR1 2DL Early Years – Woodside Hub

Or by secure email to being2@norfolk.gcsx.gov.uk
In the exceptional situation that consent is gained to share with the Healthy Child Programme team but not with Norfolk County Council’s Achievement and Early Years’ Service and Children’s Centres, the setting should send the same documentation to Just One Number:

Private and Confidential
Norfolk CYP Health Services, Unit 3 Cringleford Business Centre,
Intwood Road, Cringleford, Norfolk NR6AU

Or by secure email to: CCS.NorfolkCYPHealthServices@nhs.net
The Progress Check template is the best way to share information
It includes everything that we need. If you use your own form, please ensure you at least complete the grey sections of the Progress check template provided including the child’s name, date of birth and address, as well as the Early Years setting attended and name of the member of staff who did the check and your contact details.

The Joint Summary Sheet is not included in all Red Books – supplies have been given to Children’s Centres to pass on to Early Years settings. Please let them know if you need more copies.

Who fills out what? The joint summary sheet needs to be filled out by both the health and early year’s professionals. The joint summary sheet has 2 carbon copies under the white cover sheet – yellow and pink.
With parent’s consent, you are welcome to remove the pink copy when both sets of contact details are included, so that conversations about the review/check can happen. It is mainly for the Child’s Red book – the information we need is all contained on the summary sheet, so it is not essential to send this sheet in.

**Resources available**

We have created a download portal to help you access resources to advertise Being 2 to your families and to Early Years settings: [bit.ly/norfolkcyp-portal](bit.ly/norfolkcyp-portal)

- Leaflet and poster to promote the review.
- Article for any newsletters or updates to parents and stakeholders.
- One page parents and carers guide for families when the child does not attend a setting, so that they can consider if they have any concerns about elements of their child’s development.
- Being 2 Shared Review comment cards, so that parents can feedback to the Healthy Child Programme team about their experience.

**Up to date paperwork including the progress check and the consent form are on:**

[www.norfolkchildcarejobs.com/resources](www.norfolkchildcarejobs.com/resources) access code: NorfolkBeing2.

Call Norfolk County Council Early Years Duty Desk for all queries and for prepaid envelopes: 01603 222300 – Option 3

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
7. Healthy Weight Promotion

Healthy weight promotion: consistent messages – resources published

PHE has published a suite of resources focused on promoting a healthier weight for children, young people and families. These resources are intended to support health and care professionals to be consistent and provide a core set of healthy weight messages throughout the life course. This suite of resources is part of Public Health England’s All Our Health ‘call to action’ for health and care professionals. Resources can be accessed here and include:

- **Consistent messaging infographics:** For use in practice. Each infographic highlights the key evidenced based healthy weight messages for specific age or target groups.

- **Consistent messaging slide sets:** The aim of these slides is to be used as a training tool to inform workforce development. It provides detailed evidence based healthy weight messages from preconception through to age 18 years. It includes links to a range of useful free resources including e-learning and guidance documents.

- **Child obesity animation:** This animation demonstrates for all health and care professionals their vital role in supporting children, young people and families to maintain a healthier weight to prevent and reduce childhood obesity, from pregnancy through to the transition to adulthood.

Please circulate to your networks and retweet the link on @PHE_UK.

Children, Young People & Families Team
Health Improvement Directorate
Public Health England
5th Floor North Wellington House
133 – 155 Waterloo Road
London SE1 8UG
Email: Charlene.Mulhern@phe.gov.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
8. **Home-Start Norfolk**

‘Helping Children, Changing Lives’

Home-Start Norfolk offers, support, friendship and practical help to parents with young children across Norfolk.

Home-Start Norfolk offers a unique service, recruiting and training volunteers - who are usually parents themselves – to visit families at home who have at least one child under 5, to offer informal, friendly and confidential support.

To help children get the best possible start in life, Home-Start Norfolk supports parents, across the county, to grow in confidence, strengthen their relationships with their children and widen their links with the local community. In doing so, parents are empowered to function effectively and independently in their day to day lives.

**Time to spare?** Perhaps you could become a Volunteer?

Volunteers come from all walks of life. They are recruited for their friendliness, practical approach and understanding, and are matched with families after completing an accredited preparation course.  **Is this you?**

To find out more about a course running in your locality:

Call: 01603 977040 or Email admin@homestartnorfolk.org
E: natalie.gotts@homestartnorfolk.org M: 07860832549
W: www.homestartnorfolk.org

Follow us on Twitter: @homestartnor
Facebook: Home-Start Norfolk
Instagram: homestartnorfolk

The Community Centre, Campingland, Swaffham, Norfolk, PE37 7RB

9. **ChildLine App**

ChildLine have launched an app to provide counselling to young people in need of help directly through their mobile devices. ‘For Me’ is the first app to counsel young people via smartphone. Service includes:

- 1-2-1 chat with a counsellor
- ‘Ask Sam’ problem pages
- Private locker – a personal area where young people can track their mood and thoughts

Free download can be obtained from https://www.nspcc.org.uk/what-we-do/news-opinion/childline-launches-new-app/

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
10. **Family Action Support in Schools**

Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK’s most vulnerable people. We seek to empower people and communities to address their issues and challenges through practical, financial and emotional Help.

We are currently delivering a number of well-regarded services and projects across Norfolk such as

- Family Support
- Mental Health Support
- Parenting Support
- Well Family Service
- ASD Support

We look forward to discussing how Family Action can work in partnership with your school/cluster to meet the needs of your staff, children and their families.

For further information contact
Clare peak. Family Action Norfolk projects Manager
Swaffham Community Hospital
Sporle Road
Swaffham
PE37 7HL
M: 07944 609655
clare.peak@family-action.org.uk  www.family-action.org.uk
11. **Baby Basics West Norfolk**

Baby Basics exists to provide essential equipment, clothing and toiletries free of charge to families who are unable to provide for themselves. Requests **must** come from a professional who works alongside the family and not directly from the individual in need. If you identify a family who is in need please follow this process:

- Ask them if they would like to receive items from Baby Basics
- Identify specifically what items are needed.
- Email or call your local Baby Basics team to make the referral.
- You will be asked for the following information:
  - You: Name, agency and your contact details.
  - Your Client: Name, due date of baby, gender (if known) and items needed.
  - Any other information you think is important for us to know.
  - The team will be able to let you know if the items needed are available and will give you an indication of how long it will take to prepare.
  - You will be notified when the items are ready for collection.
  - Make arrangements with the Baby Basics team about collecting the items. Items must be delivered to the client by the referrer or other professional.
  - Baby Basics is unable to offer a delivery service.

Our aim, where possible, is to have items ready to be collected one month before the baby is due, giving the family time to sort through the items given and feel confident that they have what is needed. It really helps us to have referrals in as early as possible.

One of the core items that we put together is a Starter Pack – a Moses basket packed with new-born clothing, bedding, a towel suitable for a new-born, nappies and other toiletries for both mum and baby. Please note that although the Moses baskets themselves are second hand we always replace the mattresses with brand new ones.

**Baby basics West Norfolk**
**Telephone Number 07708 173567**
**Email babybasicswestnorfolk@gmail.com**

Please visit the face book page. **Baby Basics**

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact **keith.mawson@norfolk.gov.uk**
12. Toddler Clothing Bank

NCT WEST NORFOLK
Baby and Toddler Clothing Bank

Do you work with families who are in need of a helping hand sometimes? NCT West Norfolk is a volunteer run branch of the UK’s largest parenting charity. We support local parents in many ways but one of them is that we coordinate a clothing bank for children aged 0-5 (approx). We collect good quality new and second hand clothing and shoes from those wishing to donate, sort the donations, then lovingly pack them into bundles for each individual case referred to us. We pass the bundles to professionals who work with the families and they, in turn, pass them on to the families in need.

Is this a service you could use? Get in touch with Alix at alixbirks@live.com to find out more.

Find us on Facebook: NCTWestNorfolkBranch
Website: www.nct.org.uk/branches/west-norfolk
Charity Number: 801396

The whole service is free of charge.

Is this a service you could use? Please do get in touch if you have any questions. NCT currently have lots of stock and would love to see it go to new homes! Please feel free to pass this email on to others within your organisation too if they might also know of babies/children who could benefit from our service.
13. Children effected by Imprisonment
It is estimated that at any given time up to 200,000 children in the UK are affected by having a parent or close family member in prison. This is more than the number affected by divorce.

Ormiston Families Breaking Barriers is a non-judgemental, early intervention service providing support for children and young people affected by the imprisonment of a close family member.

Through offering tailored one to one support Breaking Barriers aims to reduce anxiety around prison, support emotional wellbeing and assist in engagement with school. We work in schools, family homes, or wherever a young person feels safe, to help them come to terms with the emotional trauma.

By providing a safe space for them to talk, play and express themselves, we enable children and young people to explore their feelings and break down some of the barriers which may prevent them from maintaining positive ties with their imprisoned family member or relative.

As well as helping children and young people cope with separation from a loved one, there is evidence that prisoners who maintain ties with their children are less likely to re-offend, and the children themselves are less likely to become involved in offending behaviour.

Our Breaking Barriers workers can also provide talks and presentations to teachers, social workers, police officers and other professionals, to help them understand the ‘hidden sentence’ which is often endured by children and young people with a parent or family member in prison.


14. Parentline
Are you a parent or carer of a child or young person (0-19 years) living in Norfolk?

In addition to our just one number service you can now text our messaging service where you can talk to our practitioners for health related advice or information

07520 631 590
15. Sexting advice for parents
Sexting is defined as the sending or receiving of nude or seminude images or sexually
explicit text messages and can happen when one person pressures another to send a nude
or seminude photo
JAMA Pediatrics Patient Page provides some basic advice for parents with links to other
websites
https://jamanetwork.com/journals/jamapediatrics/fullarticle/2673714

16. Nelson’s Journey
Update on changes to the referral process into Nelson’s Journey,
with effect from 1st March 2018: Due to the continued high
demand, and occasional inappropriate, referrals to Nelson’s
Journey’s services we have reviewed our referral process and
have changed our process as follows:

- Following all professional referrals we will send a letter/email to the parent/carer
  inviting them to contact us to take/complete the referral process. A copy will be
  sent to the referrer.
- At this stage the parent/carer will discuss the child’s needs with a duty worker and if
  the service is deemed appropriate a 1:1 assessment will be arranged.

Or
- Where appropriate the parent/carer will be offered continued access to our support
  line.
- Parents/carers will be sign posted to a more relevant service where necessary.

How you can help:
- Where possible could you encourage parents/carers to contact Nelson’s Journey
directly?
- If you make the initial referral please gather as much information about the
  child/young person and the detail of the bereavement and call our support line to
discuss the referral.

Each family will be sent a tailored information pack once we have spoken to them.
Our NJ Support Line is open:
Monday 9am – 4.30pm
Tuesday 9am – 4.30pm
Wednesday 1.30pm – 4.30pm
Thursday 9am – 4.30pm
Friday 9am – 4pm
Our phone number is 01603 431788 W: www.nelsonsjourney.org.uk
17. Mpower service to Women

**Mpower service to women who have had children removed**

As part of Ormiston Families’ Connect Programme, Mpower offers a service to women who have had at least one child removed from their care and who need additional support in understanding the reasons behind this. Mpower helps by addressing the issues that led to removal, with the aim to reduce the likelihood of it happening again. Often these women do not feel in a position to seek support through other means. We build a trusting, non-judgemental relationship and help women focus on themselves.

Get in Touch
Alison Gilles
Mpower Services Manager 07816 544163 or 01473 705036
alison.gillies@ormistonfamilies.org.uk
www.ormistonfamilies.org.uk

The service has just started operating in Kings Lynn and West Norfolk Contact 07970 422052 for more information

18. Grandparents plus

“Grandparents Plus - Keeping families together”

Millions of families rely on grandparents. We’re here to make sure they can handle whatever life brings. Grandparents Plus is the only national charity (England and Wales) dedicated to grandparents and their role in the care and development of their grandchildren.

**What we do**

We're a voice for grandparents.

We recognise the huge contribution grandparents are making to families across the country, and we speak out to make sure their voices are heard - whether they're providing childcare so parents can work, stepping in to care full-time or shoring up a safety net for the next generation. We’re a lifeline for kinship carers.

Through our advice service and support network, we help kinship carers by providing support, giving independent guidance and connecting them with each other. Our support programmes are developed with kinship carers for kinship carers, and are changing lives by strengthening families across the country.”

https://www.grandparentsplus.org.uk/who-we-are
19. **Special Guardians Groups**

Norfolk Special Guardians Group open to all special guardians who are caring for a child under an SGO

**This is an opportunity to meet other Special Guardians and to speak to a Social Worker about any** questions or worries you might have. Norfolk Kinship Team have also invited specialist guest speakers to present on relevant topics.

The meetings are 9:45am - 12:00pm with tea/ coffee and introductions and discussions and with guest speakers on a particular theme at 11:00am

**Kings Lynn Venue Programme**
Gaywood Library
River Lane
Kings Lynn PE30 4HD

**Norwich Venue Programme**
Tuckswood Library
Robin Hood Road
Norwich NR4 6BX

Norfolk Kinship Team has an advice line Monday- Friday 10-12 to support special guardians and their families with any questions relating to special guardianship 01603 224 131. Please call the advice line for dates of meetings.

20. **Football for Families**

The Linnets have launched jointly a brand new initiative called the Rounce & Evans Community Fund. The scheme will give the chance to families who may not necessarily be able to afford an afternoon at The Walks supporting the Linnets to come along and sample an afternoon of football watching from the club’s main stand.

Mr Luke Loades of Rounce & Evans explained the scheme will enable a family of four (two adults + two children) to enjoy an afternoon of football supporting their local team. This scheme is not just for people who are unemployed at the moment anyone can contact mailto:luke@rounceandevans.co.uk and he will take thing’s on from there. The scheme begins with next week’s friendly fixture with Norwich City and will continue throughout the season.

---

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Additional needs & disability

21. Norfolk SEND Partnership
We are an impartial, confidential service offering information, advice and support to children, young people and parents/carers about special educational needs and disabilities (SEND). This includes health and social care where linked to education. For more information on how we can support you visit our website or call 01603 704070
http://www.norfolksendpartnershipiass.org.uk/

22. Employment for learning disabilities
MATCH Norfolk Specialist Employment Service for people with learning disabilities

“Our goal is to improve the quality of life for people with learning disabilities by offering support and realistic employment opportunities”

Our objectives are:
● To support Norfolk’s Learning Disability community in identifying, securing and sustaining employment
● To work with individuals, their families/carers and support network identifying jobs that would best match their skills
● To create pathways to local employment opportunities by removing or reducing the barriers individuals may face
● To focus on a person’s ability and not their learning disability and support them in their future aspirations
● To identify companies who would support work placements, job tasters and work trials leading to paid employment
● To enable individuals to access the labour market through systematic instruction whilst sourcing high quality training opportunities
● To promote and champion disability awareness in the workplace
● To supply experienced job coaches who are able to meet the challenges of employment for a person with learning disabilities

For more information please contact:
Email: supportintoemployment@norfolk.gov.uk
Phone: 01603 306565
23. Help to Learn about banks
Help young people learn about money and banking
It is essential TO LEARN GOOD MONEY SKILLS EARLY IN LIFE. Even if you don't want to be an accountant or a finance manager, you are likely to need to learn how to look after your own money
NCC have recently added lots of new videos about bank accounts and money skills to help make these subjects more accessible for children and young people with special educational needs and disabilities

Bank accounts  Money Skills

24. Positive Behaviours Support course
The Positive Behaviour Support Course (PBS)
Is a 3 week course (2hrs a week) for parents or carers of a child they believe may have ASD or ADHD, or who is on the waiting list for assessment of ADHD or ASD.

Developed by Stephanie Summers and Melanie Bruce from NCH&C, the PBS course looks at the child’s behaviour as communication. Families have the opportunity to discuss their own situation, as well as meeting other people in similar situations. The aim is to help identify possible internal and external triggers for behaviour, and from there, consider strategies to support the child to manage this.

By the end of the three weeks, parents will have completed the PBS plan, which a personal plan is built upon the child’s individual needs. This can be used to support the child’s behaviour at school, with grandparents and in other settings.

12th, 19th, 26th June. Tuesdays at Downham Market Children’s centre. 10-12.
9th, 16th, 23rd July. Mondays at Swaffham Community centre. 10-12.
6th, 13th, 20th, August. Mondays at St James. 10-12.
10th, 17th, 24th September. Mondays at Swaffham Community Centre. 10-12.
11th, 18th, 25th October. Thursdays at Downham Market children’s centre. 10-12.

To book your places or for further information, please contact:
Family Action 01760 720302
Or Dawn High at NCH&C 01553 668669.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
25. ADHD Parenting Programme

Being an ADHD parent can be a challenge taking incredible patient and strength. Our parenting programme is specifically about ADHD parenting. Most ADHD parents know how to parent and have probably been asked to attend other parenting courses. Most know how they are supposed to parent; generic parenting course won’t work.

What does the programme cover?
This programme will show parents how to understand their child by tapping onto their word. Learning ADHD specific techniques and strategies is the answer in turn improving family life. They will be integrating some core strategies into their young person’s own daily routine so they will be better equipped to understand themselves and manage their own ADHD too.

Unit one: What is ADHD?
Unit two: Understanding ADHD
Unit three: Treating ADHD
Unit four: Supporting your child to reach their full potential
Unit five: ADHD and the community
Unit six: looking after you

Locations in Norwich, Kings Lynn Great Yarmouth and Thetford

Each weekly unit last three hours term time only programme runs for six weeks evening and daytime options

See www.adhdnorfolk.org.uk/services  mailto:enquiries@adhdnorfolk.org.uk
Phone 01263 734 808
26. **ASD Helping Hands**

Helping Hands family support service now supports over 560 families across Norfolk and Northern Suffolk, due to this they have made some changes to the service.

**Founding Principles**

No diagnosis needed/ no age restriction/no geographical restrictions and working right across the spectrum, including ADHD and co-occurring mental health conditions.

All referrals will now begin with a telephone consultation. This telephone consultation will be an assessment that will allow us to prioritise referrals and indicate those that require face to face assistance. If it is a case of advice/guidance this can then be delivered over the phone or via email.

The Family Support is now an issue based service, meaning we will only become involved when there is a specified issue to tackle relating directly to the ASD. This will need to be referenced on the referral form. Details of the service are available on [https://www.asdhelpinghands.org.uk/family-support](https://www.asdhelpinghands.org.uk/family-support)

The contact details for ASD Helping Hands have changed

General enquiries: Tel: 01362 288110 Email: asdhelpinghands@gmail.com
Operations and Events Email: lee.gibbons@asdhelpinghands.org.uk
Family Support Email: emma.grimbly@asdhelpinghands.org.uk
HR and Volunteering Email: tracy.sabberton@asdhelpinghands.org.uk
Finance Email: finance@asdhelpinghands.org.uk
Training (both online and in house) Email: training@asdhelpinghands.org.uk
Trustees Email: trustees@asdhelpinghands.org.uk

**Social Media platforms**

ASD Helping Hands Main Page
[facebook.com/ASDHelpingHands](https://www.facebook.com/ASDHelpingHands)

ASD Helping Hands Group
[facebook.com/groups/714706161877172](https://www.facebook.com/groups/714706161877172)

Thetford Family Group
[facebook.com/groups/1326283407478812/?ref=group_browse_new](https://www.facebook.com/groups/1326283407478812/?ref=group_browse_new)

ASD Helping Hands Norwich Family Group
[facebook.com/groups/193633943361003](https://www.facebook.com/groups/193633943361003)

ASD Helping Hands Norwich Youth Group
[facebook.com/groups/ASDNorwichYouthGroup](https://www.facebook.com/groups/ASDNorwichYouthGroup)

twitter.com/ASDHelpingHands
27. SEN Training College

ASD Helping Hands Special Educational Needs accredited courses are designed for teaching assistants and learning support staff or colleagues working with SEN students in a range of settings including courses to help you understand specific types of SEN. All our qualifications are part of your staff member’s continuous professional development (CPD).

Whether you’re working in a special school, in a mainstream setting or an organisation supporting individuals special educational needs, we have a wide range of courses to support you in developing your knowledge, skills and expertise. Our experienced course leaders bring with them a wealth of experience and a huge number of highly practical ideas, meaning that you’ll return to work inspired and empowered to use what you’ve learnt.

If you’re new to your role in SEN, our level 1 & 2 awareness courses will prove invaluable, whilst more experienced SEN staff will benefit more from our Level 3 & 4 courses aimed at developing your role.

For more information please see their website (Click Here)

Courses offered by ASD Helping Hands for 2018:

- Autism In Education
- Autism Awareness
- Level 2 Relationship Education
- Level 3 Supporting Dyslexia
- Level 3 Supporting Students with Autism
- Level 4 Supporting Learners With Special Education Need

Parent Courses
Managing Behavior: Module 1 Understanding Behavior (under development)
If interested can they email training@asdhelpinghands.org.uk
Or see the website https://www.asdhelpinghands.org.uk/sen-training-college
https://www.asdhelpinghands.org.uk/test
28. **ASD Helping Hands Membership**

ASD Helping Hands Annual Membership is now LIVE!

This is an annual Membership to ASD Helping Hands.

Benefits include:
- Access to all our resource packs for free (normally charged at £30.00)
- Early Bird tickets to our residential holidays
- Early Bird tickets to our Ageing with Autism Conference
- Early Bird tickets to training courses
- 10% off sensory toys and books from our online store
- Regular email newsletters about the development of the charity
- Automatically added to our mailing list for offers and events

*Please note that membership is not required to access our support services or our support groups.*

Cost £30.00

[Join Now](#)

29. **ASD Teenage Social Group**

The ASD Helping Hands Teenage Group (13-19 years) meets fortnightly,

The aim of the sessions are to address issues affecting teenagers and young adults with Autistic Spectrum Disorders and provide them with the support, skills and experience they can use to deal with everyday life.

Gaywood Scout Hut
Beulah Street
Kings Lynn
PE30 4DN

The group will run from 7pm until 9pm

FOR MORE INFORMATION PLEASE TELEPHONE: 01362 853018/ 07713554405
E-MAIL: asdhelpinghands@gmail.com  [www.asdhelpinghands.org.uk](http://www.asdhelpinghands.org.uk)
30. **Annual Health Checks**

People with learning disabilities often have poorer physical and mental health than other people. This doesn't need to be the case. The Annual Health Check scheme is for adults and young people aged 14 or above with learning disabilities who need more health support and may otherwise have health conditions that go undetected.

**Who will get an Annual Health Check?**

People aged 14 and over who have been assessed as having moderate, severe or profound learning disabilities, or people with a mild learning disability who have other complex health needs, are entitled to a free annual health check.

**How do you get an Annual Health Check?**

Adults and young people aged 14 or above with learning disabilities who are known to their local authority social services, and registered with a GP who knows their medical history, should be invited by their GP practice to come for an Annual Health Check.

**What happens at an Annual Health Check?**

The Annual Health Check lets the person with learning disabilities go to their GP practice and have aspects of their health checked. It also allows them to talk about anything that's worrying them. During the health check, the GP or practice nurse will carry out the following for the patient:

- a general physical examination, including checking their weight, heart rate, blood pressure and taking blood and urine samples
- assessing the patient's behaviour, including asking questions about their lifestyle, and mental health
- a check for epilepsy
- a check on any prescribed medicines the patient is currently taking
- a check on whether any chronic illnesses, such as asthma or diabetes, are being well managed
- a review of any arrangements with other health professionals, such as physiotherapists or speech therapists

**Is it compulsory to have an Annual Health Check?**

No. All parts of the health check are voluntary. Anyone who's having the health check, or their carer, can ask the GP or practice nurse for more information about the process. The patient can then give their consent before any tests or procedures are carried out.”

For further details please visit: [https://www.nhs.uk/conditions/learning-disabilities/annual-health-checks/](https://www.nhs.uk/conditions/learning-disabilities/annual-health-checks/)
31. Disabled Students Allowance

If you have a disability or specific learning difficulty and are studying in higher education, you may be eligible for Disabled Students' Allowances (DSAs). These allowances cover extra disability-related costs or expenses you have while studying which are over and above those provided as reasonable adjustments by the college or university.

There are four allowances to cover different areas of need.

- Specialist equipment allowance
- Non-medical helper's allowance
- General and other expenditure allowance
- Travel costs.

DSAs are not paid in set amounts because they depend on what you need. Payments cover the cost of specific items of equipment, specific support worker costs, and so on. Apart from travel, there are maximum amounts for each allowance.

DSAs are not intended to pay for disability-related costs that you would have whether you were a student or not, such as personal care support or study costs that every student might have.

More information on Disability Rights UK Website

https://www.disabilityrightsuk.org/applying-disabled-students%E2%80%99-allowances-dsas

32. Funding Guide for Students 16-25 with SEND

Funding of students 16-25 with SEND - A Quick Guide Council for Disabled Children

The Preparing for Adulthood programme have produced a new guide on funding for students aged 16-25 with SEND. The system can be complex and difficult to navigate, and this guide answers key questions, giving links to further information and tools.

The Education, Skills and Funding agency and Local Authorities supply different types of funding for young people with SEND, such as the high needs funding. The guide provides background and detailed information about the types of funding available for students.

33. Build Charity

BUILD is a Norfolk based independent registered charity providing social, leisure and learning opportunities to people with sensory, physical or learning disabilities. Established in Norwich 1967, The BUILD Charity provides a wide range of community based activities across Norfolk, with opportunities to take part in social clubs, gardening, outdoor and cultural activities as well as skills learning workshops.

BUILD does not provide medical or personal care, but welcomes people who want to use its services to bring that care with them.

At BUILD we aim to treat people like people, value their involvement and contribution, and offer them the opportunities in life that most of us normally take for granted.

Information on all our services is available by calling 01603 618029 or emailing info@buildcharity.co.uk

Build runs regular Fuse Parties in Kings Lynn and Ten Pin Bowling in Dereham for times dates and venues please check the Activity Programme

http://www.buildcharity.co.uk/opportunities
34. Short Breaks for CWD

Short breaks for children with disabilities

NANSA and the West Norfolk Deaf Association (WNDA) have teamed up to offer an exciting new group-based weekend and holiday service for young people with disabilities out of WNDA’S Deaf Centre in the heart of King’s Lynn.

NANSA “Explore” can cater for young people aged 11-17 with a range of disabilities, including mild to moderate learning disabilities. The Deaf Centre is well-equipped, safe and welcoming, and very accessible for people with disabilities, so an ideal base!

NANSA “Explore” supports young people with disabilities and their families through the challenging transition from childhood to adult life. You can choose one of three activity options: ‘Be Active’, ‘Be Independent’ or ‘Be Creative’. Maximum time is spent on activities geared towards each young person’s personal areas of interest.

NANSA “Explore” is accessed using your Short Breaks Individual Budget. The cost for young people requiring ‘Small Support’ is £15 per hour and for young people requiring ‘Some Support’ £22 per hour. NANSA “Explore” runs on the 2nd and 4th Saturdays of each month, plus Tuesdays and Thursdays during school holidays. Sessions are 5 hours long, from 10am to 3pm.

If you wish to make a referral to this new Short Break service, you will need to contact the Norfolk County Council’s Children’s Services Access and Service team on 01603 692 455. To find out more about any of NANSA’s wide range of services for children and adults with disabilities, please contact our Services Support Officer Jacqui Carey-Knight on 01603 414109 or JacquiCarey-Knight@NANSA.org.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
35. **New Local Offer Section**

The new Local Offer for children and young people launched at this year’s Family Voice Norfolk Conference. Many different groups of children and young people in Norfolk contributed their ideas about what information they wanted and how they wanted to access it.

The result is an easy-to-navigate, colourful and accessible section for children and young people aged between 10 and 25 years which we hope will support them to:

- think about their goals
- prepare them to share their views, wishes and aspirations
- help them to make informed choices about their future.

Please explore and share it with your children and young people.

36. **Mencap Gateway**

For Adults 18+.

Our Senior Gateway Club meets in King’s Lynn on alternate Monday evenings from 7.00 to 9.00. The club is a popular meeting place to socialise with friends, to take part in organised activities, to have fun or to just relax in a warm friendly environment! It is run by a committee of members and volunteers who help to choose the activities to be included in the programmes which are produced every year.

For Young People 4 to 18

Our Junior Gateway club meets every Monday evening during term time. It offers a wide range of activities to youngsters aged 4 upwards including crafts, games, bingo and trips to the beach, ten pin bowling and to the pantomime. The club is run by a team of enthusiastic volunteers working under an experienced leader.

Contact us on 01553 776154 or email office@wnmencap.org.uk for more information or to get an application form.
37. Dragon New Members

The Dragon Crew needs new members

If you are a young person with a disability aged 11-25 years and think you might be interested in joining a group which

- Helps people to access and be involved in their community services
- Takes part in big decisions which affect the services people use
- Is a voice for people with disabilities
- Reviews leisure venues clubs and other facilities
- Helps people make friends and have fun
- Makes real change happen
- Contact Sarah Harrison DRAGON project lead

01603 627662 07795576983 dragons.project@outlook.com

38. Personalised Travel Payments

The Personalised Travel Payment (PTP) is a new scheme for SEND Transport that is being trialled for 12 months.

A PTP is a sum of money that the local authority (NCC) offers to parents/carers with a child or young person who has Special Educational Needs or Disabilities (SEND) to enable them to make their own arrangements to take their child/young person to and from school. This is an alternative to other Local Authority provided transport such as a taxi or a minibus.

A PTP is for a child or young person with or without an Education, Health and Care plan (EHCP) attending their nearest appropriate special school or other specialist provision, who needs specialist transport. They must meet the general criteria within the home to school transport policy regarding age and distance, which would qualify them for free home to school transport.
39. Independent Living Skills

Providing Independent Living Skills for adults with learning difficulties 2018

Learn for work, Learn for skills, Learn for fun

Our programme supports the development of Independent Living Skills in a way that relates to everyday uses - and is fun too! English and maths go hand in hand with all of these skills.

FUN, HANDS ON ACTIVITIES
Activities we cover:
- Gardening - seed counting/planting skills
- Cookery - buying ingredients, using money skills
- Arts & Crafts - measuring skills, matching

For more information please contact:
Email: independent.living.skills@norfolk.gov.uk

40. New Speech & Language web pages

The local offer team have recently worked with East Coast Community Healthcare and Family Voice Norfolk to improve the information about speech and language on the Local Offer.

The new and improved webpages provide information to support parent carers who are concerned that their child may have speech, language and communication needs (SLCN).

- Children's speech language and communication needs
- Children's speech language and communication support
- Speech and language resources
- Children's speech and language therapy service
- Speech and language therapist
- Independent speech and language therapy

From April, with the launch of a new directory, we will be moving towards having all provision and services that are part of the Norfolk local offer in the directory.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
### 41. King’s Lynn Disability Sports Hub

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Swimming at Swanton Morley</td>
<td>6-7pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Wheel Chair Bowls at Lynnsport</td>
<td>2-4pm £2.20</td>
</tr>
<tr>
<td></td>
<td>Kandoo at Lynnsport</td>
<td>6-7pm £3</td>
</tr>
<tr>
<td></td>
<td>Multisport 8-16 years</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>Boccia Club at Norwich</td>
<td>6-7.30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>Special Olympic Athletic Club at UEA</td>
<td>Mornings</td>
</tr>
<tr>
<td>Saturday</td>
<td>Mini Kandoo at Lynnsport</td>
<td>9-10am £2</td>
</tr>
<tr>
<td></td>
<td>Multisport 5-8 years</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Table tennis at Lynnsport</td>
<td>10:30-12pm £2.20</td>
</tr>
<tr>
<td></td>
<td>Football at Lynnsport</td>
<td>9-10am</td>
</tr>
</tbody>
</table>
Carers

42. Boom! Young Carers

GROUP ATTENDANCE AND TRANSPORT
At each group we offer a range of fun activities, a chance to socialise with other young carers and supportive staff, and transport for those unable to get to the groups themselves. To top it off all members get a chance to eat a tasty meal. All of this is free for Young Carers.

In order for young carers to be able to attend the group we must have completed parental consent and medical forms. If there are any changes to these or to your contact details during the year please can you inform us in writing or by email.

Email reminders are sent on Thursdays the week before the group and text reminders for each group a few days before the group. You MUST reply either by text or email to let me know if you need transport and if you want attend. If I do not get a reply we will be unable to book transport or cater for your young carer and they will be unable to come to that session.

Venue Community Centre Avenue Road, Hunstanton PE36 5BW
Taxi Bens Cars — 01485 533290 dbennetbennet@btconnect.com
Day & Times Thursdays Age 6-12 at 5-7pm Age 12-18 at 7-9pm

Venue Downham Youth Centre Paradise Road, Downham Market PE38 9JE
Taxi Stacey’s Cars — 01366 382801 staceyscars1@aol.com
Day & Times Thursdays Age 6-12 at 5-7pm Age 12-18 at 7-9pm

Venue St Johns Church, Blackfriars Rd, Kings Lynn PE30 1NT
Taxi Station Taxis — 01553 777788 keithjuk@aol.com
Day & Times Thursdays Age 6-12 at 5-7pm Age 12-18 at 7-9pm

Who to contact for further information:
Anastasia Twigg (Manager)
BOOM! Young Carers
The Benjamin Foundation
103 Oak Street Norwich Norfolk NR3 3BP

Phone: 01603 662939 Mobile 07880 242374
E-mail: boom@benjaminfoundation.co.uk
www.benjaminfoundation.co.uk/boom
43. **Supporting Young Adult Carers**

Our Transitions project is designed to help young adult carers reach their full potential in life.

A Young Adult Carer is somebody aged between 16 and 24 years old who cares for, or is affected by, a family member who has any of the following: Physical disability, Long-term physical illness, mental health problem, Learning difficulty, and Drug or alcohol misuse problem.

Caring can mean giving someone practical help, like helping a parent to get dressed, but it can also be in the form of emotional support, for example caring for someone with mental health problems.

**Someone to talk to**

It can be really helpful to offload or talk through the things that are worrying you. This might be about money worries, bereavement, or your emotional wellbeing. We offer confidential one to one appointments with specialist Young Adult Carer Support Workers, and can meet at home or in the community at a time that suits you. We can also provide direct access to our counselling service.

**Time for you**

We run regular socials and days out for Young Adult Carers to offer a break from their caring role and the opportunity to meet other young people with similar experiences. This also provides a chance to learn new skills and have new experiences. We can explore arranging extra support for the person you care for to allow you to have a break.

**Family support**

We understand that the person you care for or other people in your family may need support as well. We can provide specialist support to improve family relationships and referrals to other agencies who may be able to help members of your family.

**Advice**

We can help you to make sure you and your family are accessing the right benefits and support, and apply for specialist funding including driving grants and education bursaries.

**Claudia Sonaglio – Young Adult Carer Support Worker in West Norfolk**

Mobile: 07745308638  T: 01603 219924  E: claudia.sonaglio@norfolkfamilycarers.org  Facebook: facebook.com/NFCTransitions  Twitter: @NFCTransitions

Our Young Adult Carers services are generously funded by the Big Lottery Fund and Comic Relief.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
44. Young Adult Carers

West Norfolk Carers is offering to Young Adult Carers, aged 16-35:

These services:

**Transforming Lives**
Transforming Lives is a lottery funded project to support young adult carers aged under 35 throughout West Norfolk. The service can also help you design your own personal plan to improve your health and wellbeing, improving quality of life.

We will work with them to identify individual needs and goals they help put the ideas into action. Carers will have access to experienced support workers who will help carers achieve the positive outcomes they want.

Transforming Lives offers FREE training and workshops that include topics such as health and wellbeing, stress management, confidence building, health and nutrition, drama, walking, relaxation classes, activity sessions, family relationships, and more...

For more information phone West Norfolk Carers. Tel: 01553 768155

**Relaxation for Carers**
A relaxation session for unpaid family carers followed by refreshments.
Join Carmel Austin at 10.00am for one hour of relaxation using a variety of techniques. A chance for carers to get away from the stresses and strains of everyday life, improve health and wellbeing and enjoy the company of fellow carers. The session will finish with tea/coffee. West Norfolk Carers is on hand for carers’ advice. These sessions are provided free of charge whilst funding covers costs.

**AT:** St John’s Church (in the Walks), Blackfriars Rd, King’s Lynn PE30 1NT
**ON:** Every third Monday of every month 10.00-12.00

**Young Adult Carers 16-25 years**
A social group for 16-25 year old carers with training and fun activities.
**AT:** Hardwick Tesco Community Room, King’s Lynn
**ON:** Every first Thursday each month 7.00-9.00pm

**Carers Coffee, Moan & Mardle**
These are informal sessions, with refreshments, to allow carers to meet up in a relaxed environment. Just come along for a chat and a chance to meet with people in a similar situation. Latest carers information and updates re grants etc.

**AT:** Swaffham Junior Academy
**ON:** First Tuesday of each month 9.00-10.00am

For information of the above services contact
West Norfolk Carers, 20 Thoresby College, Queen Street, King’s Lynn PE30 1HX; 01553 768155; [www.westnorfolkarers.org.uk](http://www.westnorfolkarers.org.uk)
45. **Guide to Care and Support for Adults**

*Your guide to care and support for adults 2017-18*

The latest version of this booklet is now available and has just been updated to include a range of new resources. It contains lots of useful information to enable people to stay independent in their own homes for as long as possible.

There is information about how to get help and support, what kind of services are available and details of other organisations that can help. It is available free in libraries, GP surgeries, hospitals, and other places across Norfolk. The Guide is available online to download as a PDF, or as an eBook at [www.norfolk.gov.uk/careservices](http://www.norfolk.gov.uk/careservices) or for a free copy please contact Norfolk County Council Customer Service Centre on 0344 8008020.

If you work in the statutory or voluntary sector, you can order bulk copies through the Norfolk County Council Health Information Leaflet service, for further details please visit: [http://brochure.norfolkslivingwell.org.uk/product/norfolk-your-guide-to-care-and-support-for-adults-201819](http://brochure.norfolkslivingwell.org.uk/product/norfolk-your-guide-to-care-and-support-for-adults-201819)

46. **Young Adult Carers Group**

*Hardwick Tesco Community Room*  
*King’s Lynn PE30 4NA*  
*First Thursday Every Month 7.00-9.00pm*

A social group for 16 to 25-year-old unpaid family carers.

You may look after a family member or friend due to a wide range of circumstances such as ill-health, disability, mental health issues or addiction. You may care full time or for just a few hours but welcome the idea of getting away and enjoying the company of other young adult carers for a while.

Food and drink, natter, training workshops, fun activities- all on offer. Come and join us!

Further details and further information on general support for Young Adult Carers:

Sara on 01553 768155 or sara.nurse@westnorfolkcarers.org.uk

Claudia on 01603 219924 or claudia.sonaglio@norfolkcareressupport.org

One to one confidential support; advice, advocacy, signposting; help with grants/money matters; training and workshops to improve skills and ability to cope; career advice and help with CVs; a listening ear and more.
47. **Carers Gaywood Group**

Carers Matter Norfolk have started a new group for carers who are 16 years old and over

The group will meet on the first Tuesday of every month at Gaywood library 1pm-3pm, carers only.

For more information please contact

**Joyce Haynes**

Carers Matter Norfolk | Carer Connector – West Norfolk

**M:** 07384257422 **T:** 08000831148

**E:** joyce.haynes@carersmatternorfolk.org.uk

**W:** www.carersmatternorfolk.org.uk

**Twitter:** @CarersMatterNfk

**Facebook:** facebook.com/CarersMatterNorfolk

48. **Carers Group**

The Tesco Carers group meets weekly, every Monday, 1-3pm, at the Tesco Community Room, Hardwick store. It is intended for adult carers, including parent carers. Activities include presentations, games, and craft. It gives carers and their dependents a chance to meet up on a regular basis with access to information, advice and support from a staff member of West Norfolk Carers

More information from Steve Rourke Carers Support Worker tel: 01553 768155

49. **Swaffham Wellbeing Group**

Are you a carer? Feeling lonely or isolated? Want to make friends? Come and join us at the Wellbeing Group every Tuesday from 10.30-12.45 at Swaffham Community Centre.

We gather and meet for coffee from 10.30, the talk or activity is from 11-12.30 and we draw the weekly raffle at 12.15.

You can purchase lunch from the Iceni Community Café for those who want to stay.

To obtain details about any of our projects and services, please telephone 01760 720302 or 725801. Otherwise, please drop into Swaffham Community Centre, Monday to Friday during business hours
50. Young Carers Leaflet

Norfolk County Council have issued an updated version of the Guide for Young Carers and Families as access to services has changed. Please delete out of date versions copies of the new guide can be obtained from NCC website at https://www.norfolk.gov.uk/care-support-and-health/looking-after-someone/young-carers

51. Carer Grants

Carers Trust currently has a grant fund open for individual adult carers, aged 16+.

Carers can apply for grants of up to £300 for items or activities that will benefit them in their caring role, for example for

• Breaks for carers, with or without the person they care for.
• Items for the home including cookers, fridges, beds and washing machines.
• Driving lessons and other travel costs relating to caring roles.
• Courses and materials to develop carers’ skills and personal development.
• Home repairs.
• Short-term or time limited replacement care.

To apply contact your local carer services so they can advise you. They will need to complete a supporting statement for you on the application form. Carers Matter Norfolk are able to act as a referrer.

https://carers.org/article/grants-available-carers-trust
52. **Carers Matter Norfolk**

*Carers Matter Norfolk* is the new carer’s service for the county of Norfolk which started in October. The service will provide 1:1 support, carers groups (they are hoping to use libraries) and an on-line pod to provide advice. They are intending to build a network of volunteers to offering continuing support. Referral by Freephone number 0800 0831148 or via website [www.CarersMatterNorfolk.org.uk](http://www.CarersMatterNorfolk.org.uk)

For more information contact
Joyce Haynes (07384 257422) joyce.haynes@carersmatternorfolk.org
and Jan Crump (07384 257757) jan.crump@carersmatternorfolk.org

**Locality Networks**

‘The Locality Network meetings are for carers and people working with carers to come together and share information about services and support for carers. To identify what works well, what could be improved and any gaps in services’.  
(Carers can attend all meetings or drop in and out as suits their circumstances)

**All meetings are from 10.30am – 12.30pm**

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Venue</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Norwich</strong></td>
<td><strong>2018</strong></td>
<td>VENUE: Costessey Centre, 1 Longwater Lane, NR8 5AH (Lions Room)</td>
<td><a href="mailto:louise.goold@carersmatternorfolk.org">louise.goold@carersmatternorfolk.org</a></td>
</tr>
<tr>
<td><strong>South Norfolk</strong></td>
<td><strong>2018</strong></td>
<td>VENUE: South Norfolk House, Cygnet Court, NR15 2XE</td>
<td><a href="mailto:joyce.haynes@carersmatternorfolk.org">joyce.haynes@carersmatternorfolk.org</a></td>
</tr>
<tr>
<td><strong>West Norfolk</strong></td>
<td><strong>2018</strong></td>
<td>VENUE: A Piece of Mind King’s Lynn, Long Stratton, Norwich PE30 1PH</td>
<td><a href="mailto:jan.crump@carersmatternorfolk.org">jan.crump@carersmatternorfolk.org</a></td>
</tr>
</tbody>
</table>

Contact: Louise Goold, Networks Facilitator, [louise.goold@carersmatternorfolk.org](mailto:louise.goold@carersmatternorfolk.org)

---

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Health and Wellbeing

53. New Link Service from Point 1
Welcome to the Link Service from Point 1!
Working together to improve children and young people’s mental health

Could you be a Mental Health Champion?
Are you a frontline professional working with children and young people?

Would you like to feel more confident in responding to their emotional wellbeing and mental health needs?

Would you like to know more about the specialist support services available to them in Norfolk and Waveney?

If so, be part of the new Link Service from Point 1 and be trained to become a Mental Health Champion. We are currently developing and training a network of Mental Health Champions who will share their new knowledge amongst their colleagues of the mental health issues affecting children and young people and the types of support available. For more information about this role and whether you are eligible to apply, download the Mental Health Champion Role Specification.

Mental Health Champion Foundation Training

If you would like to be a Mental Health Champion you will need to attend our free 2-day foundation Training. We will run a number of these Foundation sessions across Norfolk & Waveney, starting in April 2018. These initial sessions form part of the Link Service’s rolling programme of free training events and consultations which will include specialist topics such as self-harm, attachment, anxiety and working with families.

Further details of training events with dates and locations will follow in due course.

Referrals to Point 1
Please note that the Link Service cannot offer support for specific referrals into the Point 1 service. If you have any queries regarding referrals, either current or pending, please contact SPOC on 0800 977 4077 or email.
54. Self-harm App

stem4 is a teenage mental health charity aimed at improving teenage mental health by stemming commonly occurring mental health issues at an early stage.

Young people have just as much right to accessing facts about good mental health as they do good physical health, and yet there is a lack of accurate information. Embarrassment or social stigma surrounding mental health issues can so easily lead to confusion with what may be normal development, as opposed to the early development of a mental health issue.

By sharing information on how to recognise early warning signs and by providing effective strategies in how to deal with them, we aim to stem these conditions early on.

Calm Harm app - helps you manage the urge to self-harm
Why not try the Calm Harm app?

Calm Harm provides tasks that help you resist or manage the urge to self-harm and it’s completely private and password protected.

http://www.stem4.org.uk/calmharm/

55. Children at risk of Suicide

New NSCB guidance: What to do if you believe a child or young person is at risk of suicide

This guidance has been produced for everyone who engages directly with children and young people in their day to day work and who may become aware of a young person's suicidal thoughts or intentions. It is specifically aimed at professionals who have no training or expertise in the field of mental health and who do not have a role in the formal assessment of risk.

The purpose of this guidance is to ensure that the wider children's workforce has an understanding of the process to be followed in Norfolk where concerns about possible risk of suicide exist. Everyone has a responsibility to identify young people at risk, including the risk of suicide, and to share information when action may be required to protect a child or young person.
56. Suicide Prevention
Norfolk County Council have launched a series of resources to help support individuals considering ending their life. The ‘Safety Plan Diary’ and ‘Keeping Safe’ guides are based on advice and experiences of survivors of suicide and their families to offer practical help for individuals and professionals, as well as friends and relatives who may be concerned about somebody they know.

Whether you work with vulnerable people, know someone who may need some support, or are looking for help yourself we all have a role to play.

The information, tools and resources found here are the results of a county-wide partnership approach to reducing the numbers of those taking their own life in Norfolk.

For more information see


57. Support line Emotional Support
Support Line offer confidential emotional support to children, young adults and adults by telephone, email and post. We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life. We also keep details of counsellors, agencies and support groups throughout the UK.

http://www.supportline.org.uk/

Support line have put a huge amount of work into compiling (by category) information about who can help on a more national level.

They would love to have some more feedback to help provide evidence about how their site and service helps the public. If you have made use of their website, or they have helped a client you have worked with, could you drop them a quick line of feedback?

info@supportline.org.uk
58. Transitions and Resilience

West Norfolk Mind have launched a new service called Supporting Transition and Resilience (STAR) which provides emotional support for young people aged 17-25.

The service is still running but the eligibility now states that we can only take referrals for individuals who have been discharged from Mental Health Services such as Thurlow house, Crisis Team, Early Intervention Team etc., within the last 6 months. We can now only support individuals within the transition period into the community.

We are still able to take referrals from other organisations as long as they fit into the new eligibility criteria. For example, if they have someone that they come into contact with that has been involved with the above mental health services but need support in the transitioning stage of getting back into community life then we are able to take that as a referral. The length of the service and what we can support with is still the same and the referral form is still the same at the moment but this is subject to change.

This is not a crisis service but aims to support young people suffering from depression, anxiety, OCD and many other conditions and who are receiving limited support or have been discharged from community mental health services.

It offers:
- One to one support
- Social groups and activities
- Workshops
- Support to access employment or training

Due to limited resources the service is not suitable for young people with ADD/ADH, Autistic Spectrum Disorders or learning difficulties.

Further information from:
West Norfolk Mind
Saunders Yard King’s Lynn Norfolk, PE30 1PH
01553 772952
EMAIL star@westnorfolkmind.org.uk
Website www.westnorfolkmind.org.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
59. Gardening for Health Project
Discover outdoor wellbeing!
If you're interested in regularly visiting or volunteering to help at our Gardening 4 Health Project
We are introducing non-gardening related social and creative sessions to help people rebuild their confidence and learn new skills
Placements are limited and arranged by referral
FOR MORE INFORMATION CALL Sharon on 01553 772952

60. Mental Health Carers Support Group
Do you support a loved one or friend with Mental Health Issues?
Try connecting with West Norfolk Mind Carer’s Support Group
The group enables you to draw on others experiences or simply just take some time out with a coffee and friendly people who may understand.
1pm – 3pm every Tuesday
West Norfolk Mind Centre, 4 Poplar Avenue, Heacham PE31 7EA
For more details contact Lynda on 01485 532024
Similar groups also run in King’s Lynn and Downham Market for details contact 01553 776966

61. Discussing mental health with a GP
Doc ready – helping you discuss mental health with a GP
“We know that it can be difficult to talk to people when you’re having difficulties with your mental health. Doc Ready helps you get ready for the first time you visit a doctor to discuss your mental health.”
Info & Advice
Doc Ready has info and advice about what to expect and how to plan speaking to a GP about your mental health.
Build Your Checklist
It can be awkward, scary or embarrassing talking about your mental health. Doc Ready helps you to plan what you're going to say to your doctor.
http://www.docready.org/#/home
62. New Mental Health Services in Norfolk

From 1 March 2018, NCC will work with a partnership of local mental health service providers working together to deliver a new mental health service.

Supported living and community enablement
This new service brings together three types of existing services. The existing services are detailed below.

- **Six supported housing schemes across Norfolk**
The schemes support up to 93 people at any one time. These schemes do not offer permanent homes, but are a stepping stone to increased independence and for most people are not a home for life.

- **Housing related floating support**
Currently supports between 330 and 380 people at any one time in their own homes. This service also works with people who are in a mental health hospital bed and who have housing problems, including homelessness.

- **Personal assistant services**
We purchase these services from a range of organisations. These services support people to manage their mental health and live independently in their own homes. The services support people with building up their community networks and use of community services. These services support around 190 people at any one time.

**Where will the new services be located in Norfolk?**
Services have been grouped together in three geographical areas, with an additional community-based intensive support service in the Greater Norwich area. The localities are:

- West Norfolk CCG area
- Central Norfolk (North and South Norfolk and Norwich CCG)
- Great Yarmouth locality
- Greater Norwich (intensive support)

The contracts for the new services were awarded to a partnership of local mental health service providers, involving Together for Mental Wellbeing, West Norfolk Mind, Norwich and Central Norfolk Mind, Great Yarmouth Mind and St Martins Housing. The new contract will start in March 2018.

**Find out more**
Read more about the new service. 
63. **Online Support for Mental Health**

Elefriends is a supportive online community where you can be yourself. We all know what it's like to struggle sometimes, and this is a safe place to listen, share and be heard. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others. Shared experiences and perspectives are valuable and powerful. In this way Elefriends don't just get help, they give help too. In the good times and the bad. Elefriends is for people over 18.

Elefriends is managed by [Mind, the mental health charity](https://www.elefriends.org.uk/) and its setup was generously supported by the Cabinet Office's Social Action Fund.

[https://www.elefriends.org.uk/](https://www.elefriends.org.uk/)

64. **Minded for Families**


MindEd for Families has been developed in two phases. The first phase, funded by DfE, is intended to support parents and those caring for children and young people in their family when they are concerned about a young person’s mental health or well-being. The second phase, funded by NHSE, provides support for older people and their families when they are concerned about mental health and well-being, either their own or other family members.

[https://mindedforfamilies.org.uk/young-people/](https://mindedforfamilies.org.uk/young-people/)

If you would like to learn more about the MindEd programme, make suggestions or provide feedback, please contact the team at minded@rcpsych.ac.uk
65. Mental Health Resources
Norfolk County Council have published links on a range of easy read guides, (Anxiety, Depression, Bipolar Disorder Obsessive Compulsive Disorder & Schizophrenia) general guides (including How to look after your mental health, reduce stress, self-harm parents help and mental health and well-being in schools) toolkits (including Teacher Toolkit, mental health toolkit, Mental Health Frameworks and Well-being measurement frameworks covering a range of mental health topics aimed at children, parents and professionals)


66. Dove Self Esteem Project
Welcome to the Dove Self-Esteem Project
At Dove, we believe that no young person should be held back from reaching their full potential – but in the UK, 9 out of every 10 girls with low body esteem put their health at risk by not seeing a doctor or by skipping meals.

Since 2004, Dove has been building self-esteem in young people – and by 2020, we’ll have helped 40 million through our educational programmes.

To help a girl you know, download our Uniquely Me tool for free here

67. Tackling Period Poverty
Libraries in West Norfolk are now running a service to provide fee sanitary products to those who find themselves unable to afford them (no proof needed no questions asked)
Visit a library pick up and order form and tick the products you need - up to 2 items. Hand your form to a member of staff to receive your bag of items
Could you help libraries in West Norfolk to support people in our area who are unable to afford sanitary products?
You can donate sanitary items (towels tampons and bags for people to carry them) at any of our libraries :- Dersingham Downham Market Gaywood Hunstanton Kings Lynn
We’ll be collecting donations from January and will be making items available to those in need from the end of the month

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
68. LGBT Information

At Switchboard we provide an information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity. Contact can be made by phone, message or email.

“We listen to all kinds of calls, and we take every one seriously. Whatever made you call, we’re glad you did – and we want to help you.” Here are some of the things people might call us for:

• Information about support groups for someone who thinks they are trans or non-binary.
• Support for a man who has been a victim of homophobic abuse, but has previously had a bad experience going to the police.
• Contact details for an LGBT-friendly therapist.
• Support for a lesbian teenager thrown out of her home by her parents, and who needs somewhere to stay.
• Information on how to get to local gay pubs for someone with mobility issues.
• Times and places for a local bisexual social group.
• Listening to some of the concerns a mother has about her child who is trans.

Every call is unique, and Switchboard prides itself on responding to the changing needs of our communities by providing a service that’s continually evolving and relevant. The majority of those who call are LGBT+ but we also get lots of callers who are considering issues around their sexuality. And then there are friends, parents or family members of LGBT+ loved ones who are looking for some independent advice and support.

https://switchboard.lgbt/help/

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
69. Parkinson’s Local Advisors

If you have Parkinson’s, or you know someone who has, you’ve probably got a lot of questions. Or maybe you just want to talk to someone who understands. That’s where Parkinson’s UK can help.

Our Parkinson’s local advisers provide confidential, one to one information about Parkinson and local services.

They’re there for anyone affected by the condition including carers family and friends. They give emotional support, as well as helping manage the day to day challenges of Parkinson’s such as finding the right care support and benefit applications.

Local advisers also liaise with health, social care and other local professionals to get you the support you need.

The local advisers for Norfolk are:

Lisa Morton
Parkinson’s Local Adviser
West and North Norfolk, Breckland.
Parkinson’s UK
Direct Dial: 0344 225 9852
lmorton@parkinsons.org.uk

Nicola Robinson
Parkinson’s Local Adviser
Norwich, Dereham, Swaffham and Watton
Parkinson’s UK
Direct Dial: 0344 225 3796
nrobinson@parkinsons.org.uk

Matthew Major
Parkinson’s Local Adviser
Broadland, Great Yarmouth and Waveney
Parkinson’s UK
Direct Dial: 0344 225 9838
mmajor@parkinsons.org.uk
70. CGL Drug & Alcohol Service

We are now live: Your new single integrated, recovery-oriented service provided by CGL went live on April 1st 2018, providing one integrated adult alcohol and drug behaviour change service across Norfolk.

We will continue to support the work currently being undertaken by children’s and adult social care, to provide a seamless transition into the new arrangements for those families that are currently receiving intervention. CGL are committed to practice which promotes the wellbeing, health and safety of children and adults at risk, and are proposing the co-location of substance misuse practitioners within MASH Hubs and Children’s Centres as part of the new delivery model. These details will be made available as they are confirmed.

Who are Change Grow Live (CGL)?
We provide help and support to adults, children, young people and families. Our services include health and wellbeing, substance misuse, mental health, criminal justice, domestic abuse and homelessness.

How you can support families during the transition
Services are now up and running and we are working to ensure that all service users are contacted and offered an appointment as soon as possible. If you, or the families you are working with have questions or would like more information about these changes you can:

Email or ring the Single point of contact (SPOC) number.
General enquiries: norfolk.info@cgl.org.uk Website: www.cglnorfolk.org
SPOC number: 01603 514 096 FAX: 01553 241 322
Sign-post to one of the hubs
Norwich- 5 Barton way, NR1 1DL DDI: 01603 761 884
Great Yarmouth-148 Kings Street, NR30 2PA DDI: 01493 332 224
Kings Lynn-33 railway road, PE30 1NF DDI: 01553 767 778
Open Access Assessments Mon, Weds, Fri 9.30am to 4.00pm Late Clinic Wednesday
Thetford: Breckland House, St Nicholas Street, IP24 1BT DDI: 01842 751 539
Open Access Assessments Mon-Fri 9.30am to 4.00pm Late Clinic Thursday

Request CGL representation or support at multi-disciplinary or professional’s meetings
if you have core groups or conferences arranged, require a case update, are expecting, or would like CGL representation at these meetings please contact us and speak to a manager in the relevant area so we can arrange for a worker to attend or provide an update. From April 1st 2018, there will be a single integrated, recovery-oriented behaviour change service provided by CGL – change, grow, live.

For more information visit www.cglnorfolk.org
Satellite clinics
Open access assessments are available during evening clinics by appointment only until 8.00pm. In addition, we are now pleased to be able to offer telephone triage for those who find it difficult to drop in and wait. For a telephone triage please phone 01603 514096 (Option 1 for Norwich, 2 for Thetford, 3 for Great Yarmouth or 4 for Kings Lynn); you will complete a short form over the telephone and then be invited in for a personalised assessment at a time convenient to you.
If you have not yet been seen you will be contacted soon to arrange an appointment for a priority review with your keyworker to ensure the information we hold about you is correct and to update your recovery goals. Should you have any urgent needs please contact us on 01603 514096 to request an appointment.
We continue to look at additional locations to improve ease of access for those living some distance from the main hubs and we have already arranged satellite clinics in the following locations to build on provision within the community:

Holt Medical Practice  Gurney Surgery, Norwich  Wellspring Centre, Dereham
Bacon Road GP Surgery, Norwich  GP Surgery, Overstrand Rd, Cromer  The Birchwood Surgery, North Walsham
The Birchwood Surgery, North Walsham  North Walsham Community Centre  Station Rd GP Surgery, Attleborough
Aylsham ACT  Watton Medical Practice  Sheringham Medical Practice
Swaffham Community Centre  Staith Surgery, Stalham  Methodist Church, Downham Market
Mental Health Department, Healthy Living Centre, Thetford  Herring House Trust, Great Yarmouth

Contacting Us
You can contact CGL by phoning 01603 514096 and selecting the option for your local office. We have 15 phone lines linked to this number, but at peak times there may still be a delay in calls being answered. We will soon have a voicemail service linked to this number and once this is in place we will respond to any messages left by the end of the day. Alternatively, you can email us on norfolk.info@cgl.org.uk or if you are looking for information about our services you can find us at https://www.changegrowlive.org

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
71. Mathew Project Video

Young people from The Matthew Project have helped to develop a film to raise awareness of the support we offer. Our hope is that through promotions on Facebook and YouTube we can encourage even more people to come to talk to us about their substance misuse.

If you are able to promote the film through your school, organisation or online, it would be greatly appreciated. You can watch the film here.

https://www.youtube.com/watch?v=P5lM263mJ5w

Dale Willimott
Young People’s Practitioner
(M) 07585 209879
(T) 01553 775109

72. Matthew Project drug/alcohol abuse

The Matthew Project’s Unity service works with young people up to the age of 19 all across Norfolk who misuse drugs / alcohol or are affected by the substance misuse of someone close to them.

The service includes 1:1 and group work, access to nurses and counsellors and is happy to advise professionals and attend your meetings to tell you a bit more. To book a meeting or refer a client please call 01603 216 420.

The Matthew Project caters for every age group, no matter where they are on the road to recovery so please call us on 01603 262 123 or visit www.matthewproject.org for more information.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
73. Narcotics Anonymous

A new service offering support to people who want to stop using drugs is starting at the Purfleet Trust Every Tuesday at 6pm

Further information from
Lucy Shaw
Purfleet Trust
5 St Ann's Fort
King's Lynn
Norfolk
PE30 1QS
Tel: (01553) 767 829 / 775 496
Email: lucyshaw@purfleettrust.org.uk
Domestic Abuse & Victim Support

74. Sexual Assault Referral Centre

The Harbour Centre – also known as the Sexual Assault Referral Centre (same place) has 2 daytime crisis workers who deal with the immediate effects of a penetrative sexual assault and also out of hour’s crisis workers who deal with things over night.

We also have 8 ISVA’s (Independent Sexual Violence Advisors) 4 who work with under 21’s and 4 who work with over 21’s.

Our referral criteria is:

- Assault by penetration
- Attempted rape
- Rape

However if you feel that a sexual assault of any kind has significantly impacted a young person and feel that our support would be helpful to them then please put the referral in to be considered as these are being considered on a case by case basis.

The assault can be acute or historic.

Referral forms are found on our website: www.theharbourcentre.co.uk under the professionals tab. Please put the referral with info missing if you aren’t sure, the centre manager can always contact you if needs be. Also don’t assume that someone else will have put a referral in (e.g. the police) as it doesn’t always happen.

We can work with a young person whether they are going through the police process or not. We will travel to the YP and they can be seen in school or outside school – it’s on their terms as is what other professionals they’re happy for us to have contact with.

The 01603 276381 number is a 24 hour helpline so people can call in the middle of the night if they are really struggling.
75. Emergency Injunction Service
The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

The award-winning service allows anyone who has recently suffered or been threatened with domestic violence to apply for an emergency court injunction. This can sometimes be issued within 24 hours of making contact with us. We work in close partnership with the police, solicitors and other support agencies (Refuge, Women’s Aid etc.) to help victims obtain speedy protection.

Once completed the on-line form will go directly to the First Steps Team who will call the applicants soon as possible. Once the case has been assessed NCDV will keep you up dated as to its progress.

For more information or to start the injunction process go to.
http://www.ncdv.org.uk/

76. DA Advice Line

Pandora Project Advice Line
Call us Friday 10am-3pm for telephone support around domestic abuse related issues.

✓ Are you unhappy with your relationship but not sure if it’s healthy?
✓ Do you need support to leave a partner?
✓ Have you suffered domestic abuse in past relationships?
✓ Are you concerned about child contact?
✓ Are you a professional who needs some expert advice?
✓ Support for men and women.

Call the team on 07526 257857

Open Fridays 10am-3pm for confidential advice and support.
77. Open the Box Course

A free course available to women affected by domestic abuse

Open The Box Programme is a 10 week course helping women to understand and recover from the impact of domestic abuse. It looks at breaking the cycle of abuse by looking at what makes a relationship abusive and increasing confidence and self-esteem.

Open The Box is a free course to any woman who has been affected by an abusive relationship.

Open The Box is currently being run in King’s Lynn.

What are its aims?
To help women identify domestic abuse
To understand the effects and impact of domestic abuse on children
To help women gain self-esteem and the confidence to improve the quality of their lives
To give women the knowledge and tools to live a safer and happier life, free from abuse

To make enquiries about Open the Box or to reserve a place please contact
mailto:info@pandoraproject.org.uk

78. Male Victims of DA

Pandora Project are now able to offer a service to male victims of domestic abuse.
The male service will cover the same geographic area as their female support- West Norfolk and Swaffham. They accept referrals from other agencies, no self-referrals. They have a referral form process so people can contact mailto:info@pandoraproject.org.uk for either a referral form or more information

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
79. **East Europe Domestic Abuse Support**

As part of their new Eastern European DA support service, Pandora now have a Facebook page in Russian. They have a support worker speaking Russian, Lithuanian, Latvian offering 1-1 support in West Norfolk, please share details where appropriate.

https://www.facebook.com/pandorapjectrusski/
mailto:info@pandoraproject.org.uk
W: www.pandoraproject.org.uk

80. **Teenage Relationship Abuse**

**Helping Young People to get Relationships Smart**

Being a teenager can be a difficult and confusing time for many, but when young people find themselves in a relationship where they are treated badly and which ‘hurts’, it can leave them with extra layers of confusion, self-doubt, a lack of confidence and lowered self-esteem.

**Escape the TRAP**

is a programme specifically designed to help young people recognise and protect themselves from teenage relationship abuse. For more about domestic abuse and controlling relationships go to www.pandoraproject.org.uk

If you want more info about Escape the Trap courses please e-mail mailto:info@pandoraproject.org.uk

PandoraProjectNorfolk  PandoraProjectWestNorfolk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
81. Managing Aggressive Behaviour

Who’s in Charge? Is an eight week programme combining educational and therapeutic sessions for parents of children who are verbally or physically abusive beyond parental control.

The programme works with parents to understand the complex nature of abuse. This is achieved by the use of 8 structured sessions which incorporate group exercises, discussions and handouts.

Further information from Tracy at

mailto:info@pandoraproject.org.uk
W: www.pandoraproject.org.uk

82. Domestic Abuse Law Clinic

Pandora project is offering a new domestic abuse and children’s law clinic for women

Offering free legal advice around domestic abuse and children’s law.

Especially for those

- Experiencing harassment from ex partners
- Having problems with children’s contact
- Needing legal advice around domestic abuse matters

Make an appointment for the Law Clinic at

Kings Lynn Women’s Centre
41 old Hospital Walk
Kings Lynn
PE30 5RU

Last Thursday every month 1-4pm
By appointment only
Email info@pandoraproject.org.uk
Call 01775 888598
83. Leeway Domestic Abuse Services

West Norfolk Domestic Abuse Case Workers Offer

- One to one support
- Access to emergency refuge accommodation
- Advice sessions
- Power to Change women’s groups

The Power to Change Self Help Programme is a nationally recognised 6 week programme to help survivors of domestic abuse to identify abusive situations and develop the confidence to take control of their lives and keep themselves and their children safe. The programme focuses on the following areas/outcomes

This can be offered one to one in the community

- Understanding Basic rights
- Understanding domestic abuse as an issue of power/control
- Supporting children affected by domestic abuse
- Coping with difficult emotions
- Developing assertiveness skills and setting boundaries
- Maintaining safety
- Dealing with authority figures
- Developing healthy relationships

For details call 0845 241 2171

Please see Power to Change courses available in the west:
Vancouver children’s centre
19th Feb 7 weeks and
3rd Sept 7 weeks

Helpline 0300 561 0077
referrals@leewaynwa.org.uk
84. Domestic Violence Services

LEEWAY DOMESTIC VIOLENCE AND ABUSE SERVICES

A supportive, non-judgmental & confidential service for women dealing with domestic violence/abuse, past or present

NORWICH; Various locations
DRAYTON
AYLSHAM
BROADLAND COUNCIL
DOWNHAM MARKET
KING'S LYNN; Various locations
SWAFFHAM
DEREHAM
THETFORD
GREAT YARMOUTH
LOWESTOFF

FOR ALL ENQUIRIES PLEASE CALL 0300 561 007

85. Leeway Coffee Morning

You are invited to a Leeway coffee morning and arts and crafts session

We are holding a coffee morning and arts and crafts session for our current service users. The session will give you the opportunity to meet other people and for you to enjoy some arts and crafts activities service users.

Time/Date: 10:30am-12:30pm
2nd Monday of every month
Hunstanton Town Hall

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
86. Good Friend Guide for DA

How to be supportive to a friend or family member experiencing abuse.

Are you looking for practical and simple advice on how to better support a friend in an abusive relationship? We’ve put a short guide together to do just that. Though this is not a definitive resource with all the answers for each individual case, it’s a good place to start especially if you’re feeling unsure or anxious. Don’t worry! You can do this...

There is no one-size-fits-all solution so take and leave the advice you’ll find here.

For now, we have decided to focus our attention on violent and abusive relationships in which the survivor is a woman. The relationships may be heterosexual or same-sex. Although CHAYN’s work is mostly aimed at women, the advice given in this guide can be used by anyone who believes it can be helpful to them, regardless of gender.

This guide is part of a continuing discussion about how we can support women in violent relationships. We welcome suggestions and contributions that will help us improve this guide. The guide was originally developed by Cagnesciolte in Rome and has been remixed by CHAYN.

https://chayn.gitbooks.io/the-good-friend-guide/content/
87. DWP Help for Victims of DA

Domestic violence and abuse is still a huge problem in our society, with far-reaching and devastating impacts.

The cross-government definition of domestic violence and abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional

The government is fully committed to the prevention of abuse and the Department for Work and Pensions (DWP) has a range of measures designed to support people who flee violent and abusive households.


1. Informing DWP about the domestic violence and abuse
2. Providing evidence of domestic violence and abuse
3. Housing Benefit
4. Jobseeker’s Allowance (JSA) and Employment and Support Allowance (ESA)
5. Universal Credit
6. Benefit cap
7. Removal of the spare room subsidy
8. Discretionary Housing Payments
9. Migrant partner support
10. Child Maintenance Service application fee
88. Child Sexual Abuse Peer Support Group in Downham

Free New Peer Support Group

Have you suffered child sex abuse? Are you stuck with dealing with issues from the past?

Our aim is to enable you to gain confidence and understand that child sex abuse can cast a shadow on your life

Are you feeling helpless about a member of your family who has been sexually abused

Breaking the Silence
NEW GROUP
No professionals involved just survivors

Tuesday 19th June 2018 7-9pm
The Methodist Church
Paradise Road
Downham Market
PE38 9JE

PLEASE CONTACT JEAN
jean.rochford@btinternet.com
89. Women Offenders

What is the Wonder+ Scheme?
The Wonder+ Scheme in taking over from the Wonder Scheme to support women offenders and those at risk of offending living in Norfolk. It is a partnership between St Giles Trust, Future Projects and City Reach Health Services to offer advocacy, advice and guidance to women as well as helping them to access other services that may be of help to them.

Who is the Wonder+ Scheme available to?
The service will be available to women living in Norfolk or intending to live in Norfolk who meet the following criteria:

- Aged over 18 years of age and:
- Attending one of the Police Investigation Centres (PICs) in Wymondham, Kings Lynn, Aylesham, Great Yarmouth and Bury St Edmunds.
- Engaging with the local policing teams and/or teams within the Early Help Hubs across the county.
- In receipt of support from another statutory or voluntary agencies but requiring more specialist support.

What are the benefits of working with the Wonder+ Scheme?
The team will provide a non-judgemental, safe and confidential space. We will work alongside you to develop an individually tailored support plan which will incorporate your needs and goals.

We offer support, advice, guidance and advocacy, both practical and emotional, such as:
- Housing & Benefits / finance
- Education, training and employment
- Building / sustaining positive relationships (family, children, friends)
- Mental and physical wellbeing (including sexual health)
- Problematic substance and alcohol use
- Risky behaviour
- Domestic / sexual abuse and violence

The opportunity to receive support with the aim of preventing further involvement with the Criminal Justice System.

To find out more about the programme, please contact -
Clare Bradley
Contract Manager - Norfolk and Suffolk
St Giles Trust
T: 07770 012 443
E: clare.bradley@stgilestrust.org.uk
90. NHS Safeguarding App

The NHS have launched a safeguarding app for all Health professionals covering all aspects of safeguarding for both adults and children & young people.

Look for NHS Safeguarding Guide App in the app store

A version for desk top computer is available at
http://www.myguideapps.com/nhs_safeguarding/default/about.html?nocache=0.4133723851141099

The content of the material within this app was originally developed by NHS Midlands and East SHA and further updated and developed in by a consortium of CCG safeguarding leads in the East. NHS England regional safeguarding leads have supported the development of the content to suit all healthcare staff in England and the content has been additionally developed by safeguarding leads across England.

Should you wish to feedback on the content of the app please contact:

Dr. Sarah Robinson Patient Experience and Quality Manager, Nursing Directorate NHS England - Midlands and East (East)
sarahrobinson8@nhs.net or eleanor.sherwen1@nhs.
91. Tool Kit for Male Victims

Toolkit for Work with Male Victims of Domestic Violence
Respect has published the second edition of a toolkit for professionals working with men experiencing domestic violence. The purpose of this toolkit is primarily to support and inform work with male victims of domestic violence.
Hard copies are available at £10 per copy, including postage and packing. Please complete the online Men’s Advice Line publicity material order form.

Download the Toolkit for free chapter-by-chapter (PDF format):
Toolkit for Work with male victims of DV 2nd ed 1. TITLE PAGE, INTRODUCTION
Toolkit for Work with male victims of DV 2nd ed 2. MEN AND DV. Respect© (What do men tell us about their experiences of domestic violence? Male victims and diversity. Categories of clients who may approach services for male victims)
Toolkit for Work with male victims of DV 2nd ed 3. IDENTIFYING. Respect© (Value and purpose in identifying who is doing what to whom. The dangers of incorrectly identifying someone. Brief assessment process-gathering evidence during a short meeting or telephone call. Checklist tool to use to help identify who is doing what to whom and with what consequences. Analysis and coming to conclusions)
Toolkit for Work with male victims of DV 2nd ed 4. ASSESSING. Respect© (Longer assessment tools and forms for work with men presenting as victims of domestic violence)
Toolkit for Work with male victims of DV 2nd ed 5. RESPONDING. Respect© (Suggested responses to clients following assessment)
Toolkit for Work with male victims of DV 2nd ed 6. CASE STUDIES. Respect©
Toolkit for Work with male victims of DV 2nd ed 7. RESEARCH, BIBLIOGRAPHY Respect© (Information from UK national research about the incidence, scale and effects of domestic violence on men. Information from other research on gender and domestic violence. Analysis of monitoring calls to the Men’s Advice Line 2010 and 2011. Reports of sexual abuse experiences on the Men’s Advice Line from heterosexual and gay men. Bibliography and further reading)

For more information see the website http://www.mensadviceline.org.uk/
92. Sexual Harassment in Schools & Colleges

Sexual violence and sexual Harassment between children in schools and colleges

Advice from the Department for Education for schools and colleges on how to prevent and respond to reports of sexual violence and harassment between children. The guidance covers:

- what sexual violence and harassment is
- schools’ and colleges’ legal responsibilities
- a whole school or college approach to safeguarding and child protection
- how to respond to reports of sexual violence and sexual harassment


93. Stop Hate in Norfolk Protocol

The Stop Hate in Norfolk Protocol aims to create a common standard for tackling hate crime/incidents across Norfolk.

It sets out how different organisations in Norfolk – whether public, private, voluntary or community – will work together, to make it easier for residents to report hate incidents and crime.

Hate incidents/crime can take many forms, some more obvious than others. Although physical violence, verbal abuse, damage to property and graffiti are common, other forms of hate incidents are on the increase. For example:

Instances where vulnerable people are befriended to be exploited known as ‘Mate Crime’. There may be safeguarding implications with this form of hate incident.

Internet hate crime is becoming increasingly common, especially with younger and vulnerable people, and can include anything from hate mail and texts to posting hate material on social media.

A hate incident/crime is any incident/crime that is motivated by hostility, prejudice or hate on the grounds of race, religion, sexual orientation, disability or transgender identity.

For more information including how to download a copy of the protocol see https://www.norfolk.police.uk/stop-hate

Jump back to start
94. Modern Slavery briefing note

Project Aidant is nationally coordinated activity aimed at targeting the threat of Human Trafficking and Modern Slavery. This will see nominated weeks of ‘intensification’ activity, which will focus on different nationalities and communities each time.

Polish nationals
National data highlights that the number of Polish nationals being referred for support due to this type of exploitation remains significant. The majority are referred for labour exploitation but other exploitation types include domestic servitude and sexual exploitation.

How can I assist?
In your roles, you could become aware of information that someone is being exploited in this way so be aware of some of the indicators of modern slavery and human trafficking:

<table>
<thead>
<tr>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Those being kept as slaves might have their movements restricted</td>
</tr>
<tr>
<td>They may appear injured and malnourished</td>
</tr>
<tr>
<td>They may have a lack of belongings; E.g. their passports and ID taken</td>
</tr>
<tr>
<td>from them to stop them having freedom to leave and work elsewhere. They</td>
</tr>
<tr>
<td>may also wear the same clothes every day.</td>
</tr>
<tr>
<td>Are they avoiding eye contact and reluctance to talk to strangers?</td>
</tr>
<tr>
<td>They may not know their home or work address</td>
</tr>
</tbody>
</table>

What should I do if I suspect someone to be a victim of modern slavery?
If you think someone is in immediate danger you should call 999 to report it.
If there is no immediate threat then you can report to Police via 101.
Alternative routes to support are the Modern Slavery helpline (0800 0121 700) or The Salvation Army (0300 303 8151). Any other information that you think may be relevant can be provided in confidence for creation as intelligence by sending an email to CIB@norfolk.pnn.police.uk.
If you are part of a statutory organisation, please ensure you report your concerns to your safeguarding lead.
95. County Lines Briefing

‘County lines’ is the term used to describe the approach taken by gangs originating from large urban areas, who travel to locations elsewhere such as county or coastal towns to sell class A drugs. Gangs typically recruit and exploit children and vulnerable young people to courier drugs and cash. Typically, users ask for drugs via a mobile phone line used by the gang. Couriers travel between the gang’s urban base and the county or coastal locations on a regular basis to collect cash and deliver drugs.

Gangs recruit children and young people through deception, intimidation, violence, debt bondage and/or grooming. Gangs also use local property as a base for their activities, and this often involves taking over the home of a vulnerable adult who is unable to challenge them.

County lines was first identified in 2014. The first National Crime Agency threat assessment on county lines was published in August 2015 based on information gathered in 2014. An updated assessment by the National Crime Agency was published in November 2016, which provided a more comprehensive picture and showed that this was a growing issue.

Whilst progress is being made, more needs to be done. The Government is very keen to ensure that all the key sectors (police, safeguarding, children’s services, adult social services, housing, schools and others) are aware and are taking this issue seriously. We have established a new Working Group on County Lines which will oversee a 12 month action plan to tackle this issue and brings together key departments, the National Police Chiefs’ Council, National Crime Agency and other key partners.

It is critical that practitioners working directly with children and vulnerable adults are aware of what county lines is, how to identify those at risk or involved in county lines exploitation and what action to take. County lines cuts across a number of issues including: drug dealing, violence, gangs, exploitation, safeguarding, modern slavery and missing persons, and to tackle it requires the efforts of a range of departments, agencies and organisations.

If you require further information on issues relating to county lines, please contact Wayne Jones at: Wayne.Jones@homeoffice.gsi.gov.uk

Or the briefing paper on Norfolk Safeguarding Children’s Board
http://www.norfolklscb.org/summary-briefing-paper-county-lines/
Groups

96. EDF Energy Funding

“The EDF Energy Trust is a registered charity operating since 2003, to help individuals and families in need, poverty, suffering and other distress who are struggling to pay their gas and/or electricity debts. Applications to the Trust are accepted from current domestic account holders of EDF Energy (the person/persons named on the bill).

The Trust helps by giving grants:
• To clear gas and electricity debts owed to EDF Energy.
• To clear gas and electricity debts owed to other suppliers.
• For Bankruptcy / Debt Relief Order (DRO), Sequestration and Minimal Asset Process fees, purchase essential energy efficient white goods and cookers (these payments are known as FAPs (Further Assistance Payments)).

The aim of the Trust is to give vulnerable individuals and families a fresh start to enable them to keep free of debt going forward. Applicants are strongly advised to seek money advice before applying to the Trust. https://www.edfenergytrust.org.uk/

97. West Norfolk Borough Charity

The King’s Lynn & West Norfolk Borough Charity Trust is one of a number of local charities that help those, who are in need, within the Borough. The Trustees come from all walks of life and include appointees from King’s Lynn Borough Council & Social Services.

The object of the charity is to try to relieve hardship or distress by paying for, or making a contribution to, items, services or facilities calculated to help those in need who apply for help. Recent assistance has included the purchase of cookers, washing machines, specialist clothing and help with relocation expenses within the borough. Each application is considered on its own merit and grants are not given where the relief should be met from Public funds.

Application forms should be sent to the secretary:-
Andy Stephens OBE
Tel 01945...430599
M 07595...939769
Email: andystephensobe@gmail.com

Please read the guidance notes carefully and complete the application form in full with all the information requested. The Trustees meet quarterly but do consider urgent applications between meetings. https://www.kingslynnwncharitytrust.co.uk/
98. **New Anglia LEP Community Funding**

Deadline for applications 5pm, 11 May 2018. Final decisions will be made in July, and projects should begin on 1 September 2018.

The Community Challenge is a scheme for Norfolk and Suffolk led by the New Anglia Local Enterprise Partnership (LEP) aiming to encourage projects from the voluntary and community sector that can actively deliver against targets to help people in the LEP area to enter employment, and deliver against a range of work readiness outcomes.

**Funding available**
Grants of up to **£20,000** are available. Funding is for one year, though projects that deliver strongly against the Challenge outcomes may be considered for continuation funding to sustain, develop and scale up their model. Funding **cannot** be used for the purchase of capital equipment beyond 10% of the total proposed budget.

**Community Challenge target outcomes**
Applications should state a target for the number of people the project aims to support into paid employment throughout the life of the project. Please note projects will also be asked to measure job retention over the life of the project.

**Match funding**
All applicants will be required to provide match funding of up to 25% of the total project cost as part of their proposal.

**Eligibility criteria**
The Challenge is open to Registered Charities/Social Enterprise organisations. It is not open to individuals or non-constituted groups.

The problem identified and the solution proposed must all relate to both skills and employment for people facing multiple challenges in less affluent neighbourhoods

For more information please see

99. **Farming Help Charities**

Farming Help 03000 111 999 (7am - 11pm)
Confidential help for all in the farming community
Struggling to get by and not sure where to turn? Times can get hard for everyone but the good news is that farmers can reach three farming charities, with just ONE CALL

**Addington Fund**
Provides homes for farming families who have to leave their farm and by doing so will lose their home. In times of emergency, and where hardship prevails, Addington may be able to support a farm business through its Trustees' Discretionary Fund with a short term grant. In certain counties the Fund may be able to accommodate farm workers through its Affordable Rural Housing Scheme.
[Visit the Addington Fund website](#)

**The Farming Community Network**
A UK network of volunteers from the farming community and rural churches. FCN provides a Helpline and a visiting service to farming people and families who are facing difficulties. FCN's volunteers provide pastoral and practical support for as long as it is needed, helping people to find a positive way through their problems. Callers to the Helpline who need FCN support are put in touch with a local volunteer.
[Visit the FCN website](#)

**R.A.B.I (Royal Agricultural Benevolent Institution)**
A grant-making charity that provides confidential help to retired and working farming people in financial difficulty. Support covers all ages and is tailored to the individual, including one-off and regular grants, replacing essential household items, funding for disability equipment, care home fees, relief farm staff and training grants to help people develop skills to bring in off-farm income.
[Visit the RABI website](#)
100. **Trusthouse Grants**

Trusthouse gives grants for running costs or one-off capital costs to charities and not-for-profit organisations in accordance with criteria that are regularly reviewed and decided by the Trustees. Our overarching themes are Rural Issues and Urban Deprivation.

**Rural Issues:**
We are looking for applications from organisations which are addressing issues in rural areas. ‘Rural’ in this context means cities, towns, villages and areas with 10,000 or less inhabitants which are classified in the latest government Indices of Multiple Deprivation as being in the most deprived 50%. We are interested in, for example, projects providing transport for the elderly, disabled or disadvantaged; contact networks for the young disabled; projects which encourage a sense of community.

**Urban Deprivation:**
We are seeking applications from local charities or not-for-profit organisations which are working with residents of urban areas (i.e. more than 10,000 inhabitants) which are classified in the latest government Indices of Multiple Deprivation as being in the most deprived 20%. We are interested in, for example, youth clubs; training schemes to help people out of unemployment; drop in centres for the homeless.

Within these overarching themes, we are interested in three areas:

**Community Support**
For example: work with young people; community centres; support for carers; older people’s projects; help for refugees; family support; community transport; sports projects; rehabilitation of ex-offenders; alcohol and drug misuse projects; domestic violence prevention and aftermath.

**Disability and Healthcare**
For example: projects in deprived areas for people of all ages with physical and/or sensory disabilities; support for people with mental health issues; hospices.

**Arts, Education and Heritage**
For example: arts projects for people with disabilities; performance or visual arts with a clear and strong community impact; alternative education projects; supplementary teaching; heritage projects in marine or industrial areas which involve local people and have a demonstrable community benefit.

101. Community Funding Grants

This Prince’s Trust
Web page has a number of useful links to funding opportunities. Some of which I was already aware of, but others were new

The Percy Bilton Charity
Only registered charities in the U.K. whose primary objectives are to assist one or more of the following groups:

- Disadvantaged/underprivileged young people (under 25 years of age)
- People with disabilities (physical or learning disabilities) or mental health problems
- Older people (aged over 60)

Large grants – one off payments for capital expenditure of approximately £2,000 and over (the majority of grants fall within the range of £2,000 to £5,000) Preference is given to specific items of furniture and equipment (excluding office items) which the Charity can fund in their entirety.

Small Grants (up to £500)
For further details regarding eligibility please visit:
http://www.percy-bilton-charity.org/percy-bilton-organisations
For information about grants for individuals please visit: http://www.percy-bilton-charity.org/percy-bilton-individuals/

Turn2us
Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services

Grants may involve:
- Regular amounts of money to help you with your bills and other living expenses.
- One-off grants (sometimes called specific gifts) to help you pay for a specific item you need
- Educational grants to help with the costs of educational and training courses.
- Vouchers or an amount paid in credit to a shop to allow you to obtain specific items you need, such as food or clothing.
- Funding to improve your job prospects or quality of life, e.g. respite breaks and travelling expenses.
- Help with house repairs, adaptations and decorating.
https://www.turn2us.org.uk/
102. **Supermarkets Supporting the Community**

The below excerpts are all copied from individual websites, please visit each one for further details. There may well be further good work being done in which case any omission is unintentional.

**East of England Co-op – free Fairtrade tea**

[https://www.eastofengland.coop/community/how-we-can-support-you/co-op-cuppa](https://www.eastofengland.coop/community/how-we-can-support-you/co-op-cuppa)

“Maybe you’d like a supply of tea for a regular event you’re running, like a support group or weekly activity? Or perhaps you’re holding a one-off event like a coffee morning or a fete? Either way, we might be able to provide you with a free supply of Co-operative Fairtrade 99 Tea.”

**Central England Co-operative aims to make a real difference in our communities**

To help the communities we serve celebrate in our success, we invest a percentage of our trading profit back in to projects that we feel will really make a difference.

If you’re part of a local community group, voluntary organisation or local charity, we could support your project with a grant of up to £5,000.

Since 2007, we have proudly donated over £1.2 million to help fund projects in our trading area through our Community Dividend scheme.

If your project’s postcode falls within our trading area and if you think your local community would benefit from a project that requires some help with funding, then hopefully we can help.

To begin the application process and to find out if your project is eligible for funding, please click [here](https://www.eastofengland.coop/community/how-we-can-support-you/co-op-cuppa).

Alternatively, if you have any questions about an application please contact us prior to applying, using the [Contact us](https://www.eastofengland.coop/community/how-we-can-support-you/co-op-cuppa) link in the top right hand corner and we’ll be happy to help.
Tesco - community champions


“Community Champions act as ambassadors for Tesco within their area, working to ensure that we are a great neighbour that can bring genuine benefit to the local community. They work with their Store Manager and other shops in the region to shape how Tesco can get involved in local community events, providing support where it is most needed, and help keep our customers and colleagues up to date with the most recent activity. We have over 500 Champions across the business, primarily in our large format stores. If customers or colleagues would like to meet their local Community Champion to discuss how they can get involved with supporting a local event they can use the email details on the spreadsheet below, or pop in to their local store.”

Morrison’s - funding

https://www.morrisonsfoundation.com/funding.html

“The Morrison’s Foundation provides grants towards projects undertaken by registered charities. If you’re seeking funds for such a project, click on the below link to start your application. We believe that good projects come in all shapes and sizes so we’re not limiting how much you can apply for, though we do ask that your project benefits people’s lives in the UK.”

Lidl partners with Neighbourly

https://www.neighbourly.com/blog/lidl_partners_with_neighbourly_national_rollout_redistribute_2_million_meals

“Lidl UK has announced the launch of their national food redistribution programme and support of #FundAFridge in partnership with Neighbourly. This will see all Lidl stores across England, Scotland and Wales donating food surplus to local food charities helping to feed people in need, equalling up to 2 million meals a year.”

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Asda - Community champions
http://your.asda.com/community/helping-make-the-local-community-a-better-place-to-live-and-work-in
“In some of our bigger stores we can provide space, including meeting rooms, for local groups to use. And they welcome charities and other local groups to raise funds in store or collect donations for food banks and other good causes.
We’ve organised hundreds of local and nationwide events, ranging from sponsored events for Tickled Pink, the Chosen by you, Given by us local store fundraising collection, in-store and local community #Cakemyday activity to help celebrate Asda’s 50th birthday and handing out £4.6 million in grants to deserving community causes from the Asda Foundation.”

Waitrose – partner volunteering
“Building on the successful Community Matters model, we launched Community Matters Partner Volunteering in May 2012. Local causes can now bid for ‘Partner time’ as every year we set aside a budget for each store to invest in volunteering

Marks and Spencer’s – donations
“If you have a request for a donation to a charitable organisation, these are often made through our local stores who have a small, limited budget and focus their support towards issues that are important to their local community. So visit your local store and ask to speak to a manager.”

Sainsbury’s - donations
https://help.sainsburys.co.uk/help/company-values/donate-to-charity
All our stores also have a local charity they support throughout the year. Please click here (Opens New Window) for more details about your stores local charity. They also have a small budget for making donations of raffle prizes or vouchers and can sometimes help with events in store such as bag packing. Contact your local store (Opens New Window) by phone only, for more information.
103. Mobility Charity Grants

Mobility Trust
Mobility Trust provides powered wheelchairs and scooters for UK residents who have severe disabilities and who cannot obtain such equipment through other means. We aim to reach and help people who, quite simply, have nowhere else to turn. We are the only UK charity that provides such broad support, regardless of age or cause of disabilities.
https://mobilitytrust.org.uk/

Acts345 (not mobility specific, but of interest in general)
Acts 435 is a website that directly links those wanting to give with those needing their help. This happens simply through online giving, with the Church providing a physical, face-to-face meeting point where church volunteers, called advocates, meet with those in need and post these needs on the Acts 435 website. 100% of what is donated via Acts 435 goes directly to those in need. Nothing is removed to cover administration costs – if you give £80 for a cooker, that full £80 will go to purchase that item.
https://acts435.org.uk/give/other/gifts-in-kind/

The Barchester Healthcare Foundation
The Barchester Healthcare Foundation supports older people and adults with physical and mental disabilities. It is able to help individuals with the cost of items that enhance the person’s mobility, independence or quality of life.
www.bhcfoundation.org.uk

ACT foundation
ACT provides grants of up to £2,500 to individuals with the aim of enhancing the quality of life for people in need (specifically those who have a physical and/or mental disability or the aged and who are living in poverty). Applicants are required to be permanently resident in the UK. Examples of grants we will consider:-
- Mobility aids
- Specialised seating and car seats
- Specialised beds and sleep systems
- Sensory toys and equipment, room padding
- Communication aids, specialised software
- Respite breaks at a registered centre for the applicant only
- Vehicle Adaptations

http://www.theactfoundation.co.uk/content/apply-grant-individuals

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Aid for the aged in distress
What will AFTAID provide a grant for? Nearly anything which is required to take away hardship from the day to day life of an older person. http://www.aftaid.org.uk/home.html

Margaret’s fund
We only give grants to women who are in financial need – and who are in ill health or suffering from a health-related problem. To assist you, here is a rough guide to how Margaret’s Fund normally helps successful applicants. For reasons associated with the history of the charity, we tend to favour these conditions in order of importance: •Women with TB. •Women with chest related or pulmonary illnesses. •Women with other illnesses. Grants are made for: •aids for disability •extra comforts •convalescent holidays (holidays to recover from illness) •clothing •extra nourishment •extra heating
http://margaretsfund.co.uk/how-we-help/

The hospital Saturday fund
The Hospital Saturday Fund provides grants to individuals from the UK and the Republic of Ireland. It is able to help with the purchase of specialised equipment and practical forms of treatment. www.hospitalsaturdayfund.org

104. Strongbones Children’s Charitable Trust
Strongbones Children’s Charitable Trust is a national registered charity set up to help families who have children suffering from brittle bone disease, bone cancer, scoliosis, arthritis, and all other serious conditions of the bone. Applicants must be under age of 21.

What we do
▪ We provide an online support network to over 1,000 families
▪ We provide manual wheelchairs
▪ We provide specialist buggies
▪ We provide adapted trikes and hand cycles.
▪ We provide supportive seating (If refused by State funding at panel)
▪ We provide advice to families in accessing welfare benefits.
▪ We provide disability aids and portable hoists
▪ We organise family days to enable parents and children to network.
▪ We organise and fully fund a yearly superhero party in the summer
▪ Our Youth Ambassador Myles selects a child weekly to receive an Inspirational

https://strongbones.org.uk/about-us/

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
105. Day Trippers Grants

“Special schools, children’s hospices, charities and support groups can apply for funding towards a day trip of their choice.

We want to ensure children and young people with disabilities and life-limiting conditions in the UK experience great days out. Find out below if your organisation is eligible for our support and how to apply for a grant. If you have any queries, please contact us on 020 7758 0030 or at enquiries@daytrippers.org.uk. http://www.daytrippers.org.uk/daytrips/how-to-become-a-daytripper/

Eligibility criteria:
- Special schools, children’s hospices, registered charities and support groups (without charity status) based in the UK are eligible to apply.
- The day trip must consist of at least eight children and young people who have a disability and/or a life-limiting condition (up to the age of 25).
- The proposed day trip must take place in the UK.

Key points:
- Application forms are accepted all year round.
- Fully completed application forms and supporting documents may be submitted ten working days or more prior to the day trip.
- Funding will primarily be considered for children and young people with disabilities and life-limiting conditions and their key carers.
- We will consider each application form and funding requested on an individual basis.
- We allocate up to £30 per child/young person and award grants no greater than £1,500.
- If the proposed day trip includes over 50 children and young people, please call us to discuss your request before completing an application form.
- As well as considering days out, we welcome application forms regarding in-house events (a fun day for children for example).
- If we are unable to cover all of the costs, we will consider making a contribution towards the day trip.
- Successful applicants are required to provide monitoring information after the day trip has taken place. See here for more information.
- Organisations are expected to pay for the day trip upfront. Payment of the grant will be issued after the day trip. Organisations may receive one grant per calendar year.

We will not consider:
- Application forms for individual families.
- Funding requests for overnight stays and residential.
- Day trips to events funded or co-funded by Daytrippers.

Jump back to start
106. Variety Children’s Charity

We’re here to help improve the care and ease the burden of looking after a child who is seriously ill or disabled. We really do understand the emotional and financial strain it imposes on parents and carers. Grants are available to individuals as well as organisations. We aim to provide whatever is needed:

- It may be medical, such as monitoring equipment.
- It may be basic care like feeding tubes or hoists.
- It may be sensory play or mobility equipment for a nursery or playgroup.

Applications can be made on behalf of individual children. These must be supported by a letter from an appropriately qualified medical professional, e.g. occupational therapist, physiotherapist or paediatrician. Please ensure that this letter refers to the equipment.

Applications can also be made from non-profit making groups and organisations working with children up to, and including, the physical age of 18 years. These include statutory bodies (schools and hospitals), hospices and small registered charities. These applications must also be supported by a letter from medical professional, as above.

[https://www.variety.org.uk/what-we-do/equipment-grants](https://www.variety.org.uk/what-we-do/equipment-grants)

Variety Great Days Out

2 million children have had Great Days Out with Variety.

We arrange our days out with schools or organisations who cater for children and young people who are sick, disabled or disadvantaged.

Are you a school or community group?

If you work with children who are sick, disabled or disadvantaged and would like to know more about our great days out please contact us on 020 7428 8100 or email info@variety.org.uk

[https://www.variety.org.uk/what-we-do/variety-great-days-out](https://www.variety.org.uk/what-we-do/variety-great-days-out)
107. Younger Peoples Grants

The Elifar Foundation
The Elifar Foundation welcomes applications by, or on behalf of, individual children or young adults with any form of physical or learning disability. We will consider applications by, or on behalf of, individual children or young adults with any form of physical or learning disability. Please note that due to the increasing pressure on funds and an unprecedented level of applications, The Elifar Foundation is not currently able to accept applications for grants to support older adults but will continue to focus on and prioritise support for children and young adults aged 28 and under.
http://www.elifarfoundation.org.uk/how-we-help/apply-for-a-grant/

Trefoil - Personal Development Grants
Trefoil offers Personal Development Grants to young people under the age of 25 years with special needs which may be psycho/social or of a physical nature which impacts upon their development. Application deadlines for 2018 are: Friday 23 February; Friday 27 April; Friday 7 September and Friday 23 November.
http://www.trefoil.org.uk/applications/personal-development-grants/

108. B&Q Re-Use Scheme
Community re-use - B&Q operates a community re-use scheme through all stores
The scheme is in place to donate unsellable products and materials for re-use by local schools, other educational institutions and community groups, for the benefit of the local community and the environment. These items are donated on the understanding that they will be re-used or disposed of responsibly if they aren't used. Eligible groups include:

- Schools and colleges
- Child minders, playgroups and nurseries
- Allotment associations, community gardening projects
- Youth groups including scouts, guides and cadets
- Registered charities
- Adult education projects, University of the Third Age
- Other local community groups

Please note that these are unsellable items. B&Q cannot guarantee the suitability for re-use. No electrical or dangerous products can be donated e.g. broken ladders, faulty chairs or lights. We do not donate items to individuals.

For more information please contact your local store directly and speak to a duty manager.”
https://www.diy.com/corporate/community/waste-donation/
109. Meet Up Society Database

“Getting together with real people in real life makes powerful things happen. Side hustles become careers, ideas become movements, and chance encounters become lifelong connections. Meetup brings people together to create thriving communities.”

This is free of charge to join, web-based data-base of clubs and societies and has dozens of groups across Norfolk (though some are more focused around urban areas). The database can be searched for specific locations

https://www.meetup.com/find/

110. Friend in Deed

Friend in Deed is a social enterprise that organises intergenerational projects that aim to enrich the lives of others with the primary aim of promoting kindness. They have lots of ‘Little Visitors’ who, accompanied by a parent/carer, spend time with people in care homes, sheltered accommodation. They are hoping to expand this scheme into the community so that they can reach people in their own homes. They are looking for more volunteers so this could be a good initiative for mums to get involved in their community (especially if they are lonely and isolated) and take the babies too! They brighten older people’s days and make friends.

Please take a look at their website:

https://www.friendindeed.org.uk/what-is-friend-in-deed/
111. Young Peoples Advocacy Providers

Coram Voice has been commissioned by the Department for Education to provide the National Advocacy ‘Safety Net’ and Advice Service for children in and leaving care. This service called Always Heard will deliver the following key service for children and young people in England:

1. Free access to advocacy advice - digitally and Freephone
   Our Always Heard team are providing advice to children and young people about their right to advocacy and to have a voice, and their entitlements as they progress through the care system. Always Heard can be contacted via:

   - Freephone helpline: 0808 800 5792
   - Email: help@coramvoice.org.uk
   - Text and WhatsApp: 07758 670369
   - Online: [http://www.coramvoice.org.uk/](http://www.coramvoice.org.uk/)

2. Gateway to local support - database of advocacy services
   Our Always Heard team has built and will be maintaining a national database of all advocacy services for Looked After Children and Care Leavers in England. This will allow young people and others working with them to find and contact their local advocacy service.
   [http://www.coramvoice.org.uk/young-peoples-zone/services/advocacy](http://www.coramvoice.org.uk/young-peoples-zone/services/advocacy)

3. The ‘Safety Net’ – providing critical issue support while making sure local advocacy is available
   Some local authorities place restrictions on advocacy provider’s ability to support young people involved with Children’s Services. The Department for Education have commissioned Always Heard to ensure that there is a national advocacy ‘safety net’. Where young people are unable to access local advocacy we will be contacting local authorities to request that they make arrangements for this service to be provided. When this does not work we will be working with the Children’s Commissioner’s and her Help at Hand service.
   [https://www.childrenscommissioner.gov.uk/help-at-hand/](https://www.childrenscommissioner.gov.uk/help-at-hand/)

Formerly known as Voice for the Child in Care (VCC), Coram Voice has championed the voice of children and young people involved in the care system since 1975. We joined the Coram group of charities in 2013. The Coram mission is to develop, deliver and promote best practice in the support of vulnerable children and young people.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
112. Norfolk Youth Commission Project

The Youth Commission is a fantastic project which enables young people to have their say and is led by a passionate group of members aged 14 - 25 across the county. Their aim is to gather the views, experiences and solutions from other young people in the same age bracket countywide on policing and crime through interactive workshops - we can also arrange one-to-one or smaller group discussions and outreach stands.

The workshops are about an hour and are interactive and task led so they do make a great enrichment or breakout activity - or we can do postcard suggestion session to bolt on to other activity. If anyone has young people they think would like to engage but are not part of a bigger group please let me know as we can source a venue and bring a group together.

All we need is the opportunity to speak to young people and get their concerns and suggestions about policing voiced.

If you have a group and would like a workshop they are centred on the following topics:

- Peer group pressure & social media
- Abusive relationships
- Relationship with the police
- Substance abuse
- Mental health
- Journeys through the justice system

Our goal is to raise awareness on the above topics and feedback solutions to the Police and Crime Commissioner who is keen to know what young people think. All ideas, comments and solutions gathered will be evaluated and presented to the Police and Crime Commissioner at the ‘Big Conversation’ conference which will be in January 2018.

Please contact Jacqui Starling on 07806 392254 or jacqui.norfolkyc@gmail.com for more information
113. Hanseatic Union

Hanseatic Union is a registered charity that is working to unite our local community.

Hanseatic Union has received Lottery/ESF funding on the Building Better Opportunities project. We meet with and support NEET youngsters and their families – our remit is ages 15-upwards. This means that we can help move a whole family towards employment/training.

We have eastern European workers who can engage with the migrant community and help this section engage with services that they often know little about. We have over 70 engaged on our esol program, we just delivered a Christmas event that had 100 attend with seven nationalities. We are out here in Kings Lynn working, delivering engagement activities and support. Our NEET program started in September and we have moved 45% of clients into employment and training in that time. To send info about your projects please email Julie.hanseatic@gmail.com

FREE consultation: MONDAYS 9:30 am – 11 am
Broadland Hub
41 Old Hospital Mews
Hospital Walk
King’s Lynn
PE30 5RU

Our services:

- Help to find a job
- Doing sign ups
- Writing cv’s
- Giving benefits advice
- Searching for jobs & voluntary roles
- Supporting with applications
- Signposting to other support services

Come along for a chat for more information on how to receive support from Hanseatic Union and the Building Better Opportunities project.

More information: Roberta roberta.hanseatic@gmail.com
Or Ginta gintare.hanseatic@hotmail.com
HansosUnija https://www.facebook.com/jonas.jonas.35728

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
114. Norfolk LGBT + Project

On 21st May 2009, Norfolk LGBT+ Project was registered as a charity and continued to go from strength to strength. In 2010, Norfolk LGBT+ Project was commissioned by NHS Norfolk & NHS Great Yarmouth & Waveney to promote sexual health for the LGBT+ community in Norfolk & Waveney, taking over from Neil Kittle who ran TEN (A community based HIV prevention & sexual health promotion programme working with & for gay men, bisexual men & other men who have sex with men). The rest as they say is history!!

Please click on our services to view the services that we currently provide. http://www.norfolklgbtproject.co.uk/

Norfolk LGBT+ Project currently employs one full time member, and 11 volunteers who facilitate our LGBT+ drop in groups.

Norfolk LGBT+ Project is a community based service run by & for the LGBT+ community. It is a service influenced by the needs of its service users. We believe that by working in partnership with local groups, communities and organisations that we can provide the best possible service for the LGBT+ community in Norfolk & Waveney

BLAH LGBT+ Youth project provides support for young LGBT+ people and those questioning their sexuality and gender identity aged 25yrs and under.

We currently have 5 BLAH youth groups – Norwich, King’s Lynn, Swaffham, Cromer and Lowestoft.

For dates and times of all our BLAH sessions please click on calendar. http://www.norfolklgbtproject.co.uk/calendar/

Please email us at blah@norfolklgbtproject.co.uk
Or call 01603 219299 for more information

115. Targeted Activities for Young People

Prospects in the new service commissioned by Norfolk County Council for young people. The criteria for referral is that the young person must be aged 13-19 and “at risk of statutory intervention” which can include a risk of youth offending; mental health difficulties; risk of school exclusion; health referrals, etc. In addition, they are keen to support the Early Help Team and others with their ‘step-down’ of young people who may need additional support to manage exiting services and gaining their independence. Referral is by the Request for Support form on the Early Help page of the Norfolk County Council.

More information from Gary Murray mailto:Gary.Murray@prospects.co.uk
Or: 07702 877341

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
116. Cochlear Implant Group
If you are interested in attending “Norfolk Cochlear Implant Social Group”
Come along AND GET INVOLVED
• Tell us your ideas
• Tell us how you would like to involved.

Opportunity to meet CI users, family and friends
To meet others who have been through the process from start to finish
Provide opportunity for those who have been seeking practical support.

Please get in touch with
Steve Hurley (Development Worker and a CI User)
Mobile/ Text: 07748335041
Email: stephen.hurley@norfolk.gov.uk

117. Mountain Biking with KLMTB
Saturday afternoons March-October
6-8 year olds 12:30-13:30
9-15 year olds 14:00-15:30
Shouldham Warren Main Carpark PE33 0DQ
FOR MORE INFORMATION VISIT
WWW.KINGSLYNNMTB.COM
OR E-MAIL David Webster at COACHING.KLMTB@GMAIL.COM
118. **Sportivate for 11-25 year olds**

Sportivate sessions in Norfolk are offering the opportunity to enjoy taster sessions in a range of activities. No experience required. The programme gives 11-25 year-olds who are not particularly sporty access to six-to-eight weeks' of free or subsidised coaching in a range of sports.

Those taking part can work towards an event or personal challenge and, when the free or low-cost coaching finishes, they are supported to continue playing sport.

One of Sportivate in Norfolk's many shining stars is Jordan, who has suffered with a gambling addiction in the past. There seemed little hope for Jordan when he found himself out on the streets and unable to see his little girl after getting a criminal conviction. But after throwing himself into this Active Norfolk-funded project he built regular structure into his life and has gone on to work towards achieving his coaching qualifications."

The below link includes two promotional video clips and a flyer: [https://www.activenorfolk.org/sportivate](https://www.activenorfolk.org/sportivate)

If you are interested in taking part in a Sportivate activity please email [george.webster@activenorfolk.org](mailto:george.webster@activenorfolk.org) to receive further information and find out about the latest opportunities available in your area. Alternatively, visit [www.activenorfolk.org/satellite-clubs](http://www.activenorfolk.org/satellite-clubs) where you can find weekly accessible sessions for 11-25 year old's covering a wide range of sports / activities

119. **Fun & Fit Walking Groups**

Active Norfolk are looking to equip groups to run their own walks with our new Fun & Fit walking model. We are looking for groups who cater for those who would most benefit from being more active.

We are particularly, though not exclusively, looking at groups in North Lynn, South Downham, Hunstanton and Heacham and those that help people with certain health conditions, disabilities and ethnic minorities. Walks will be short and suitable for people who are inactive (do 30 minutes or less of moderate physical activity per week). Full training and equipment will be provided and support given with evaluation and route planning.

If you feel your group would like to run some walks then please contact the Development Officer, Mel Brown on 07766259999 or email [mel.brown@activenorfolk.org](mailto:mel.brown@activenorfolk.org). You would need at least 3 people willing to complete the 2.5 hour training session from within the group.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
120. Community Fridge in Downham

Discover Downham supported by the Borough Council of King’s Lynn & West Norfolk launched the borough’s first ‘Community Fridge’ at The Old Fire Station, Priory Road, Downham

Supported Downham Market Town Council, Recycle for Norfolk, the environmental charity Hubbub UK and Sainsbury’s Waste less Save more, the Downham Market Community Fridge is part of a growing effort to tackle food waste.

The fridge will be open three days a week: every Thursday, Friday and Saturday from 2:00pm to 4:00pm to enable residents and businesses to share surplus food for free. Anyone can help themselves to free quality food that would otherwise have been wasted.

Among the first businesses looking to contribute to the scheme, by donating a selection of unsold goods, are Morrisons, Tesco and Greggs in Downham Market. It is hoped that other local food businesses and retailers will also make use of the Downham Market Community Fridge.

The Community Fridge is part of a wider project to raise awareness of food waste known as the Sainsbury’s Downham Market Discovery Community. The project has already delivered a number of activities in Downham Market, including last November's Food Saver and Recycling information day at the Town Hall, a Zero Waste Kitchen Cookery Challenge with residents wanting to save money and reduce their food waste at the same time, and a Fab Food initiative with the Nelson Academy and Hillcrest Primary School whereby children learn about how to avoid wasting food at home and whilst at school. Downham Market is one of seven Sainsbury’s Discovery Communities in Norfolk.

Further details about the Downham Market Community Fridge can be found at www.recyclefornorfolk.com/discoverycommunities https://www.facebook.com/dmdhs/

Or via Twitter and Facebook: @PlanEatSave @Recycle4Norfolk @DiscoverDownham
121. Access Migrant Support

KLARS have changed their name to ACCESS – Supporting migrants in East Anglia

KLARS stands for Kings Lynn Area Resettlement Support and offers support to migrants from Eastern Europe and elsewhere in King’s Lynn, Wisbech and the surrounding area but they decide to have a name that was more meaningful to clients, stakeholders and the Wider Community. They are now called ACCESS – supporting migrants in East Anglia

The service and commitment to helping migrant families get the most from living in the UK remains the same
To see the new look visit http://www.accessmigrantsupport.org.uk/
Email mailto:info@accessmigrantsupport.org.uk
Facebook https://www.facebook.com/accessmigrantsupport/

Access has now got hard copies of the migrant pack. In English, Lithuanian, Latvian, Russian and Polish containing information of school admissions, nursery provision, driving and working in the UK caring for your child as well as useful phone numbers and contacts

Email mailto:info@accessmigrantsupport.org.uk
Electronic copies can be downloaded from http://www.accessmigrantsupport.org.uk/links/resources-to-download/
122. King’s Lynn Women’s Centre

Pandora Project is the lead agency for the new King’s Lynn Women’s Centre. This service will be open to all women for information, advice and support.

10-4pm every Thursday at KLARS, 41 Old Hospital Mews, King’s Lynn, access is by Seven Sisters Close.

In the morning we will be running groups sessions including Freedom Programme, confidence courses, money management, getting back into employment, literacy and numeracy classes and more. We will provide groups and courses to meet our community’s needs, listening to what local women want. The afternoon will be focused on specialist services and signposting, so people can either drop-in to access one-to-one support or agencies can refer to us.

We will be a one-stop-shop for women, providing information, support and advice to enable women to make informed decisions and offer easy access to local services. Whether it’s information on nursery schools, accessing family support, addressing health issues or just someone to talk to, we can help.

The Women’s Centre is very interested to know the most appropriate courses to run
- Confidence course
- Parenting Skills
- Knit and Natter
- Adult Learning
- Freedom programme
- Getting Back into Employment
- Money Management
- Crotchet Club
- Literacy and Numeracy
- Social Group
- Any other suggestions

Contact us on mailto:womenscentre@pandoraproject.org.uk for more information.
123. Kings Lynn Men’s Shed

Kings Lynn Men’s Shed now have their own premises! They have recently moved in to

Unit 7, Paxman Road, Hardwick Industrial Estate. The group have formed a committee, with Jon, the new Chairman now taking the lead.

The committee would like to invite you to the Shed, going forward, on Tuesday’s afternoons 3pm-6pm. This session is open to all, no booking required, just turn up.

Everyone will be encouraged to give a minimum donation of £1 when they attend to help cover costs. Membership forms will be available for anyone interested in joining, annual membership is £5.

Over the next few weeks the committee will be working hard to acquire materials/ tools/ equipment, to start transforming the building in to a workshop. If you or anyone you know may be able to help with donations please let us know.

We look forward to welcoming you all to our new Shed soon! Look out for a photo of the committee in their new premise in the Lynn News this week.

Rose Waterman
Development Worker – West Norfolk Adult Social Services
07450 655538
rose.waterman@norfolk.gov.uk
124. British Legion ‘pop in’

Information advice and guidance for serving members of the Armed Forces Reservists veterans and their families

Visit the Royal British Legion at:
The Purfleet Trust
5 St Anne’s Fort
King’s Lynn
PE30 1QS

Beginning November 21st 2017 and continuing every 3rd Tuesday of the month
Between 10am-12pm
Refreshments provided

Pop in call 0808 802 8080 or visits www.britishlegion.org.uk

125. Classic Music Rocks for Schools

An independent not-for-profit community organization, funded by private donors and Norfolk Music Education Hub.

Objectives

- To enable primary school children in West Norfolk to hear live classical music in their school setting.
- to inspire an interest in hearing more classical music
- to encourage children to learn to play an instrument
- to help build audiences of the future
- to advocate for children to have improved access to classical music

High quality, young, professional musicians, and suitable skilled volunteers introduce their instruments and play short pieces in inter-active presentations and smaller groups. We also offer workshops and child friendly short concerts. There is a real opportunity for children and musicians to meet and talk about making music. Our fee is 50p per child, but most of the cost is borne by Classical Music Rocks.

For contact details please see the Classic Music Rocks Website

cmrschoolswestnorfolk.com

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
126. The Youth Advisory Board

In this ever changing climate it is easy to feel disheartened, under-pressure, confused and unsure. One thing we can be certain of is that there are young people in our community and we’re quite sure there always will be.

What the future holds, who can be sure?

Results released recently from a Prince’s Trust study shows us that 1 in 4 young people do not feel in control of their own lives. The Youth Advisory Board works with young people saying the same thing. As a YAB we will represent this voice and the many other voices of young people and we will do so with all our might.

We happily invite other professionals to join us and take part in our sessions so as to meet the young people we work with and to show them your support. So what are we up to?

Weekly YAB commissioner sessions are back in full swing, meeting every Friday. We are working with the young people and Momentum to develop a leadership course for young people – which will certainly respond to those study results particularly concerns over self-confidence.

We will be continuing the small grants scheme overseen by young people. Voluntary organisations can apply for up to a £1000.

There will be two more residentials this year, one in April and the other in October – a full advert will be released in due course.

As our tagline says “The voice of young people”, we will be taking this mantra into the secondary schools and have some very interesting work coming up! The YAB always welcomes new ideas and new opportunities for young people, the YAB is the place to have new experiences and to have fun.

Strive to be happy, be yourself.

Young people, practitioners, get in touch...
Bob: 07713984442/ BobCasey@map.uk.net

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Transport

127. Transport Plus Community Transport

It is a service using mostly volunteer car drivers to enable adult members of the public to access essential health, social and wellbeing services. Journey bookings can be made with the County Council’s customer service centre and staff then organise the journey with an available driver or another community transport provider. A charge is made for each journey to cover the cost of fuel and general wear and tear of the vehicle. This is paid direct to the driver.

Transport Plus is generally available to adult members of the public who:
- Have a specific health or social need but are not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends

To use the service you need to be able to get in and out of a car unaided. We can also take someone with you if you need a carer/assistant to help you at your appointment / service. Unfortunately we are unable to take people who travel in a wheelchair.

Examples of journeys covered are:
- Health-related journeys to medical centres such as hospitals, doctors, health clinics.
- Other medically-related appointments and preventative health care
- Day care and respite care
- Essential shopping
- Social activities or other activities to help with general wellbeing

Transport bookings can be made 9.00am to 5.00pm Monday to Friday (except public holidays) by phoning 0344 800 8020.

You can book a journey up to a maximum of 2 weeks in advance – a minimum of 3 working days’ notice needs to be given. In some circumstances, we can arrange for the volunteer driver to wait at the appointment venue for a maximum of one hour. For longer appointments the driver will leave and return which may incur an additional journey charge.

Whilst we will do our very best to undertake all journeys, journey requests are subject to transport resources being available. We have to make best use of our vehicle resources. This means that you may share your journey with another person.

A charge is made to cover the cost of fuel and general wear and tear of the volunteer driver’s vehicle. This is currently 45p per mile and is paid direct to the driver.

For more information call 0344 800 8020.
128. Rural moped scheme
The Kickstart Norfolk, Rural Scheme is only available to individuals residing across Norfolk and certain Suffolk areas who are unemployed and working with a Jobcentre Plus Advisor to move towards employment. The Rural Scheme will provide the individual with the following:

a. Issue of a 50cc Moped – The Scheme will provide the moped at a discounted price of £17.
b. Issue of 110cc Scooter – The Scheme will provide the scooter at a discounted price of £25.

By providing transport at a discounted price the Kickstart Norfolk, Rural Scheme is accessible to those on benefits. At present there is no funding available to provide the individual with Compulsory Bike Training (CBT) or to issue them with Safety Clothing and Equipment.

Prior to joining the Rural Scheme, the individual will agree to both an Individual Action Plan and Communication Plan that will require them to speak to Kickstart on a weekly basis.

On completion of the 6-month funded period the moped will be collected by the Kickstart Charity unless the individual states they are happy to self-fund the full weekly hire cost.

For more information contact Matthew Page
Kick Start 8 Royson Way Dereham Norfolk NR19 1WD
01362 699923 www.kickstartmopeds.org.uk
mailto:matthew.page@kickstartmopeds.org.uk

129. Wheels to Work Scheme
NEW regional Wheels to Work Scheme launched 1st March 2017

Scoots Hire are a new wheels to work scheme which launched this week, covering the whole of Norfolk, Suffolk and Cambridgeshire. They have a fleet of 350 mopeds/scooters available to hire from £2.86 per day to assist individuals with access to apprenticeships, employment & education/training.

To find out more or to apply for a moped follow https://www.scoots-hire.com
130. Independent Travel Training

TITAN - Travel Independence Training Across the Nations Adult Services

Breaking down the barriers to travel.
If you know someone that could benefit from some support with travel, please visit the link below to make a referral into the TITAN service. We are able to provide advice, signposting, and practical 1:1 support with becoming more confident to travel independently.

Referral form- Click here.

Who can be referred?
The TITAN team work with children Post 16, and Adults.

Who can make a referral?
Anyone can make a referral, please use the form to include as much information as possible about the individual and their needs.

What happens with my referral?
Once you complete the form you will receive an email to confirm it has been received. The team will process the referral and decide upon the most appropriate support. We may use contact details to arrange a house visit to discuss support options with individuals and their families/carers.
If 1:1 travel training is deemed suitable, it is more than likely this will take place during the summer months when the team are able to be more flexible.

For enquiries please email titan@norfolk.gov.uk or telephone 01603 228811.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
131. Disabled Person Rail Card
A web site where you can view different formats for the disabled persons railcard leaflet. A copy of the application form is available as a PDF, in large print, easy read and audio. There are some things I didn’t know, but might be of interest:

Children and teenagers
Five to 15-year-olds who have a disability listed on the form at the back of this leaflet also qualify for a Railcard. This enables them to pay the usual child fare but also gives 1/3 off most fares to one adult travelling with them.”

Discounted fares for disabled people who do not have a Railcard

Blind or partially sighted customers travelling with a companion
If you are registered as blind or partially sighted and you are travelling with another person, the concessionary discounts below apply to adult fares only for both you and your companion. You cannot get a discount if you are travelling on your own. You must show a document confirming your disability when you buy your ticket and when travelling. It must be either a CVI/BP1/BD8 certificate or documentation from a recognised institution, for example, Social Services, your Local Authority or Blind Veterans UK. Tickets can be purchased from staffed National Rail station ticket offices.

People who stay in their own wheelchair for a rail journey
If you need to stay in your own wheelchair during a journey and you do not have a Railcard, you are eligible for the concessionary discounts below on both adult and child fares. The discounts below apply if you are travelling alone. They are also available to one adult travelling with you. Tickets can be purchased from staffed National Rail station ticket offices.”

For further details please visit:

https://www.disabledpersons-railcard.co.uk/help/application-forms/

132. Find your Transport
This tool helps you find out which transport services operate in your area, and how to access them. Enter the postcode and address from which you want to travel and the tool will provide you with information about bus services, rail services, dial-a-ride services, and community car schemes in your area.

https://maps.norfolk.gov.uk/findyourtransport/

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
133. Help with Transport

Improving your transport options
Most people prefer to live independently for as long as possible and we want to help you keep your independence. Transport is an important part of keeping independent and staying in your own home. However you may find that, if your situation changes or as you get older, you have to think differently about how to get around so that you can continue to do the things that are important to you.

We expect people who are assessed as eligible for support services from Adult Social Services to meet their own needs for transport to access services or support. Adult Social Services will only fund transport in exceptional circumstances where there is no suitable or appropriate alternative. For further information see Adult Social Services Transport policy.

Information to help you find the right transport for you
We want to help you find the information you need to get out and about and stay independent. There are lots of possibilities that could make access easier, or save you money, or even open up a new route altogether. A lot of people aren’t aware of all their options, so the following are a quick reminder.

[Link to information on transport]

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Housing and Finance

134. Mental Health Money Advice

“Four million people in the UK currently experience mental health and money problems. A further four million are at risk of developing mental illness because of their financial situations. At Mental Health UK, we recognise that this is wrong, and we’re launching a new service to help take some of the pressure of those in need.

The Mental Health and Money Advice website has been specifically designed to offer clear and impartial advice to people experiencing both mental health and financial issues. Together these problems create an ongoing cycle that affects all aspects of our lives.

The website will offer free information, support, and useful tools all in one place, creating an easy to use portal open to anyone affected by these matters, including carers, family members, and industry professionals.

Up until now there has been no UK wide service provide to offer both mental health and money advice together. We recognise that people experiencing a combination of issues do not need their lives made more difficult by having to visit many different sources/websites to get the information they desperately need.

The service has been designed to offer detailed advice across a broad range of topics, including:

• Expert advice on the most common mental health and money related issues
• Free tools and calculators to help you create a clear plan for your financial future
• Sample letters and templates that can be used to contact creditors, healthcare professionals or organisations that you might need when dealing with money issues
• Real life stories from people that have been in similar situations to you and overcome their problems
• A list of useful contacts across all of our subject areas, should you really need to speak to someone

This service was made possible thanks to the fundraising efforts of staff at Lloyds Banking Group. They voted to choose Mental Health UK as their Charity Partner for 2017/2018, and have successfully raised over £2 million to support those in desperate need of specialist support.”

135. **DWP Now in Council Offices**

The Department for Work and Pensions (DWP) is now the main borough council building in Chapel Street, King's Lynn.

The layout of the ground floor of King’s Court has been changed to accommodate 6 public counters for the DWP, a range of interview rooms and meeting rooms, as well as preserving self-service facilities for both the council and DWP clients.

Opening hours are:

**Borough Council of King’s Lynn and West Norfolk**

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>9am to 5pm</td>
<td>9am to 5pm</td>
<td>10am to 5pm</td>
<td>9am to 5pm</td>
<td>9am to 5pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department for Work and Pensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday: 9am to 5pm</td>
</tr>
<tr>
<td>Tuesday: 9am to 5pm</td>
</tr>
<tr>
<td>Wednesday: 10am to 5pm</td>
</tr>
<tr>
<td>Thursday: 9am to 5pm</td>
</tr>
<tr>
<td>Friday: 9am to 5pm</td>
</tr>
</tbody>
</table>


If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
136.  Job Centre & Benefits Contacts
To claim Jobseekers Allowance/ Universal Credit www.gov.uk/jobseekers-allowance

Benefit enquiries (Jobseeker’s Allowance, Income Support, Incapacity Benefit, Employment Support Allowance and to report a death)
Phone 0800 169 0310 Textphone: 0800 169 0314 Lines open from 08:00 to 18:00 Mon to Fri

Universal Credit enquiries Phone: 0800 328 9344 Textphone 0800 328 1344
Carers Allowance enquiries Phone: 0800 731 0297 Textphone 0800 731 0317
To look for work on line at www.gov.uk contacting your local Jobcentre Plus office
Phone: 0800 169 0190 Textphone 0800 169 0314

To close your claim Phone: 0800 169 0310

Social Fund general enquires Phone: 0800 169 0140 Textphone: 0800 169 0286

to apply for a National Insurance Number Phone: 0800 141 2075
east.natins@jobcentreplus.gsi.gov.uk

National Insurance helpline Phone: 0300 200 3500

Tax Credits helpline Phone: 0345 300 3900 Textphone: 0345 300 3909
Lines open 08:00 to 20:00  7 days per week

Child Benefit helpline Phone: 0300 200 3100 Textphone: 0300 200 3103
Maternity Allowance enquiry line Phone: 0800 055 6688 Textphone: 0800 023 4888
Bereavement Benefit enquiry line Phone: 0800 731 0469 Textphone: 0800 731 0464
Disability Living Allowance Phone: 0800 121 4600 Textphone: 0800 121 4523

PIP Claims – 0800 917 2222 Enquiries – 0800 121 4433

Pension Centres Phone: 0800 731 0469 Textphone: 0800 731 0464

Pension Credit application line Phone: 0800 99 1234 Textphone: 0800 1690 133

National Benefit Fraud Hotline Phone: 0800 854 440 Textphone: 0800 328 0512

Attendance Allowance Phone: 0800 731 0122

To claim benefit Telephone: 0800 055 66 88

To claim Council Tax Reduction, visit: www.west-norfolk.gov.uk/benefitclaims
137. West Norfolk Housing Advice

Part of the West Norfolk Advice Hub

The West Norfolk Advice Hub is provided through a partnership of voluntary sector providers coordinated by Community Action Norfolk. Housing advice is delivered by Home Group. We offer free and impartial advice to anyone who requires help because of:

- Homelessness or rough sleeping
- Being at risk of losing their current accommodation
- Sofa Surfing or living in temporary accommodation
- Overcrowding in the home
- Difficulties managing tenancies or mortgages
- Difficulties with a landlord
- Poor condition of the home

How can we help?

We offer advice on all aspects of housing including; Understanding letters from your landlord or the Council, Managing rent arrears or overdue mortgage payments, Understanding eviction processes, How to access more suitable accommodation, How to manage neighbour issues such as anti-social behaviour, How to access the housing register at the council or negotiating the private rented sector, Ensuring that your Housing Benefit and Council Tax Benefit claims are in place. We offer face to face appointments which will be pre-booked at a time that suits you. Telephone advice will also be available Monday-Thursday 9am-5pm.

Drop-ins are arranged around the locality

Contact details
West Norfolk Advice Hub
WNPHousingAdvice@homegroup.org.uk
01553 223 113

If you need additional support or specialist legal advice we can refer you onto other services

Shelter – Kings Lynn Debt and Welfare Advice Service offers specialist support to manage debt relief orders, insolvency, setup re-payments and maximise your income. Legal aid representation is also available to support with housing issues including repossession.

Purfleet Trust – specialist support for people who are street homeless in Kings Lynn

Norfolk CAB - Provide free, confidential and impartial advice and campaign on big issues affecting people’s lives whatever problem they face; money, benefit, housing or employment problems.
Telephone: 03444 111 444 Website: www.norfolkcab.org.uk
138. **Shelter Services**  
*Our offices are at Whitefriars House, 50 Fishergate, Norwich NR3 1SE*  

We offer a wide range of help and advice on all housing and homelessness issues. We have a team of advisers and solicitors who may be able to help you with your problem – and if we can’t help, we work with other agencies who can. We have computers and telephones you can use to access the internet for advice, claim benefits, or bid on properties. We also offer regular advice sessions in other parts of the county other than Norwich; contact us to see if there is one near you. *(These are in Kings Lynn and Great Yarmouth)*

**Issues we can deal with:**
- Homelessness, or worried you’ll soon become homeless
- Looking for accommodation
- Having problems with your landlord
- Being evicted or repossessed
- Debt problems
- Benefits issues
- Problems with disrepair
- Need help going to court regarding your housing

Even if your problem isn’t listed above we may still be able to help – just give us a call to discuss.

Contacts 0344 515 1860 [https://england.shelter.org.uk/housing_advice](https://england.shelter.org.uk/housing_advice)
139. Housing & Homeless Community Support

King’s Lynn and West Norfolk Community Support

The new King’s Lynn and West Norfolk community support service will commence on 1st March 2018. The team will work with customers 18+ who have complex needs in order to prevent and reduce the risk of homelessness to ensure a reduction in the number of individuals currently rough sleeping in the Borough.

The service will also reduce the impact of homelessness and crisis on statutory and other voluntary and specialist agencies in the King’s Lynn and West Norfolk area working with partners to meet their Homelessness Reduction Act obligations.

The service aims to achieve these outcomes by supporting service users to remain in their homes and aid those who are rough sleepers to find accommodation. This will include attending assessments and appointments with benefits and debt management agencies, mental health community support teams, local voluntary and specialist providers, housing providers, drug and alcohol support services, probation and the Community Rehabilitation Company. Once the service user has attained a level of stability either by securing or maintaining accommodation, or reduction in mental ill-health crisis, the team will deliver preventative actions, including building resilience and skills to prevent the risk of future homelessness through our Home Achievement Programme (HAP), employability pathway and peer support groups. We will also support attendance at the Recovery College and engagement with other local community projects.

The team will be based in King’s Lynn with facilities to meet service users on site, offering drop in sessions in King’s Lynn and other areas across the Borough where a need is identified. Group sessions will be held to meet the need of those using the service as will face-to-face contact. The service will operate Monday to Friday 9-5.

The service will complete risk assessments, person-centred planning support plans and use the outcomes star to determine progress. Service users will receive intensive support to enable fast progress in meeting outcomes and engage with others involved in the service user’s life. The service will be delivered using the psychologically-informed environment approach.

For more information and to request a referral form please contact

Tracy Baker by email: Tracey.Baker@homegroup.org.uk or Telephone: 07525 904278
140. Integrated Housing & Community Support

Norfolk Integrated Housing and Community Support Service

The Norfolk Integrated Housing and Community Support Service supports adults (aged over 18) with severe and enduring mental health needs, including individuals with complex needs. The service supports people across the whole of Norfolk in supported living and within the community.

How can we help?
The service works with individuals to identify and make changes in a variety of areas of their lives in order to improve their wellbeing. It aims to support people to achieve their goals and to live as independently as possible in their local community. We support people in supported living (located in Norwich, Great Yarmouth and King’s Lynn) and within the community.

We can support people to:
- Improve their wellbeing and develop self-management skills
- Develop practical living skills including maintaining a tenancy, cooking and budgeting
- Access community resources
  - We offer a variety of support to meet each individual’s needs and circumstances including:
    - Supported living – staffed 24/7
    - Personalised one to one support
    - Connecting with people who have a lived experience of mental health through one to one peer support and peer led groups

For more information about the service and how to make a referral please contact

Norfolk Integrated Housing and Community Support Service,
Suite B, Sapphire House,
Roundtree Way,
Norwich, Norfolk.
NR7 8SQ
Tel: 01603 485095
Mobile: 07894 595305
Email: norfolk-support@together-uk.org
141. **Mental Health & Debt Guide**
Get the free Mental Health & Debt guide

This is a free 44-page PDF booklet supported by Mind, Rethink, CAPUK and others, for people with mental health problems and those caring for them.

It covers how to handle debts when unwell, work with banks, free debt counselling, specific tips for bipolar disorder or depression sufferers, whether to declare a condition and more.

PDFs require you to have Adobe Acrobat reader.

142. **E.ON Energy Fund**
“The E.ON Energy Fund has been set up to help the most vulnerable existing or previous customers of E.ON Energy, and who live in England, Scotland or Wales. The Fund can help pay current or final E.ON energy bill arrears. It can also help E.ON customers by providing replacement household items such as cookers, fridges, fridge-freezers and washing machines – and also help to replace and repair gas boilers as well as e-learning vouchers. The e-learning vouchers can support them in managing their finances, stay out of debt, help earn a qualification and if needed help them back to work. “

143. Grants & White Goods

Here’s a list of funders and help available for a whole range of things. Hope it’s useful:

**Local Assistance Scheme** - Help with food, gas and electricity bills, vouchers for household goods etc.: Local Assistance Scheme NCC:  
https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at-home/local-assistance-scheme the number for general public enquiries to the scheme is 0344 8008025

**Benjamin Foundation** - rent deposit scheme - http://benjaminfoundation.co.uk/home-starter

**Emmaus** - can sometimes help with house/garden clearances, white goods etc. - https://www.emmaus.org.uk/norfolk_waveney/shop_explore/our_services

**Buttle Trust** - help with white goods, baby items, bedding, grants etc. - https://www.buttleuk.org/need-support/families/all#help

**Various grants listed on NCC site if children with SEND**  


**Vicar’s Relief Fund:**  
The charity covers the whole of the UK – includes money to cover hoarding clear up. “The VRF provides small crisis grants of up to £350 to support people who are at risk of, or currently experiencing homelessness or vulnerable housing, to establish and maintain their tenancies. Types of applications include funding to secure accommodation and to clear rent arrears following an eviction notice. Only accept applications from paid frontline workers providing support to people who are experiencing homelessness or vulnerable housing. For more information and to apply click https://www.smitfc.org/our-grants/

**Joanna Scott Foundation** - For help with grants to cover school uniforms, music, nursery fees to degrees, trips, dance and gym tuition - http://www.foundationofjoannascott.org.uk/

**Thomas Anguish Foundation** - for help with education, school clothing, footwear, special glasses, personal tuition etc.: http://www.anguisheducationalfoundation.org.uk/about-our-grants/

**Grants to help pay off energy debts**  
If you’re in debt to your energy supplier, you might be able to get a grant from a charitable trust to help pay it off. The following energy companies offer grants and schemes that are open to anyone - you don’t have to be a customer:
There are also companies who offer grants specifically for their customers:

- British Gas Energy Trust
- npower Energy Fund
- Scottish Power Hardship Fund
- Ovo Energy Fund
- E.on Energy Fund
- EDF Energy Trust
- SSE (Southern Electric) Priority Assistance Fund - check if you're eligible by calling 0800 072 8616

Boiler grants:
http://www.government-grants.co.uk/boiler-grants

Grants for all things disability-related:
https://www.disability-grants.org/

Variety Charity - Wheelchairs, trikes, and power chairs etc. grants:
https://www.variety.org.uk/what-we-do/wheelchairs

Variety Charity – grants for equipment, medical items:
- It may be medical, such as monitoring equipment
- It may be basic care like feeding tubes or hoists
- It may be sensory play or mobility equipment for a nursery or playgroup

https://www.variety.org.uk/what-we-do/equipment-grants

3H Fund has a grant scheme to help disabled adults and children (whether physically or mentally disabled), on a low income, along with their families and carers, to take a short break in the UK. Maximum awards vary.
- Who can apply? Households with a disabled adult or child
- What's the maximum award? Varies
- What does it cover? Short breaks in the UK

https://www.3hfund.org.uk/grants/

Watersure provides financial assistance to household customers with a water meter who use large amounts of water for essential purposes:
https://www.unitedutilities.com/services/your-bill/difficulty-paying-your-bill/watersure/

To search for grants for specific things:
https://www.turn2us.org.uk/Find-Benefits-Grants

The Princes Trust offer grants to help young people into education, training and employment, and provide funding and support if you'd like to set up your own business. They've also produced a list of grant givers for other things:
https://www.princes-trust.org.uk/help-for-young-people/who-else/employment/grants-funding

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
144. Budget Card Savings Scheme

We know how tricky it can be to budget for your household bills and Christmas spending. With Budget Card Plus from the Post Office, you take control of your household budget by putting a little money aside regularly to cover your household bills, gifting occasions and spread the cost of Christmas. With the Budget Card Plus you can’t go overdrawn and because you’ve put your money aside, you won’t be tempted to spend it. You can check the balance of your card whenever you want online; or over the phone.

Budget Card Plus is a pre-paid card which means that money must be loaded onto the card before it can be spent. Interest is not payable in respect to card balances. Use your Budget Card Plus to put away money for Christmas as frequently as you wish at your local Post Office. From the 1st November until 31st January you can shop or buy gifts with your Budget Card Plus card at over 22,000 high street stores nationwide and at selected online stores including Amazon.

With Budget Card Plus you can budget and pay for many household bills and services by paying with your Budget Card Plus card at your local Post Office. You can pay the following bills with your card: Car Tax Gas Bill Electricity Bill Council Tax Telephone Bill Council Rent Payments Fishing Licence

Terms & Conditions apply
postoffice.co.uk/budgetcard  Call us 0330 8280 881

145. Rent deposit Scheme

The Rent Deposit Scheme aims to help young people, including those who have lived within the service as well as those seeking support from the charity, to access private rented accommodation. The Benjamin Foundation is now reaching out to young people who wish to take steps to independence

The support available will include help with organising viewings and liaising with landlords, support at start of the tenancy, as well as offering guidance about how to pay bills and accessing grants

If you would like to learn more about how the Rent Deposit Scheme could help you, contact Michala Howarth from The Benjamin Foundation on 07976 851202, or email michala.howarth@benjaminfoundation.co.uk

For further information about The Benjamin Foundation, visit www.benjaminfoundation.co.uk
146. **Help during Power cuts**
Do you need extra support during a power cut or do you know someone else that would need extra support? We can help. **UK POWER NETWORKS** services are free to customers who need support.

If you live in London, the East or South East of England, then being on our Priority Services Register will ensure you will receive extra support if you experience a power cut.

- A priority number that you can call 24 hours a day
- A dedicated team who will contact you to keep you updated during a power cut
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- In certain scenarios we may also offer a free hotel overnight and transport to the hotel
- We can put you in touch with an expert who can offer you advice on energy bills and energy saving tips if this is important to you

**Who can register to receive extra support?**
- Customers who rely on medical equipment
- Customers who are chronically ill
- Customers with a disability
- Customers who have dementia
- Customers who are blind or partially sighted
- Customers who are deaf or hard of hearing
- Customers who are of pensionable age
- A nursing or residential home
- **Customers with children under five in their household**
  - Any other case that you would like us to consider

To receive extra support during a power cut please complete the short form below.

**Priority Services Register application form**
http://www.ukpowernetworks.co.uk/mobile/en/PSRForm/priority-service-register-application-form/?dm_t=0,0,0,0&dm_i=1T2Q,5BGKV,J0IAVT,KJ0Z7,1

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
147. Citizens Advice Contacts

Main locations web site links
- Norfolk Citizens Advice (Kings Lynn)
- Norfolk Citizens Advice (Great Yarmouth)
- Norfolk Citizens Advice (North Walsham)
- Norfolk Citizens Advice (Attleborough)
- Norfolk Citizens Advice (Wymondham)
- Norfolk Citizens Advice Bureau (Norwich)
- Citizens Advice Diss
- Citizens Advice Thetford

http://www.midnorfolkcab.org.uk/contact.html

Dereham
Wotton
Holt

Outreaches Website links
- Marham Outreach
- Reepham
- Lawson Road Health Centre
- Cromer Outreach
- Aylsham Drop In
- Stalham Outreach
- Cromer Foodbank Outreach
- Fakenham Outreach
- Harleston Information Plus
- Loddon Library
- Eye Health Centre

http://www.midnorfolkcab.org.uk/contact.html

Swaffham
Sheringham
Sheringham Foodbank
Melton Constable

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
148. New Home for CAB

**King’s Lynn Citizens Advice has moved**
On Monday 20th March the King’s Lynn branch of Norfolk Citizens Advice moved to Hanse House, PE30 5GN. Access is either from the South Quay through the courtyard next to the Rathskeller Wine Bar, or through St Margaret’s House, (nearly opposite the entrance to King’s Lynn Minster in Saturday Market Place).

**Drop in service:**
- **Mondays:** 10am to 2pm
- **Tuesdays:** 10am to 2pm
- **Thursdays:** 10am to 2pm

**Telephone:** 03444 111444  
**Website:** norfolkcab.org.uk  
**Email:** public@ncab.org.uk

149. CAB New Horizons

New Horizons is a home visiting service which offers one to one coaching for up to twenty hours per participant, in three areas: budgeting money, looking for and getting into employment, and helping people to get online and use the internet.

The project is aimed at people who are at risk of social exclusion, are struggling to manage financially, and who are not earning an income. To refer either yourself or a client, call me, (Sharon) on 07715653586, email; newhorizons.referral@ncab.org.uk or drop into Norfolk Citizens Advice in King’s Lynn, during their opening hours:

- **Mon, Tue, & Thurs 10am -2pm**
- Hanse House South Quay Kings Lynn PE30 5GN.

**The project is open to people of all ages and backgrounds**
150. April Benefit Changes

Millions of households entitled to welfare benefits and tax credit will see big changes in their claims in April 2018. As the financial year comes to an end, here are some of the key things to look out for in April.

**Support for Mortgage Interest (SMI)**
Support for Mortgage Interest will no longer exist as a benefit from Friday 6 April 2018 and is being replaced with an interest bearing loan. This means that owner-occupiers who require help with their Housing Costs from this date can take out a loan and have a charging order placed on the property.

**Universal Credit**
If you are on Housing Benefit when you make a new claim for Universal Credit, you could receive two-weeks extra of Housing Benefit. You do not have to wait for a decision on your claim for Universal Credit to be entitled to this.
You will not have to pay this amount back and this will be paid in addition to your Universal Credit award, which may also include an amount for your Housing Costs.
Universal Credit will be fully rolled out to all areas of the country by December 2018. For further information please see our information on [when you can claim Universal Credit](https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes).

**Childcare**
Employer Childcare Vouchers will no longer be available to new claimants. However, you may be able to receive help with your childcare costs through Tax Free Childcare or through Working Tax Credit or Universal Credit. You can use the [Gov.UK website's childcare calculator](https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes) to find out what scheme is best for you.

**Student loans**
Part-time undergraduate students will be entitled to maintenance loans for the academic year 2018-19 to support the cost of living while studying for the first time. The level of support, which will be means tested, has not yet been confirmed.

**Pensions**
Pension deductions will treble for auto-enrolled pensions in April. This will mean 2.4% of pay will be diverted into people’s pensions. This will increase to 4% in 2019.

**Change of benefit rates**
Benefit rates for disability benefits and premiums, Carer’s Allowance, and all carer’s elements and premiums will increase in April 2018. All other benefit rates have been frozen. The Department for Work and Pensions (DWP) have outlined [the proposed changes to benefit rates in full](https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes).
For more information see [https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes](https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes)
151. Universal Credit

The link below from gov.uk takes you directly to the roll out schedule for Universal Credit Full Service (UCFS)

Breckland is Scheduled for June 2018 and Kings Lynn and West Norfolk Scheduled for November 2018;-

“Rollout of the Universal Credit full service is due to complete in December 2018. After the rollout process has completed, DWP will then begin moving all remaining existing benefit claimants to the Universal Credit full service starting in 2019.”

So basically it will only be those people making a new claim for Jobseeker’s allowance, Employment & Support Allowance, Income Support, Housing Benefit, Tax Credits and Child Tax Credit that will make a claim for UCFS instead

At this stage we do not know how the movement of existing benefit claimants e.g. ESA, JSA and IS onto UCFS will happen. Anyone on any of these benefit will remain on them until either their circumstances change or when the agreed date for transferring them over is reached.


152. Vicar’s Relief Fund

The charity covers the whole of the UK – includes money to cover hoarding clear up.

“The VRF provides small crisis grants of up to £350 to support people who are at risk of, or currently experiencing homelessness or vulnerable housing, to establish and maintain their tenancies. Types of applications include funding to secure accommodation and to clear rent arrears following an eviction notice.

We only accept applications from paid frontline workers providing support to people who are experiencing homelessness or vulnerable housing.

We will provide grants for:
Accessing accommodation – Rent deposits, rent in advance, admin fees, ID, or temporary accommodation costs.
Preventing eviction – Rent arrears, service charge arrears, Debt Relief Orders and bankruptcy fees or money to pay for a hoarding clean up.”
Setting up home – Household goods or moving costs.

For more information and to apply click here.”
153. Kings Lynn Foodbank Move

The Kings Lynn foodbank can finally move to a more permanent home. Thanks to an appeal led by Your local paper at Easter, and the generosity of the Kings Lynn Sea cadets, the foodbank will be moving to the sea cadets building on the quay.

When distributing vouchers can you let your clients know that on Monday 11th June we will have moved to the Sea cadets building, St Margaret’s Lane, South Quay, King’s Lynn PE305DS.

Tel: 07582558143 or 01553 886555
Email info@kingslynn.foodbank.org.uk

Whilst it is very exciting to have a permanent home we are enormously grateful to the Purfleet trust for giving us a much needed home over the past few months, Thank you.

154. Benefits Calculator

Independent Age host a benefit’s calculator on their website which will give a useful guide to the benefits people are entitled to claim. The calculator is free to use and the details provided are anonymous information required includes savings, income, pensions and existing benefits

Although aimed at older people it should cover families with dependent children. It takes about 10 minute but you can save a calculation and come back later

Benefit calculator
155. Volunteer Tenancy Mentoring

Moving to independence is a really big step for any young person. Even more so if you've been in care, don't have lots of support or are struggling on a low income.

A mentor can help to bridge the gap and be someone to chat to confidentially about goals, aspirations and difficulties along the way.

How does it work?
- After successfully completing the two-day training course, being DBS checked and interviewed, mentors are carefully matched to their mentees and make safe arrangements to meet.
- They may meet weekly and no less than fortnightly. The early days are critical to building a relationship and making it work.
- Everyone signs a Code of Conduct and completes a questionnaire to understand more about the support the mentee wants and needs.
- The mentee is in charge of the relationship and decides what they want help with and for how long.
- At the end of the arrangement we will undertake an end questionnaire with the mentee and usually a final case-study interview.

We want to leave them knowing that our door remains open as well as knowledgeable about other avenues of support.

If you're interested in making a referral check out our website www.yourownplace.org.uk
To make referrals see referrals or contact Rebecca rebecca@yourownplace.org.uk
Mob: 07530 028446
156. **Comvida Money Help**

Comvida are a not for profit organisation teaching Financial skills, such as budgeting and money saving, as well as showing people how to deal with tricky issues like debt. We operate in Kings Lynn and West Norfolk and we teach groups of people as well as hold one to one private sessions. We're all about taking back control and showing people that with a little help and guidance you can not only balance your budget but pay off your debts (if you have any) and put a bit aside for a rainy day. Best of all the service is totally free!

For more information or to refer someone for help please contact us on 07415 041512 or e-mail us at mark@comvida.co.uk

157. **YouTube on Universal Credit**

DWP have posted a you tube training video that shows an introduction to Universal Credit [https://www.youtube.com/watch?v=E7GUu7Xa7Nw](https://www.youtube.com/watch?v=E7GUu7Xa7Nw)

158. **Christians Against Poverty**

[CAP Debt Centre](https://www.christiansagainstpoverty.org.uk/debtcentre) link to a the website giving details of free help to anyone who feels weighed down by debt, including help with a Money Course, Job Club and release group to help break free from life controlling habits. Alternatively call 0800 328 0006 to arrange an appointment or home visit.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
159. **Young Women’s Trust Partnership**

The Young Women’s Trust is a charitable organisation funded to offer tailored support to young women aged 16-30, living in England or Wales.

**Youth Obligation**

Although this service is available to young women aged 16-30, it will be of huge benefit to our customers aged 18-21, that need support and help to move them into work. It is a free service that has great success in motivating young women. The coaches that are employed by the trust, actively promote apprenticeships, especially in sectors where they are looking to attract more women such as construction and engineering.

**Work It Out** is a service they offer for young women aged 16-30 who are looking for employment, training or an alternative job/progression. The service is particularly suited for any young woman who is looking for support with:

- Confidence
- Wellbeing
- Employability

They can receive up to 6 sessions of coaching, these are:

- Free and fully flexible – they can be delivered in evenings or weekends, over the phone, text, WhatsApp or skype but not face to face
- Solution focused, delivered by professional qualified coaches
- Designed to help the person figure out what they want to do, recognise their best skills, stay motivated, help with mental health, relationships, family or money issues, build confidence, help them perform better in interviews, plan for the future and signpost to other helpful services.

They also offer a service where young women can send a copy of a job application or CV along with the job advert and person spec and they will offer feedback on this before they submit it. The feedback is provided by HR Professionals which is on-line service, free and easy to use.

You can register or signpost a young woman in any of the following ways:

Call: 0808 808 8099  
Text/WhatsApp: 07500 553 880  
Sign up online: [https://www.youngwomenstrust.org/what_we_do](https://www.youngwomenstrust.org/what_we_do)  
Email: workitout@youngwomenstrust.org
160. Empowerment Programme

A six week programme facilitated by Keystone Development Trust Young People’s Advisers, to engage, empower and young people to believe they can achieve.

Our Intention is to:

- Provide a bespoke service shaped by the young person and their needs
- Ensure a safe, equitable learning experience and environment for All
- Co-produce a “Road Map” plan of action with each individual
- For participants to complete Promicad Computerised Empowerment Assessment
- Increase confidence/self-esteem of participants
- Identify networks and providers to support future transition
- Refer on to at least one other organisation including another BBO project Facilitate fun, interactive sessions
- Raise awareness of participant’s strengths/weaknesses (Reflectivity)
- Provide guidance on how best to utilise skills
- Motivate and encourage to look at other options to improve skills e.g.; work experience and volunteering
- Offer information, advice and guidance
- Provide opportunity of mock interview
- Award certificate for participation

Jo - Mob: 077959 77700 Email: Jo.wilson@keystonetrust.org.uk

161. Building Better Opportunities 15-19

What’s on Offer?
One to one support
Information, advice and guidance
Help with Job search, applications and CV’s
Workshops, and employability skills programmes
Young enterprise leading to self-employment
Links to training and volunteering opportunities

For Young people aged 15 to 19 who are looking for support with post 16 opportunities

Where? Ely, March, King’s Lynn, Wisbech, Peterborough
Contact Young People Advisers Jo Wilson Mob 077959 77700 BBO@keystonetrust.org.uk
162. On Track Training and Employment

On Track is a new service maximising the opportunities for 531 project eligible 16 to 24 year olds to access the skills, qualifications but more importantly the inner belief and self-confidence needed to secure and sustain employment.

It coaches with young people facing multiple barriers to education, training and employment, such as:

- Mental health issues
- Substance abuse
- Learning difficulties
- Disabilities
- Previous offences

For the 18-24 age group, the primary aim is for project participants to enter sustainable employment as quickly as possible.

The priority for 16-17 year olds who are not in employment, education or training (NEET) is to get them back into education or work-based training.

On Track provides

- **Coaching** - providing one to one support
- **Go programme** - a package of interventions tailored to personal needs
- **Move on Workers** - helping participants transition to access an opportunity
- **Volunteers** - recruited from employers, trainers education and the community

Referrers will be contacted by On Track’s Senior Technical Administrator who completes the initial eligibility checks. If the participant meets the criteria they will be assigned a coach who will meet them personally to gather more information;

The project brings together seven organisations: The Matthew Project (lead), ACE, GYROS, NANSA, The Prince's Trust and YMCA Norfolk in a unique partnership delivering coaching, vocational training, work placement and support services for young people not in education, employment or training (NEET) or at risk of being so.

You can contact On Track in the following ways:

- Website [http://www.matthewproject.org/on-track/](http://www.matthewproject.org/on-track/)
- Email: [contact@ontracknorfolk.org](mailto:contact@ontracknorfolk.org)
- Telephone: 01603 723845
- Facebook: [Facebook.com/OnTrackNorfolk](https://www.facebook.com/OnTrackNorfolk)
- Twitter: [@OnTrackNorfolk](https://twitter.com/OnTrackNorfolk)

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
163. TEAM

Team is a 12-week Personal Development Programme, where YP have the chance to gain new skills, take a qualification and meet new people.

For those who join a Team programme, you’ll be challenged to:

- Take on your own group community project, making a positive difference to the place where you live
- Take part in an action packed residential trip
- Get two weeks’ work experience in something you’re interested in
- Develop your English and Math’s skills

As part of the course, Team will also spend some time developing your interview and CV skills to ensure your confidence is sky-high for when taking the next step.

Interesting Fact: Three out of four people on Team go on to work or college courses within three months. Watch the video: The Prince’s Trust - Team Programme

For more information or to refer a young person onto this programme, please contact the local Team Leader for your area

Graeme Tolley would be very happy to discuss Team in more detail and to see how we may be able to work more closely together.

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Leader Name</th>
<th>Email Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Walsham</td>
<td>22nd January 2018</td>
<td>Richard Flatters, Michael Pepperell</td>
<td><a href="mailto:Richard.flatters@fire.norfolk.gov.uk">Richard.flatters@fire.norfolk.gov.uk</a>, <a href="mailto:Michael.Pepperell@fire.norfolk.gov.uk">Michael.Pepperell@fire.norfolk.gov.uk</a></td>
<td>07917 351 097</td>
</tr>
<tr>
<td>Lowestoft</td>
<td>22nd January 2018</td>
<td>Stacey Foulger</td>
<td><a href="mailto:staceyf@inspiresuffolk.org.uk">staceyf@inspiresuffolk.org.uk</a></td>
<td>07850 739 626</td>
</tr>
<tr>
<td>Sudbury (TBC)</td>
<td>15th January 2018</td>
<td>Naomi Thompson</td>
<td><a href="mailto:naomilt@inspiresuffolk.org.uk">naomilt@inspiresuffolk.org.uk</a></td>
<td>07568 107 877</td>
</tr>
<tr>
<td>Kings Lynn</td>
<td>22nd January 2018</td>
<td>Kerry Rutherford</td>
<td><a href="mailto:kerry.rutherford@fire.norfolk.gov.uk">kerry.rutherford@fire.norfolk.gov.uk</a></td>
<td>07919 492 245</td>
</tr>
<tr>
<td>Ipswich</td>
<td>22nd January 2018</td>
<td>Peter Robinson</td>
<td><a href="mailto:peterr@inspiresuffolk.org.uk">peterr@inspiresuffolk.org.uk</a></td>
<td>07590 983 299</td>
</tr>
<tr>
<td>Colchester</td>
<td>29th January 2018</td>
<td>Lauren Bolter</td>
<td><a href="mailto:Laurenb@inspiresuffolk.org.uk">Laurenb@inspiresuffolk.org.uk</a></td>
<td>07590 983 297</td>
</tr>
<tr>
<td>Stowmarket</td>
<td>29th January 2018</td>
<td>Jacob Charles</td>
<td><a href="mailto:jacobc@inspiresuffolk.org.uk">jacobc@inspiresuffolk.org.uk</a></td>
<td>07568 107 878</td>
</tr>
<tr>
<td>Norwich</td>
<td>29th January 2018</td>
<td>Thomas Jenkins, Andy Catchpole</td>
<td><a href="mailto:Thomas.jenkins@fire.norfolk.gov.uk">Thomas.jenkins@fire.norfolk.gov.uk</a>, <a href="mailto:Andrew.catchpole@fire.norfolk.gov.uk">Andrew.catchpole@fire.norfolk.gov.uk</a></td>
<td>07920 792 232</td>
</tr>
<tr>
<td>Dereham</td>
<td>22nd January 2018</td>
<td>Chantelle Williams, Neil Dack</td>
<td><a href="mailto:Chantelle.williams@fire.norfolk.gov.uk">Chantelle.williams@fire.norfolk.gov.uk</a>, <a href="mailto:Neil.dack@fire.norfolk.gov.uk">Neil.dack@fire.norfolk.gov.uk</a></td>
<td>07795 067 383</td>
</tr>
<tr>
<td>Great Yarmouth</td>
<td>15th January 2018</td>
<td>Laura Precious</td>
<td><a href="mailto:l.precious@eastcoast.ac.uk">l.precious@eastcoast.ac.uk</a>, <a href="mailto:c.mcguire@eastcoast.ac.uk">c.mcguire@eastcoast.ac.uk</a></td>
<td>07795 478 015</td>
</tr>
<tr>
<td>Wisbech</td>
<td>22nd January 2018</td>
<td>Kim Chapman</td>
<td><a href="mailto:kchapman@camre.ac.uk">kchapman@camre.ac.uk</a></td>
<td>07583 028 024</td>
</tr>
</tbody>
</table>

Graeme Tolley | Team Programme Executive Norfolk and Suffolk | Prince's Trust | Open Youth Venue, 20 Bank Plain, Norwich NR2 4SF Office: 01603 306 912 | Exn: 5155 | Mobile: 07535663817 | Email: Graeme.Tolley@princes-trust.org.uk

Jump back to start!
164. **Development Award**
Some of the young people you support may also be able to benefit from a Prince’s Trust ‘Development Award’, this is a cash award of up to £500 to pay for training fees, equipment, tools and other items to support their education, training and work goals. If you work with a young person who is aged 14-25, unemployed, and or leaving care, and has been in trouble with the police or has no qualifications, they could receive money and support to help them get into education, training or work.

A Prince’s Trust staff member or volunteer will support them with their award application and planning their next steps:

**Elaine Speed** | Programme Executive Enterprise and Awards  
T 01217 729 252  
M 07881 614 123  
[Elaine.speed@princes-trust.org.uk](mailto:Elaine.speed@princes-trust.org.uk)

165. **Enterprise Programme**
The Enterprise programme aims to support unemployed young people aged between 18-30 to work out if self-employment is right for them, help them test their ideas, write plans and start a business or achieve alternative goals in employment, education, training or voluntary work.

**Eric Shelley** | Programme Executive Enterprise (Norfolk)  
M 07879 881 102  
[Eric.shelley@princes-trust.org.uk](mailto:Eric.shelley@princes-trust.org.uk)

**Tracy Talbott** | Programme Executive Enterprise (Suffolk)  
M 07415 251337

166. **Apprenticeship Opportunities**
National Apprenticeship Service have details of opportunities on the Find an Apprentice website - [https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch](https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch)

Remember to look at the Apprenticeships Norfolk website – [www.apprenticeshipsforfarl.co.uk](http://www.apprenticeshipsforfarl.co.uk) – for more information and for new apprenticeship support sessions.
167. **Vulnerable young People Apprenticeships Service**

**Are you currently working with Looked After Children, Care Leavers and other vulnerable young people?**

TrAC Apprenticeships Norfolk (TrAC AN) is a new project targeted at Looked After Children, Care Leavers and other vulnerable young people aged 16-24. The project has been funded by Skills Deal and LIFT to create opportunities for young people who need additional support and may benefit from a staged pathway into an apprenticeship.

**How does the project work?**

1. Request and complete a referral form and send it to katie@tracweb.co.uk
2. TrAC AN check the referral form against the eligibility criteria
3. An Apprentice Development Manager will then get in contact with the referrer and the young person to find out more information
4. TrAC AN then match the young person with an employer to start a work experience placement, Traineeship or an apprenticeship

**TrAC AN aims are to:**
Offer work experience, apprenticeship and Traineeship opportunities. Raise awareness of the benefits of employing a young person to employers. Identify and match suitable young people. Positively manage any challenges or barriers. Demonstrate that with additional support, vulnerable young people can complete apprenticeships in line with the national average.

**What is the eligibility criteria?**
Due to the funding element of the project, there is an eligibility criteria. There is a referral form which must be signed and sent to TrAC Apprenticeships Norfolk before the recruitment process can begin. The criteria is as follows:

- Aged 16-24
- Live in Norfolk
- NEET or risk of being NEET
- Young person that needs additional support

**For more information please get in contact with a member of the team.**

Katie Lomonossoff Operations Manager katie@tracweb.co.uk 01603 737739
Anna Furness ADM Anna@tracweb.co.uk 07775 500434
Layla Dickerson ADM Layla@tracweb.co.uk 07735 488410

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
The Prince’s Trust also has a programme called ‘Talent Match’ which is a 5 year Big Lottery funded programme focussing on youth unemployment. Their Youth Advocates offer one to one support based on the individual’s needs. They have a flexible approach and will seek ways to overcome an individual’s barriers to employment at a pace and in a way that works for them. They work with local employers to seek work experience placements and employment opportunities. Funding is also available to cover costs such as training, safety equipment or clothing etc.

To be eligible a young person must be aged 18-24 and have been out of education or employment for more than 12 months

To find out more please do not hesitate to contact us:

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Project Manager:  
Sue.buffin@princes-trust.org.uk  
01603 306 912 / 07436 833 015

Youth Advocates Ipswich:  
daniel.flory@communityactionsuffolk.org.uk or lee.smith@communityactionsuffolk.org.uk  
01473 345 357 / 07702 532 808

Youth Advocates Waveney:  
lydia.metcalfe@communityactionsuffolk.org.uk or ian.felton@communityactionsuffolk.org.uk  
01502 558 350

Youth Advocates Norwich:  
Suzanne.Bielby@voluntarynorfolk.org.uk or Kerry.lymberry@voluntarynorfolk.org.uk  
01603 883 837 / 01603 883 825

Youth Advocates Kings Lynn:  
Kirsty.Shanahan@voluntarynorfolk.org.uk or phil.wilkinson@dwp.gsi.gov.uk  
07827 293 260

For anyone outside these immediate areas, if they can travel into the town/city to meet with our Youth Advocates, we can offer support and travel expenses can be reimbursed.  
https://www.voluntarynorfolk.org.uk/services/employment-skills-services/talent-match/

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
169. Help You Chose careers advice

Norfolk’s careers information, advice and opportunities platform for young people
• Find out about all your **post-16 options and choices**
• Full-time courses
• Apprenticeship vacancies
• Traineeships and short courses
• **Search and apply online** to Norfolk’s sixth forms, colleges and training providers
• Enter your information once to apply for several courses
• Find out about **volunteering**
• Search for **Higher Education** opportunities available in Norfolk
• View our **Events** section to find out about open events and careers fairs
• Visit our **info and advice** pages to find information on:
  • Decisions and choices
  • Education and learning
  • Working and training
  • Travel and transport
  • Financial support
• Access **New Kudos** the careers quiz to help you find careers that might suit you
  
  www.helpyouchoose.org

170. Icanbea Website

This is a website which provides young people with the following

• Information on different employment sectors and the requirements for a successful career in each sector
• Information on local companies and the opportunities they have to offer
• Profiles on local key employers
• Videos of employees across all sectors
• Alerts for young people to new opportunities (vacancies, work experience, apprenticeships news and events)

Follow this link to look at the website: **www.icanbea.org.uk**
171. Nova Training

NOVA Training is an in-house training programme at Dereham and in Kings Lynn. We support young people aged 16 – 18 (24 with a EHCP) and offers an individualised programme including -

* English and Maths GCSE resits and/or English and Maths Functional Skills,
* Employability Skills including creating a CV, interview techniques etc.
* Vocational Diplomas in Retail, Administration, Customer Service and Hospitality
* Meaningful and relevant work experience.
* Bonuses for attendance and qualifications achieved.
* Ongoing careers advice and support.
* Potential Bursary Payments of £8 per day – depending upon household income – also possibly travel expenses and a free meal. If you are in care/leaving care or in receipt of Universal Credit you could be potentially entitled to £10 per day.
* Help with finding either work, Apprenticeship or further education or training – whatever is appropriate for you.
* Attendance is 4 days per week. – Monday to Thursday 9.00am-3.30pm.
* Refer a friend system – potentially £50 for each friend referred.
* Enrichment activities e.g. speakers to the centre, visits to local careers events.
* Timetable can be flexible.
* Financial help available for DBS checks / CSCS card / PPE
* Smaller group sizes.

If you would like further information, please get in touch.

Amanda Bowie, Recruitment Officer for Nova Training in Dereham, 01362 698840
07854882290 amanda.bowie@novatraining.co.uk

Sam Williams Recruitment and Induction Officer Nova Training - Norfolk Kings Lynn – 33-39 Tower Street, Kings Lynn, Norfolk PE30 1EJ
07495 084 896 01553 764 100 sam.williams@novatraining.co.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
172. Cap Job Club

The CAP Job Club is a free and friendly setting for jobseekers (including those on ESA) to receive tailored support to develop employability skills and confidence to help entry into employment. The club includes free lunch and refreshments, 1-1 coaching, and social activities. The CAP job club offers 8 week steps to employment courses (Tuesdays, 10-3pm) and drop in sessions in-between courses (Tuesdays, 12-3pm), please contact for more details.

Referrals received via 01553 774881 or 0800 328 0006 or mikeikwuagwu@capjobclubs.org. Location: 99c High Street (Opposite Wimpy), King’s Lynn.

173. Norfolk Community Learning Services

Here at Norfolk Community Learning Services, we offer a wide range of courses which are designed to help you achieve the qualifications you need, whether you are looking for work, a change of career or to progress in the job you have. We also offer courses for those wishing to learn something new and start a fantastic hobby or pastime.

- English and maths courses that range from beginners through to GCSE.
- ESOL courses for speakers of other languages who would like to improve their English speaking and listening, reading and writing skills.
- Apprenticeship opportunities for organisations wishing to take on an apprentice and for those who would like to become an apprentice.
- Qualifications in Accounting, Childcare, Education and Training, Fitness, Supporting Teaching and Learning, ICT and Health and Social Care
- Free family learning courses that involve all family members exploring, discovering and learning together.
- Independent living skills to help people with learning difficulties and/or disabilities learn everything they need to know to get along in their day to day lives.

There’s something for everyone at Norfolk Community Learning Services, whether you have lots of free time or very little. To find out more and take your first step towards a brighter future, visit: www.norfolk.gov.uk/adultlearning or call our dedicated helpline: 0344 800 8020
174. Norfolk Community College

Is a partnership led by East Coast College (formerly Great Yarmouth College) involving five main delivery partners from the Voluntary Sector: Access Community Trust, DIAL Great Yarmouth, Future Projects and Voluntary Norfolk.

The Norfolk Community College is a free support service that aims to help local people make the most of the employment, volunteering and training opportunities available to them. The service has been designed to give people the skills and confidence they need to make a move back into work. The diverse range of support on offer includes one-to-one advice around jobs and volunteering, group training sessions, and access to guidance on the latest benefits and personal finances.

We can help anyone who is

- Aged 25 years and over
- Living in Norfolk
- Unemployed for 12 months or longer
- Has the right to work in the U.K
- Committed to improving job prospects, developing skills and getting back to work.

The project will delivered across the districts of Norfolk – Breckland, Broadland, Great Yarmouth, North Norfolk, South Norfolk or King’s Lynn and West Norfolk – in venues ranging from community centres to libraries. The service is tailored to individual needs and offers those involved the chance to explore their options, raise their ambitions and receive practical support towards achieving their goals.

For further details contact the Norfolk Community College on 01493 419255 or email info@norfolkcommunitycollege.co.uk. Alternatively you can visit the project website on: www.NorfolkCommunityCollege.co.uk.
175. **Steering a teenager toward a job**

A guide for parents – Steering your teenager toward a job and career has been put together by Jon Gregory founder of Win-That-Job and Nick Newman of National Careers Week with additional contributions from the John Lewis |partnership

With Advice on how to
- Choose a career
- Access careers services
- Develop employability skills
- Find employment prospects
- Build compelling applications
- Win through at interviews


176. **Choices at 16**

NCC’s annual publication for current year 10 students has recently been published, with information on all post 16 options including further education, apprenticeships, training, qualifications using Help You Choose, post 18 options financial support transport and sources of help and advice

A pdf copy can be downloaded from [Choices at 16](https://www.choices16.co.uk)

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
177. **Open Road Bursary Fund**

**Open Road Bursary Fund**

Open Road are very pleased to announce that we have secured funding via a grant from the Garfield Weston Foundation to create a small bursary fund which will enable us to offer young people access to the centre. The bursary fund will be available for any individual for any of our activities if good reasons can be given and funding can be up to 100%.

**Applications**

Applications will be on a rolling basis and accepted throughout the year. To be considered please complete a Bursary Fund Application and Consent form which can be found on the website under ‘Forms’.

**Open Road Bursary Fund Guidelines**

**Support for schools and their students.**

We do not intend to use the bursary fund to support school students. However, we would consider supporting an individual in an exceptional circumstance if the bursary would be the difference between them being able to participate or not.

**Support for other charities or community groups**

The bursary fund could be used to support a group 100% who were using Open Road for the first time and who did not have core funding to pay for the use of the facility. The bursary fund could be used to support individuals within the group up to 100% if good reasons were given and outcomes were agreed. For further information please see the website [www.openroadtraining.co.uk](http://www.openroadtraining.co.uk)

**Telephone:** 01553 776600  **E mail:** ady@openroadtraining.co.uk

178. **West Norfolk Employment Fund**

The West Norfolk Employment Fund has been established to help young people in the West of Norfolk to set up or grow their own business with a grant of up to £10,000. Grants can be used to meet start-up costs, assist with developing new products or services, to procure professional services to support and develop the business to undertake training and skills development or the acquisition of capital equipment.

Applicants are asked to complete a form which should be submitted with an outline business plan including details of their business, product and market and the predicted growth opportunities that will result from the investment.

An independent panel comprising committee members from a number of West Norfolk Businesses will review applications for grants.

If you would like to discuss making an application please contact Graham Tuttle CEO on 01603 623958.

Visit the Norfolk Community Foundation website for more information.
179. Fire Service Team Programme

For 16-25yrs of age Delivered by Norfolk Fire & Rescue Service

It has come to that time again were we are looking for young people to come and join us on The Prince’s Trust Team Programme run by Norfolk Fire & Rescue Service here in Dereham!!

The twelve week course will commence on Monday 29th January 2018 with a Taster Day being held on Tuesday 23rd of January 2018. We are looking for any young person aged between 16-25 years who are currently not in education, employment or training and are ready to do something positive with their time. If they sign up for the Team Programme, they’ll be joining a group of up to 15 for a 12 week Programme. Amongst other things they will:

- Take on community projects of their choosing
- Take part in an exciting, action-packed residential week
- Get three weeks’ work experience in a field they are interested in
- Take part in an exciting team challenge

Students that successfully complete the course will achieve a Prince’s Trust certificate in Teamwork, Community and Employability Skills, along with an Emergency First Aid at Work certification. The course also offers a lot more!!

- Gain new skills and qualifications
- Mix with new people and make new friends
- A better chance of moving into a job, education or training
- Help with job-hunting, mock interviews and writing their CV
- The chance to make a difference in their community
- And most importantly - A big boost to their confidence and a real sense of achievement!

There is no charge to the course, it does not affect any benefits and travel costs are reimbursed. Potential students will be invited to a taster day

Chantelle Williams
Team Leader: Dereham
Tel: 07795067383
Email: chantelle.williams@fire.norfolk.gov.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
180. Long Term Unemployed

Work Routes is a new initiative designed to help long-term unemployed people start and sustain work. It is a voluntary programme that tailors itself to meet the needs of local jobseekers, to overcome their barriers to work, with a range of personal support available for up to a year. By working collaboratively with a range of specialist local partners, this service can reduce economic inactivity and support people to change their lives for the better.

To be eligible for this provision individuals must be unemployed or inactive and fall into one or more of the following categories:
- Long Term Unemployed or Long Term Inactive (26 weeks or longer)
- Basic Skills need
- Have more than one barrier to employment such as: A lone parent / An older worker (50+) / An ex-offender / Caring Responsibilities (including those returning to employment when caring responsibilities end) / Have physical disability or health condition, including Sensory Impairments / Mental Health or Learning Disability / Drug/Alcohol dependency / An ethnic minority / Have low or no qualifications / Language Barrier (English not first language, etc.).

For more information and to find out how to refer to this contact: Darren Broughton, Employer Services Consultant, Seetec, 18 Tuesday Market Place, Kings Lynn, Norfolk, PE30 1JW Tel: 01553 774619 Mob: 07718393870 darren.broughton@seetec.co.uk
181. Jobcentreplus personalised support

Norfolk Family Focus – Jobcentreplus
Based in Kings Lynn Jobcentre, I offer personalised one to one support to families who are working with Norfolk Early Help or Universal Services. My aim is to support individuals to move a step closer to employment in a way and pace that best suits them. They may feel a long way from employment and this is fine as my role allows me the time and flexibility to access or signpost to all kinds of provision to help them take the small steps.

If you would like to refer the criteria is as follows: They must be in receipt of a workless benefit, (Jobseekers Allowance, Employment & Support Allowance, Income Support or Carers Allowance) and also meet one of the following criteria:

- Child in need
- Child with absenteeism or truancy from school
- Domestic abuse / violence
- Physical or mental health condition (parent or child)
- Crime or anti-social behaviour (parent or child)

Referrals can be made via e-mail to Emmawingrove@dwp.gsi.gov.uk
Mob: 07966566222

182. Building Better Opportunities 15-19 yo

What’s on Offer?
One to one support
Information, advice and guidance
Help with Job search, applications and CV’s
Workshops, and employability skills programmes
Young enterprise leading to self-employment
Links to training and volunteering opportunities

Who’s it for? Young people aged between 15 to 19 who are looking for support with post 16 opportunities

Where? Ely, March, King’s Lynn, Wisbech, Peterborough

Contact Young People Advisers Jenna or Jo
Jo – 077959 77700  Jenna – 077959 77704
Jo.wilson@keystonetrust.org.uk  Jenna.ashworth@keystonetrust.org.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
183. **Building Better Opportunities**

Building Better Opportunities (BBO) is a European Social Fund (ESF) and Big Lottery funded programme aiming to tackle the poverty and social exclusion faced by the most disadvantaged people in England.

The employability programme will support a significant number of those furthest from the labour market back into work in priority areas of Peterborough, Fenland, Kings Lynn and West Norfolk identified in the GCGP LEP ESIF strategy.

It will proactively tackle inequality by targeting underrepresented groups and those with additional barriers to foster greater social inclusion both in terms of economic and community participation. Employability offers an innovative programme design based on a personalised approach with a tailored package of barrier busting and support interventions which are designed and commissioned with participants.

**For People who are not working at the moment and with time on their hands**

**Looking to become more confident**

**Wanting to gain skills to improve life and work chances**

**Contact Julie Simper**

Call/Text 07813 811 745 (mobile rates apply)
01354 696 479
jsimper@cpltrust.net
www.cpltrust.net
www.peterboroughplus.co.uk

184. **Hanseatic Union new time table**

Hanseatic Union are offering support through a lottery funded project to help individuals move closer to employment - this can be through helping with CV etc. but also just by helping to make friends and build confidence, we have staff with various languages. We offer a parent and toddler group for support with English skills, free ESOl classes on Saturday mornings with a crèche/kids club attached, free trips with families, support with translation and help accessing local services.... for more info contact Julie on julie.hanseatic@gmail.com or Gintare on gintare.hanseatic@hotmail.com call on 07960250114/07960250085 friend us on facebook - hansos unija or message jess at hanseatic through facebook

**Access, 41 Old Hospital Mews, Hospital Walk, King's Lynn PE30 5RU**

Facebook: hansos unija

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
185. Independent Living Skills
Pathways to employment programme
This will include options to study skills towards vocations in:
- Business & Administration
- Hospitality & Catering
- Digital Skills
- Horticulture
- Health and Social care
- Customer Service
Programme will include English, Maths and employability

Progression Pathways:
All of the employability options will offer progression pathways into year two and will focus at this stage on traineeships and apprenticeships.

Enhancement programme
A personal development programme offering the following choices:
- Get healthy
- Get independent
- Get creative
- Get moneywise
- Get cooking
- Get well
- Get online
- Get fit
- Get confident
- Get volunteering
These 2.5 hour sessions will run for 10 weeks and will have a small fee attached to them.
All the above programmes are available countywide at the following locations:
Norwich, Sheringham, Kings Lynn, Cromer, Great Yarmouth, Dereham, Holt

In addition to the above we are also offering:
- Lip-reading - these courses run each term at various locations across the county
- Mental Health Awareness – we are running workshops and also a short course on a variety of issues relating to this subject.
- Keep Fit with Gentle Exercise - these courses run each term at various locations across the county

Email: independent.living.skills@norfolk.gov.uk for more information

Courses listed below
## Norwich

<table>
<thead>
<tr>
<th>Course title</th>
<th>Venue</th>
<th>Start date</th>
<th>Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Independent with skills for Business &amp; Administration</td>
<td>Norwich</td>
<td>01/10/2018</td>
<td>Monday</td>
</tr>
<tr>
<td>Get Independent with skills for Customer Services</td>
<td>Norwich</td>
<td>02/10/2018</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Get Independent with skills for Health and Social care</td>
<td>Norwich</td>
<td>03/10/2018</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Get Independent with skills for Hospitality &amp; Catering</td>
<td>Norwich</td>
<td>04/10/2018</td>
<td>Thursday</td>
</tr>
<tr>
<td>Get Independent with Digital Skills</td>
<td>Norman Centre</td>
<td>05/10/2018</td>
<td>Friday</td>
</tr>
<tr>
<td>Get Creative</td>
<td>Norwich</td>
<td>18/01/2019</td>
<td>Friday</td>
</tr>
<tr>
<td>Get Fit</td>
<td>Norwich</td>
<td>30/04/2019</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Get Online</td>
<td>Norwich</td>
<td>27/09/2018</td>
<td>Thursday</td>
</tr>
<tr>
<td>Get Moneywise</td>
<td>Norwich</td>
<td>18/01/2019</td>
<td>Friday</td>
</tr>
<tr>
<td>Get Cooking</td>
<td>Norwich</td>
<td>30/04/2019</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Get Volunteering</td>
<td>Norwich</td>
<td>27/09/2018</td>
<td>Thursday</td>
</tr>
<tr>
<td>Mental Health Awareness L2 short course</td>
<td>Norwich</td>
<td>17/09/2018</td>
<td>Monday</td>
</tr>
</tbody>
</table>

## Dereham

<table>
<thead>
<tr>
<th>Course title</th>
<th>Venue</th>
<th>Start date</th>
<th>Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Awareness L2 short course</td>
<td>Dereham</td>
<td>17/05/2019</td>
<td>Friday</td>
</tr>
</tbody>
</table>

## Holt

<table>
<thead>
<tr>
<th>Course title</th>
<th>Venue</th>
<th>Start date</th>
<th>Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Independent with skills for Horticulture</td>
<td>Holt</td>
<td>02/10/2018</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Get Healthy</td>
<td>Holt</td>
<td>02/05/2019</td>
<td>Thursday</td>
</tr>
<tr>
<td>Get Cooking</td>
<td>Holt</td>
<td>02/05/2019</td>
<td>Thursday</td>
</tr>
</tbody>
</table>

## Kings Lynn

<table>
<thead>
<tr>
<th>Course title</th>
<th>Venue</th>
<th>Start date</th>
<th>Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Creative</td>
<td>Kings Lynn</td>
<td>26/09/2018</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Get Online</td>
<td>Kings Lynn</td>
<td>26/09/2018</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Mental Health Awareness L2 short course</td>
<td>Kings Lynn</td>
<td>07/03/2019</td>
<td>Thursday</td>
</tr>
</tbody>
</table>

## Lip-reading

<table>
<thead>
<tr>
<th>Venue</th>
<th>Start date</th>
<th>Day</th>
<th>Start Time</th>
<th>End time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masonic Centre Haynes Lane Fakenham</td>
<td>04/10/2018</td>
<td>Thursday</td>
<td>13:00</td>
<td>15:00</td>
</tr>
<tr>
<td>Catholic Church Rooms Swaffham</td>
<td>04/10/2018</td>
<td>Thursday</td>
<td>10:00</td>
<td>12:00</td>
</tr>
<tr>
<td>Kings Lynn West Norfolk Deaf Association</td>
<td>02/10/2018</td>
<td>Tuesday</td>
<td>09:30</td>
<td>12:00</td>
</tr>
</tbody>
</table>

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
186. Joy of Food

Joy of Food would like to run some classes in West Norfolk. As many of you know, these courses are fantastic, helping people with basic cookery skills for free. They are currently trying to find kitchens to hire so they can put more courses on in the West.

COURSE CONSISTS OF:
4 x 3 HOUR COOKING SESSIONS, 4-6 TRAINERS 19+ AGE, FOOD & INGREDIENTS SUPPLIED

SESSION 1: 1 POT MEALS SUCH AS CHICKEN POT NOODLE, ETC. FROM SCRATCH
SESSION 2: BREAD MAKING, PIZZA, MACARONI CHEEZE ETC. FROM SCRATCH
SESSION 3: GROUP DECIDE CHOOSING RECIPES FROM THE JOY OF FOOD BOOK
SESSION 4: SAME AS SESSION 3

TAKEAWAY CONTAINERS SUPPLIED

ANY QUESTIONS ETC. PLEASE CONTACT: DAVE JONES:
TELEPHONE: 01603 638485
MOBILE: 07717 881107
EMAIL: david.jones2@norfolk.gov.uk
187. Norfolk Reading Pathway

Free 1-2-1 support to help people across Norfolk be better readers.

Do you know someone who would like to get involved?
- Anyone aged 8 to 80 can take part and it doesn’t matter whether they are complete beginners or want to improve their current reading skills.
- Sessions are 1-2-1 in a local library; so people can learn at their own pace.
- Help and support for learners to take up other learning opportunities, if they wish to do so.
- It’s a completely free programme so people have nothing to lose by giving it a try and seeing how it goes!

The initial funding for this project came to an end on 31st March but the library service will be carrying on with the programme after that date, with a few changes.

Day to day management/coordination of the programme will move to library managers to give customers a more localised service and there will no longer be a central coordination/referral point.

If you have a query or wish to refer a customer, please contact the relevant library direct by email (or phone if urgent). Email addresses can be found on the library website here

Alternatively, you can use the generic library email which is libraries@norfolk.gov.uk but please remember to include the relevant library/area so your enquiry can be forwarded on quickly

What next?
For more information about Norfolk Reading Pathway or to refer a learner,
You can pop into any public library in Norfolk,
Email nrp@norfolk.gov.uk
Or telephone our Customer Support Centre on 0344 800 8020.

#NfkReadingPathway
188. WEA Pathway Programme
The Workers Education Association is a unique adult education provider working with hundreds of organisations at local, regional and national levels, alongside developing and running courses with the public, private and voluntary sectors. The WEA is a Specialist Designated Institute (SDI) in England and receives public funding from the Skills Funding Agency.

What are the WEA Pathways and how can they help your organisation?
- Are you looking for an adult educational provider to deliver training?
- Does your organisation work with communities?
- Are you involved in adult education, lifelong learning and/or upskilling adults?

At the WEA we work in partnership with hundreds of community organisations, employers and trade unions - delivering adult education ‘within reach’ of local communities. The WEA pathways have been developed as our new partner programme offering a range of courses tailored to suit you.

There are 3 stages in each Pathway to provide WEA students with progression opportunities:
1. Get Started
2. Develop
3. Moving on

The Get Started range of courses and tasters aim to build confidence and self-esteem. Students can move through the different stages; enrolling on tasters, short courses or longer, accredited courses. Some students may wish to start at the Develop stage. Students can move freely between pathways under our ‘personalised learning’ philosophy.

Join us in offering FREE 2 hour tasters this summer – simply select a Pathway below to see which tasters are available.

There are many ways you can partner with us. We have partners who contribute venues, assist with recruiting and supporting students and course promotion.

To find out more and arrange a meeting with a WEA contact in your area, please email pathways@wea.org.uk with the following information:
- Name
- Organisation
- Reasons for enquiry
- Region
- Contact details

Or see the website http://www.wea.org.uk/

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
189. Community Learning Service

West Norfolk

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Day</th>
<th>Time</th>
<th>Wks</th>
<th>Standard Fee</th>
<th>Reduced Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Downham Market</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English, maths and Science</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English Functional Skills</td>
<td>FSXE2107X</td>
<td>25/09/2017</td>
<td>Mon</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>ICT Skills</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computing for beginners</td>
<td>ITEFS1117X</td>
<td>16/04/2018</td>
<td>Mon</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Computer basics</td>
<td>ITXCB4717P</td>
<td>22/01/2018</td>
<td>Mon</td>
<td>09:30</td>
<td>6</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Get Digital tablet course -</td>
<td>ITXGD2317P</td>
<td>27/06/2018</td>
<td>Wed</td>
<td>10:00</td>
<td>1</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>introduction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Get Digital tablet course -</td>
<td>ITXGD2317X</td>
<td>04/07/2018</td>
<td>Wed</td>
<td>10:00</td>
<td>2</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>follow on</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E Safety (taster)</td>
<td>ITXTS4717P</td>
<td>15/01/2018</td>
<td>Mon</td>
<td>10:00</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>Hunstanton</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English, maths and Science</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English Functional Skills</td>
<td>FSXE24317X</td>
<td>12/01/2018</td>
<td>Fri</td>
<td>09:15</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>English Functional Skills</td>
<td>FSXE24617X</td>
<td>04/05/2018</td>
<td>Fri</td>
<td>09:15</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Maths Functional Skills</td>
<td>FSXM22017X</td>
<td>25/09/2017</td>
<td>Fri</td>
<td>09:15</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>Family Learning</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storysacks - family storytelling</td>
<td>FEXSS3167P</td>
<td>17/04/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>ICT Skills</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computing for beginners</td>
<td>ITEFS1317X</td>
<td>16/01/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>E-Safety (taster)</td>
<td>ITXTS4917P</td>
<td>09/01/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>King’s Lynn</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English, maths, Science and GCSEs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English Functional Skills -</td>
<td>FSXE23017X</td>
<td>26/09/2017</td>
<td>Tues</td>
<td>09:30</td>
<td>23</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>basic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English Functional Skills</td>
<td>FSXE23617X</td>
<td>01/05/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td><strong>Family Learning</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keeping up with the children - English</td>
<td>FEXKE4817P</td>
<td>26/04/2018</td>
<td>Thur</td>
<td>09:30</td>
<td>5</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Storysacks - family storytelling</td>
<td>FEXSS3157P</td>
<td>18/01/2018</td>
<td>Thur</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>A taste of English</td>
<td>FEXTE4717P</td>
<td>19/04/2018</td>
<td>Thur</td>
<td>09:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Keeping up with the children - maths</td>
<td>FMXKM4817P</td>
<td>24/04/2018</td>
<td>Tues</td>
<td>13:00</td>
<td>4</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Money matters</td>
<td>FMXMM4617P</td>
<td>16/01/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
</tbody>
</table>

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
# West Norfolk Service Directory
### August 2018

## South Lynn

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Day</th>
<th>Time</th>
<th>Wks</th>
<th>Standard</th>
<th>Reduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>English, maths. Science and GCSEs</td>
<td>FSXE22317X</td>
<td>09/01/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>English Functional Skills</td>
<td>FSXE22617X</td>
<td>01/05/2018</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>English Functional Skills</td>
<td>FSXE22017X</td>
<td>28/09/2017</td>
<td>Tues</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Maths Functional Skills</td>
<td>FSXM21017X</td>
<td>26/09/2017</td>
<td>Thur</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Maths Functional Skills</td>
<td>FSXM21317X</td>
<td>11/01/2018</td>
<td>Thur</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Maths Functional Skills</td>
<td>FSXM21617X</td>
<td>03/05/2018</td>
<td>Thur</td>
<td>09:30</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
</tbody>
</table>

## Health and Social Care

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Wks</th>
<th>Standard</th>
<th>Reduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Social Care level 1 award</td>
<td>HS1H0317X</td>
<td>28/09/2017</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
</tbody>
</table>

## ICT Skills

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Day</th>
<th>Time</th>
<th>Wks</th>
<th>Standard</th>
<th>Reduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT Functional Skills - Improvers (level 1)</td>
<td>ITIFS1517X</td>
<td>06/11/2017</td>
<td>Mon</td>
<td>18:30</td>
<td>4</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Improvers (level 1)</td>
<td>ITIFS1617X</td>
<td>24/02/2018</td>
<td>Sat</td>
<td>10:00</td>
<td>5</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Improvers (level 1)</td>
<td>ITIFS1717X</td>
<td>11/06/2018</td>
<td>Mon</td>
<td>18:30</td>
<td>4</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Intermediate (level 2)</td>
<td>IT2FS1017X</td>
<td>15/01/2018</td>
<td>Mon</td>
<td>18:30</td>
<td>7</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Intermediate (level 2)</td>
<td>IT2FS1117X</td>
<td>28/04/2018</td>
<td>Sat</td>
<td>10:00</td>
<td>9</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Beginners (entry 3)</td>
<td>ITEFS2617X</td>
<td>18/09/2017</td>
<td>Mon</td>
<td>18:30</td>
<td>4</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Beginners (entry 3)</td>
<td>ITEFS2717X</td>
<td>13/01/2018</td>
<td>Sat</td>
<td>10:00</td>
<td>5</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Functional Skills - Beginners (entry 3)</td>
<td>ITEFS2817X</td>
<td>15/01/2017</td>
<td>Mon</td>
<td>18:30</td>
<td>4</td>
<td>£50</td>
<td>Free</td>
</tr>
</tbody>
</table>

## Language and Communication Skills

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Time</th>
<th>Wks</th>
<th>Standard</th>
<th>Reduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lipreading (acquired hearing loss only)</td>
<td>LIXLI1817P</td>
<td>27/09/2017</td>
<td>Wed</td>
<td>10:15</td>
<td>25</td>
<td>Free</td>
</tr>
</tbody>
</table>

## Teaching Qualifications

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Time</th>
<th>Wks</th>
<th>Standard</th>
<th>Reduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching Assistants (schools) Level 2 Certificate</td>
<td>TL2TL0817X</td>
<td>21/02/2018</td>
<td>Wed</td>
<td>09:30</td>
<td>19</td>
<td>£450</td>
</tr>
<tr>
<td>Teaching Assistants (schools) Level 3 Diploma</td>
<td>TL3TL0917X</td>
<td>03/10/2017</td>
<td>Tues</td>
<td>18:00</td>
<td>18</td>
<td>£1500</td>
</tr>
</tbody>
</table>

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Starts</th>
<th>Day</th>
<th>Time</th>
<th>Wks</th>
<th>Standard Fee</th>
<th>Reduced Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Learning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A taste of maths</td>
<td>FMXTM4717P</td>
<td>17/04/2018</td>
<td>Tues</td>
<td>13:00</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Family health</td>
<td>WFXFH4617P</td>
<td>22/02/2018</td>
<td>Thur</td>
<td>10:00</td>
<td>6</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>ICT Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computing for beginners</td>
<td>ITEFSI417X</td>
<td>27/09/2017</td>
<td>Wed</td>
<td>10:00</td>
<td>10</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Get digital tablet course - introduction</td>
<td>ITXGD2017X</td>
<td>09/05/2018</td>
<td>Wed</td>
<td>14:15</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Get digital tablet course - follow on</td>
<td>ITXGD2017X</td>
<td>16/05/2018</td>
<td>Wed</td>
<td>14:15</td>
<td>2</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>Get digital tablet course - introduction</td>
<td>ITXGD2417P</td>
<td>27/06/2018</td>
<td>Wed</td>
<td>14:15</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Get digital tablet course - follow on</td>
<td>ITXGD2417P</td>
<td>04/07/2018</td>
<td>Wed</td>
<td>14:15</td>
<td>2</td>
<td>£50</td>
<td>Free</td>
</tr>
<tr>
<td>E-Safety (taster)</td>
<td>ITXTS5017P</td>
<td>18/09/2017</td>
<td>Mon</td>
<td>10:00</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Language and Communication Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ESOL entry level - beginners</td>
<td>ESEES0917X</td>
<td>11/09/2017</td>
<td>Mon &amp; Thu</td>
<td>10:00</td>
<td>11</td>
<td>£200</td>
<td>Free</td>
</tr>
<tr>
<td>ESOL entry level - beginners</td>
<td>ESEES2917X</td>
<td>08/01/2018</td>
<td>Mon &amp; Thu</td>
<td>10:00</td>
<td>11</td>
<td>£200</td>
<td>Free</td>
</tr>
<tr>
<td>ESOL entry level - beginners</td>
<td>ESEES4917X</td>
<td>23/04/2018</td>
<td>Mon &amp; Thu</td>
<td>10:00</td>
<td>12</td>
<td>£200</td>
<td>Free</td>
</tr>
<tr>
<td>Lipreading (acquired hearing loss only)</td>
<td>LIXLI717P</td>
<td>26/09/2017</td>
<td>Tues</td>
<td>13:00</td>
<td>25</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Supporting you into work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR4817X</td>
<td>25/09/2017</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR4917X</td>
<td>09/10/2017</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5017X</td>
<td>06/11/2017</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5117X</td>
<td>29/01/2017</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5217X</td>
<td>26/02/2018</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5317X</td>
<td>19/03/2018</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5417X</td>
<td>30/04/2018</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5517X</td>
<td>21/05/2018</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Getting that job!</td>
<td>EMXJR5617X</td>
<td>11/06/2018v</td>
<td>Mon</td>
<td>10:30</td>
<td>1</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>School and Early Years Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working with children</td>
<td>EYXWC0717P</td>
<td>14/11/2017</td>
<td>Tues</td>
<td>09:30</td>
<td>4</td>
<td>Free</td>
<td>Free</td>
</tr>
</tbody>
</table>

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk

If you wish to enrol on any of these course please visit our website www.norfolk.gov.uk/adultlearning or call our admissions team on 01603306530 who will be pleased to help with your enquiry.

The Norfolk community Learning Service course brochure for 2017-18 has been published detailing Qualifications & vocational course, Foundation skills, Community Learning Family Learning, Independent Living Skills, Leisure Stream, Traineeships and Apprenticeships across the County.

Further details and a pdf of the brochure can be found at https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
190. Wellbeing of Children eLearning

The Child Outcomes Research Consortium (CORC), in partnership with the Anna Freud Learning Network, has developed its first ever online eLearning module.

‘Measuring mental wellbeing to improve the lives of children and young people’

This eLearning aims to increase the awareness, understanding and confidence of non-specialist and school staff who support the wellbeing and mental health of children or young people to access the benefits associated with measuring mental wellbeing. This free interactive short course aims to demystify and simplify the whole process of using outcomes and feedback measures to monitor mental wellbeing and is laid out in six easy to follow parts:

1. Understanding mental wellbeing
2. Introduction to outcome measures
3. The benefits of measuring mental wellbeing
4. Selecting and using measures
5. Best practice using measures
6. Using and interpreting data

Outcome measurement has become a focus of funders, commissioners and policy makers, as a tangible and reliable way in which to assess the welfare of children and young people in the care of wellbeing services and schools. The process can also have important benefits for the children and young people themselves as well as for associated professionals, projects, interventions and services.

Outcome measurement has become a focus of funders, commissioners and policy makers, as a tangible and reliable way in which to assess the welfare of children and young people in the care of wellbeing services and schools. The process can also have important benefits for the children and young people themselves as well as for associated professionals, projects, interventions and services.

This course features engaging activities and quizzes to illustrate how staff can choose and use measures to monitor wellbeing and how to analyse wellbeing information to drive improvement and demonstrate effectiveness.

http://www.corc.uk.net/elearning/

Course aim
The Family Support Process Core training will give you a good working knowledge of the Family Support Process including how to gain informed consent; how to complete the Family Support Form; who to involve; when to share information and how to plan the next steps. In addition, as it is a multi-agency training course it offers you a chance to network with colleagues from other agencies.

Who should attend?
This training is suitable for people who work with children and young people aged 0-18 years or people who work with adults who have children. It is a multi-agency training course, and is open to all agencies and services in Norfolk. We recommend that even if you have previously attended either CAF or FSP training that you join us on this one day training as the Family Support Process now incorporates the Signs of Safety approach. We recommend that at least one worker from your agency attend.

Full day course (9.15am - 4.30pm) except where stated
- King's Lynn Fire Station, North Lynn Bypass - 19 April 2018
- Hunstanton Children’s Centre - 9 May 2018
- King's Lynn Fire Station, North Lynn Bypass - 18 July 2018
- King's Lynn Fire Station, North Lynn Bypass - October 2018

All our training events are free! However, if you need supply cover, your agency will need to fund this. Please ensure that you advise at least seven working days in advance if you cannot attend. For all Family Support Process training sessions starting from September 2015 onwards, all cancellations and non-attendance, regardless of the circumstances, which are made within seven working days of the start of the course will incur a cancellation fee of £50 per person. If you are unable to attend the training you must contact us in writing to the locality contact to cancel your place.

How do I book?
Please complete a booking form and return it to us by email at:
cs.earlyhelp.kingslynn@norfolk.gov.uk
Please note without a booking form we will be unable to book you onto the training.
In order to keep our database accurate, please ensure that all the fields on the booking form are completed. Please do not put more than one delegate on each form.
Applications will be accepted on a first-come first-served basis, so please return your form promptly to avoid disappointment. You will receive confirmation of your place by email when we receive your booking form. If you want any further information, please call your locality contact.
192. Norfolk SCB Training

A link to training from the Norfolk Safeguarding Childrens Board

http://www.norfolklscb.org/nscb-booking/nscb-booking-training/

- Awareness of Challenges when Working with Parents
- Child Sexual Exploitation
- Domestic Abuse
- Effective Multi-Agency Working – Making Multi-Agency Assessments Work
- Effective Participation at Child Protection Conferences
- Emotional Harm
- Graded Care Profile and Parenting Capacity
- Neglect
- Parents with Mental Health Issues
- Physical Harm
- Reflective Supervision
- Safeguarding children and working with Eastern and Central European families;
- Safeguarding Disabled Children (Non Specialist Professionals)
- Sexual Abuse Introductory Level
- Signs of Safety 2-Day Training
- Substance Misuse within the Family
- Understanding Children and YP who engage in Sexually Harmful Behaviour
- Understanding the Importance of Attachment in Assessment
- Working with Children and Young People who have experienced Child Sexual Abuse

Jump back to start
193. Safeguarding Adults Board Website

Safeguarding is preventing the physical, emotional, sexual, psychological and financial abuse of adults who have care and support needs, and acting quickly when abuse is suspected. It can also include neglect, domestic violence, modern slavery, organisational or discriminatory abuse.

Adult Social Services is the lead organisation in preventing and identifying possible abuse, and as part of this work it hosts Norfolk’s Safeguarding Adults Board.

Please go to

Norfolk Safeguarding Adults Board (NSAB) then click on news

Jump back to start
194. LILY website

LILY is an initiative designed to help older people (over 50) continue to live safely and independently at home. Older people, their families, friends and carers can access information about services, advice, activities and events.

The LILY Board consists of representatives from the voluntary sector and the Older Peoples Forum, the NHS and Norfolk County Council, and oversees the LILY Project. The Ask LILY online directory currently brings together over 1,900 services, activities and events in one place. It makes it easy for people to find the contacts and information they need.

It also has a ‘What’s on guide’, local news and NHS choices information. [http://asklily.org.uk/kb5/westnorfolk/cd/home.page](http://asklily.org.uk/kb5/westnorfolk/cd/home.page)

If you’re unable to use our online directory, you can access LILY by:
- telephoning 01553 616200
- community groups, locations and events
- a home visit from a LILY Advisor

**Community groups, locations and events**

Our 40 LILY Advisors are available to attend local groups, locations and events, for example:
- luncheon clubs
- GP surgeries
- local forums

To find out more please phone 01553 616200 and ask for the LILY Coordinator, or email asklily@west-norfolk.gov.uk.

**Home visits**

LILY Advisors are employees and volunteers from local voluntary sector partners including:
- West Norfolk Befriending
- West Norfolk Mind
- West Norfolk Carers
- West Norfolk Deaf Association
- Family Action Swaffham

LILY Advisors attend a training and development day and are quality check approved. They have mobile IT equipment and are able to access a wide range of information, and make referrals as requested.

To request a home visit please phone 01553 616200 and ask for the LILY Coordinator, or email asklily@west-norfolk.gov.uk

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
195. Case Study for Childrens Services

North Lincolnshire’s Whole Council Approach
The LGA has published a case study on North Lincolnshire Council and their approach to improvement in Children’s Services.

196. Care & Support Jargon Buster

There is a lot of jargon in social care and ‘think local act personal’ is committed to busting it. Our Care and Support Jargon Buster is an A-Z directory of Plain English definitions of the most commonly used words and phrases in health, social care and housing. Winner of the Plain English Campaign Award 2013, it has remained, year on year, our most popular product.

TLAP Care and Support Jargon Buster

You can add the jargon buster to your website, email us jargon not already included and join the Plain English campaign

197. Self-neglect & Hoarding Strategy

Norfolk Safeguarding Adults Board is pleased to announce publication of its revised Self-neglect and Hoarding Strategy (2.0).

This revised strategy aims to be part of the growing work around early intervention and preventative agendas. As such it directs collaborative multi-agency discussions of self-neglect and/or hoarding cases to the Early Help Hubs (EHH). To encourage a more preventative approach to cases of self-neglect and/or hoarding, the trigger point for taking a case to the EHHs is level 2 (image 4 upwards) on the Clutter Image Rating Scale (CIRT).

Published alongside the strategy is a Practitioners Guide. This slim guide is intended as a toolkit to support practitioners from a range of agencies with management of cases where an adult is deemed to be at risk due to self-neglecting and/or hoarding behaviours

Click here to download a copy of the revised strategy

Jump back to start

This action plan outlines the cross-government programme of work to support carers in England over the next two years and builds on the National Carers Strategy. It retains the strategic vision for recognising, valuing and supporting carers from 2008, which has been the vision of successive governments. It sets out this Government’s commitment to supporting carers through 64 actions across five priorities emerging from the carers’ Call for Evidence. The actions focus on delivery and tangible progress that can be made in the near future, and give visibility to the wide range of work that is planned or already underway across government to support carers, their families and those they care for.


199. Families Facing Adversity Report

Children living in families facing adversity can struggle to access support

NSPCC new report helps professionals understand and support young people whose parents are affected by domestic abuse, substance misuse and mental health problems

Key Findings

Children and young people talked about the impact living in a family facing adversity has on their wellbeing. Effects can include: mental health problems, poor performance at school, self-harm, suicidal thoughts and feelings, struggling to build and maintain relationships with friends or partners.

Some young people living in families facing adversity told us about taking on caring responsibilities for themselves, their siblings and/or their parents. However many do not see themselves as young carers and are unaware of the support available to them.

Young people living in families facing adversity can experience difficulties getting the support they need. This might be because they don’t feel able to talk to their parents about how things are affecting them, or because they’re concerned about what will happen if they tell someone.

They may worry:

- about themselves or their siblings being taken into care
- their parents will be unable to cope if the family is separated
- their parents’ problems will get worse if the family is no longer together

For the full report please see https://www.nspcc.org.uk/ Families Facing Adversity Report

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
200. Equality Advisory & Support Service

Do you need advice?
Have you been...
Made redundant because of your age or disability?
Refused housing because of your race?
Treated differently because of pregnancy & maternity, religious beliefs or your sexual orientation?
http://www.equalityadvisoryservice.com/app/home

What do we do?
The Helpline advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales. We can also accept referrals from organisations which, due to capacity or funding issues, are unable to provide face to face advice to local users of their services.

Some examples of the types of issues we have advised on:
- A disabled individual who was trying to update banking details through the use of an interpreter at his local high street bank.
- An individual who has been victimised by a pub landlord because he has inferred that a member of his staff was acting unlawfully by racially abusing a fellow customer.
- An individual who was unhappy about the way that the younger clientele at work treated him and spoke to him because he was an older person.
- A Trans individual, who had transitioned from male to female, who worked for a security company and reapplied for a security pass only to discover that the process for renewing her pass had disclosed the fact she had undergone gender reassignment surgery.
- A pregnant woman who was advised by a leading restaurant chain to breast feed her baby in the toilet and not in the restaurant as she was causing offence.

Contact Details/Opening Times
The EASS helpline is open Monday to Friday 9am to 7pm and Saturday 10am to 2pm. We can be contacted in one of the following ways:
- Freephone Telephone 0808 800 0082
- Text phone 0808 800 0084
- Email us using the form on http://www.equalityadvisoryservice.com/app/ask

Our freepost address: FREEPOST EASS HELPLINE FPN6521

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
201. Updated Neglect Strategy

The NSCB Multi-agency Neglect Strategy has recently been revised and updated.

The overarching aim of the strategy remains the same:

“In Norfolk we aim to ensure that there is early recognition of neglect. We will work with families in a positive and empowering way, keeping a clear focus on the impact of neglect on the child. From early support to statutory intervention, there will be appropriate, consistent and timely responses across all agencies working together. The strategy should inspire all those working with children and their families to achieve this: thereby contributing to improved long-term outcomes for children.”

Key changes and updates are as follows:

• Updated child protection plan figures for Norfolk
• Recent comments from the Ofsted inspection of Children’s Services in 2015, noting early signs of improvements in the approach to Neglect
• Specific reference to the range of resources and publications about Neglect that are available here on the NSCB website
• The top principle makes clear that ‘tackling neglect is everyone’s responsibility’
• The core objectives of the strategy have been clarified
• Section 8 has been substantially amended, particularly in relation to the Graded Care Profile (GCP) and expectations around its use; it clarifies that any professional working in a team around a child can complete the GCP and it should not be seen as a tool solely used by health and social care professionals
• Updated governance, monitoring and evaluation arrangements.

More information from

http://www.norfolklscb.org/people-working-with-children/information-on-neglect/

The Children and Social Work Act 2017 has now received Royal Assent. The Bill has three main purposes:

- Improving decision making, and support for looked after and previously looked after children in England and Wales.
- Improving joint work at the local level to safeguard children and enabling better learning at the local and national levels to improve practice in child protection.
- Enabling the establishment of a new regulatory regime specifically for the social work profession in England.

This link will connect to the notes connected to the bill as it went through parliament:

Explanatory notes Children and Social Work Act 2017

203. Knowyournormal Autism

In October 2016, 18 young people with autism sat in a room discussing what they thought was the biggest issue for autistic young people at that moment – and unanimously agreed that it was mental health. Together with UCL’s Centre for Research in Autism and Education, we (Ambitious about Autism Youth Patrons) designed and undertook research about young people with autism to gain an insight into their experience of mental health. The findings were upsetting to say the least, with four out of five saying they have experienced mental health issues, but only 4% being extremely confident in knowing who to ask for help.

Download their report, which summarizes the key findings of the research around young people with autism’s experience of mental health. You can read the full research paper here. Ambitious about Autism Website

https://www.ambitiousaboutautism.org.uk/the-research

204. Young People’s Health

The Association for Young People’s Health works closely with policymakers, young people, practitioners and researchers to promote awareness about young people’s health needs. They have published an update which sets out the latest policy and practice debates, recent data on trends, and recommendations for ‘where next’.

Ambitious about Autism Website

https://www.ambitiousaboutautism.org.uk/the-research
205. Changes to Threshold Guidance

The illustrated Threshold Guide has been revised. This version now includes further detail around what is meant by 'Thresholds of Intervention' and clear descriptors of need, as well as reference to the Assessment Triangle as set out in Working Together. The purpose of these updates is to support professionals to articulate their concerns and work with families to identify solutions that are right for them. The illustrated Threshold Guide, as well as a Text only version of the Guide in full and the Descriptors (separately), are all available on the NSCB website. Hard copies will be circulated in the forthcoming weeks.

206. DBS Checking Guidelines

Information regarding changes to identity (ID) checking guidelines. This is a clarification to the news story published on 2 October 2017

New ID checking guidelines are being introduced on 24 October 2017. These guidelines will apply to all applications for standard or enhanced checks.

The new guidelines will run in parallel with the existing guidelines from 24 October 2017 to 25 January 2018, when the existing guidelines will cease to apply. We appreciate that you’ll need to make changes to relevant literature and inform your customers. Therefore, you can start using the new guidance from 24 October 2017, but have 3 months to transition fully to the new guidance.

The enhancement is being introduced so that DBS’s identity checking process is aligned with right to work checks. These state that employers must prevent illegal working in the UK by carrying out document checks on people before employing them to make sure they are allowed to work.

207. County Lines Guidance

The Home Office have issued guidance about criminal exploitation of children and vulnerable adults: county lines

The guidance outlines what county lines (and associated criminal exploitation) is, signs to look for in potential victims, and what to do about it. It does not provide information about the entirety of the county lines issue.

The document is a supplement to an organisation’s existing safeguarding policies, to help identify and protect those exploited through this criminal activity. It’s also aimed at:

- local partners in policing
- local authorities
- the voluntary sector

208. Helping Workless Families Policy
The DWP has published proposals to improve the outcomes for children who grow up in workless families and face multiple disadvantages. The Paper sets out plans to improve support given to workless families and their children to overcome the complex problems they face.

They include the next phase of the Troubled Families Programme, a new programme to reduce parental conflict, enhancing the role of Jobcentre plus in working with partners to identify people with complex need and great support to help those with drug and alcohol dependencies. The paper can be downloaded from improving-lives-helping-workless-families.

209. Harmful Sexual Behaviours
NSPCC, Research in practice and Professor Simon Hackett have developed and published a Harmful Sexual Behaviours Framework. This framework aims to help local areas develop and improve multi-agency responses to children displaying harmful sexual behaviours (HSB). It seeks to provide a coordinated and consistent approach to recognising both the risks and the needs of this vulnerable group.

The framework can be downloaded from Harmful Sexual Behaviours Framework.

210. Evaluation of ‘See Me Hear Me’
The University of Sussex has published a suite of documents on the pilot and evaluation of the 'See Me, Hear Me' Framework, on behalf of the Office of the Children's Commissioner. The framework sets out a child-centred multi-agency approach for preventing sexual exploitation of children.

211. Commissioning support for troubled families
This guide to commissioning parenting and family support, published by the Early Intervention Foundation (EIF), summarises the evidence to help support Troubled Families coordinators to ensure that families with complex needs receive the right evidence-based support in priority areas, such as parenting. The report provides background information on parenting in adverse circumstances and guidance on effective commissioning, evidence-based interventions and providing value for money. The slide pack, ‘Evidence to support the business case’, brings together and signposts a range of existing evaluation evidence and resources on the business case for parenting and family support.

For more information see Commissioning parenting and family support for Troubled Families.
212. Children’s Well-being Report

Children’s well-being and social relationships, UK: 2018 Office for National Statistics
How children aged 0 to 15 years in the UK are coping in a range of areas that matter to their quality of life, reflecting the circumstances of their lives and their own perspectives.

Children’s quality of life is monitored using a set of 31 headline indicators designed to shed light both on their current well-being and on their future prospects. The measures include objective data (for example, participated in sport in the last week) and subjective data (such as happiness with appearance). The aim is to provide a holistic view of life in the UK for children reflecting both the circumstances of their lives and their own perspectives. This article focuses on family and social relationships but the full set of 31 measures, which includes the latest data for all the indicators where available.

https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuringnationalwellbeing/march2018

213. Support Care Leavers in FE
These resources are for colleges in England that want to review and improve their support for Looked after Young People and Care Leavers.
They consist of four key parts:

- A guide for colleges which includes information about who LAYP/CLs are, the kinds of challenges they face, their rights and entitlements to support, and what staff need to be aware of when working with LAYP/CLs.
- A set of templates and examples of documents and resources which colleges can use to provide effective support to LAYP and CLs, and which are referred to throughout the guide.
- A pack of training materials which can be adapted and used by designated members of staff to raise awareness of the needs of LAYP/CLs across their college.
- A staff induction video which was made by a group of Care Leavers to raise college staff’s awareness of the experiences of LAYP and CLs

Click here to see all the resources
214. Health profiles for children and young people
Public Health England have published updated 2017 profiles for school aged children and also for young people up to the age of 24. The reports can be configured to show data for the county of Norfolk.


215. Reports on Sexual & Reproductive Health
Public health England have produced two new LG Inform reports, showing a range of charts exploring key measures of sexual health, HIV, reproductive health and teenage pregnancy. Sexual and reproductive health have strong associations with mental wellbeing and social determinants of health. The reports are designed to be viewed for an area and a chosen comparison group from LG Inform's wide range. For example they can be configured to report on Kings Lynn and West Norfolk.

View the report for your area

- Sexual Health
- Reproductive Health

216. Early Help Information leaflets
CPCC Team are producing a range of leaflets providing localised information, advice and guidance on several topics based on their most recent experiences. Up-to-date with the latest information and suitable for professionals and clients the leaflets can be e-mailed or printed out in A5 format. Current topics are

- Autism
- Bereavement
- Domestic Abuse Services
- Employment Support
- Separation and making arrangements for children
- Serration and the effects on children
- Wellbeing Services 0-5’s
- Wellbeing Services 5-18+

To request copies or suggested topics for future leaflets please contact Keith.Mawson@norfolk.gov.uk
217. **Borrow eBooks from the Library**

Borrow eBooks and eAudio books from Norfolk Libraries using the brand new Libby app from OverDrive.

To borrow and download eBooks and eAudio books from Norfolk Libraries, all you need is your Norfolk library card, you sign up with your library card number and PIN. If you’re not already a member of Norfolk libraries, you can visit any library in Norfolk to join, or join online at [www.norfolk.gov.uk/libraries](http://www.norfolk.gov.uk/libraries).

You can borrow eBooks on your tablet by downloading the new Libby App from your device’s App store. For more information about Libby and to watch an introductory video visit [https://meet.libbyapp.com](https://meet.libbyapp.com).

218. **Reducing Parental Conflict Hub**

The Early Intervention Foundation are an independent charity and What Works Centre which champions and supports the use of effective early intervention for children with signals of risk. EIF receives support for our activities from a wide range of funders, including individual donors, businesses, charitable trusts and foundations and local and national government. Some of this funding goes towards our core running costs, while most is used to fund projects on key issues:

- Families: supporting relationships, parents and the early years
- Promoting social and emotional skills and resilience
- High risk: protecting vulnerable children and young people
- Creating system change to support early intervention
- Investing in early intervention

**The charity hosts the Reducing Parental Conflict Hub**

This hub is for local leaders, commissioners, practitioners and researchers who are looking to reduce the impact of parental conflict on children. It provides a central repository of key 'what works' evidence and tools, including why parental conflict matters for children’s outcomes, and guidance on how to take action. The hub will continue to grow as new evidence and tools are created.


*Jump back to start*

---

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
219. **NHS Self-Help Leaflets**
There are a wide range of self-help leaflets available which cover a number of issues, including mental health and common experiences (e.g. health anxiety, and sleeping problems). Each leaflet is available in a wide range of formats, including easy read, large print, British Sign Language and Audio. The leaflets are listed on the Northumberland, Tyne and Wear NHS foundation website.

https://web.ntw.nhs.uk/selfhelp/

220. **Leaflets and Poster Service**
Norfolk’s living well website offers a wide range of free, high quality health promotion materials to display and distribute in your community.

If you work in a health or community setting you play an important role in helping people to make informed choices about their lifestyle. Printed materials such as leaflets and posters act as handy visual prompts and are a useful way to complement information given verbally. Displaying posters on noticeboards or in communal areas such as waiting rooms enables you to proactively promote the campaigns that are most important to your community. Leaflets can be taken home to be digested at the reader’s own pace and saved for future reference – as well as acting as a tangible reminder to act on any advice that may have been given.

Most items also have a downloadable file so you can view the content before you order (we’ll always try to keep items in stock but if for reasons beyond our control an item is unavailable, you may wish to print this file off as an alternative).

To see the full catalogue go to http://brochure.norfolkslivingwell.org.uk/leaflets-and-posters

If you think something is missing drop a line to request a new item.
221. Unaccompanied migrant children
Unaccompanied migrant children and child victims of modern slavery, including trafficking, can be some of the most vulnerable children in the country. Unaccompanied children are alone, in an unfamiliar country and may be surrounded by people unable to speak their first language. Modern slavery includes human trafficking, slavery, servitude and forced or compulsory labour. Exploitation takes a number of forms, including sexual exploitation, forced labour, forced criminality, begging, organ harvesting and domestic servitude and victims may come from all walks of life.

Local authorities have a duty to protect and support these highly vulnerable children. Because of the circumstances they have faced, unaccompanied migrant children and child victims of modern slavery, including trafficking, often have complex needs in addition to those faced by looked after children more generally. The support required to address these needs must begin as soon as the child is referred to the local authority or is found in the local authority area. It will be most effective where this support is provided through a stable, continuous relationship with the child.

This guidance sets out the steps local authorities should take to plan for the provision of support for looked after children who are unaccompanied asylum seeking children, unaccompanied migrant children or child victims of modern slavery including trafficking. Elements of this guidance will also be relevant for the care of looked after UK nationals who may also be child victims of modern slavery.

For full details see Statutory Guidance
222. Trading Standards

Norfolk County Council Trading Standards offer a range of schemes to improve Community Safety.

No Cold Calling Zones
A no cold calling zone is a designated area where the residents declare they will no longer accept traders calling at their homes without an appointment. [https://www.norfolk.gov.uk/business/trading-standards/consumer-advice/no-cold-calling-zones](https://www.norfolk.gov.uk/business/trading-standards/consumer-advice/no-cold-calling-zones)

Alerts:
Sign up to Trading Standards Consumer Alerts at: [www.norfolk.gov.uk/scams](http://www.norfolk.gov.uk/scams)

Consumer/Community Champions
The initiative engages and involves local community members and organisations to ensure that the residents within their community have the information and knowledge to:
- Recognise a scam and protect themselves from them
- Say NO to Rogue Traders and ensure the vulnerable in the community is safe from them

Consumer Advice:
For advice on your consumer rights, to report a scam or doorstep rogue trader contact the Citizens Advice consumer helpline on 03454 04 05 06

Friends Against Scams
As part of Norfolk Trading Standards commitment to the National Trading Standards Scams Team we are taking forward the Friends Against Scams training programme to Norfolk.

Friends Against Scams aims to protect and prevent people from becoming victims of scams by empowering communities to "Take a Stand Against Scams". This is achieved by looking to tackle the lack of scams awareness by providing information about scams and those who fall victim to them. This information enables communities and organisations to understand scams, talk about scams and cascade messages throughout communities about scams prevention and protection.

To arrange a training session or access the online session please go to; [www.norfolk.gov.uk/friendsagainstscams](http://www.norfolk.gov.uk/friendsagainstscams)

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
223. Conditions & Privacy Policy

Terms and Conditions
The information provided in our E-news is sent to us from various sources. We try to ensure the information is correct at the time of publication but there may be some inadvertent errors. Publication in our E-news does not necessarily constitute an endorsement of a service / organisation and we would advise you to take reasonable steps to check the services offered and organisation prior to using them – especially if you are referring children and young people to a service. Norfolk County Council cannot accept any liability for any services provided by a third party.

Privacy Policy
In order to receive this bulletin and service directory your contact details will be held by a Partnership Officer on behalf of Norfolk County Council. Data held may include your name, email address, contact telephone number, name and address of your organisation & job title.

This data will be used to send you information which we believe will be of interest to you and includes details of services, upcoming events, courses and any other news and information applicable to partnership working or furthering the work of our early help service or your organisation.

None of your data will be shared with a third party without your express consent.

If you have any queries about the data held please contact keith.mawson@norfolk.gov.uk

You can be removed from our distribution list at any time. If you wish to be removed from the list in the future please email keith.mawson@norfolk.gov.uk requesting this.

If you would like some information to appear in the Service Directory, to unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk