



## West Norfolk Service Directory May 2018

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## 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



Day	Place	Time
3 <sup>rd</sup> Monday	Emneth Childrens Centre Hollycroft Road PE14 8BL	1:30-3:00pm
3 <sup>rd</sup> Monday	Reffley Community Hall PE30 3EQ	11:30am-12:45pm
1 <sup>st</sup> Tuesday	St Clements Childrens Centre Churchgate Way PE34 4LZ	12:30-2:30pm 5pm
1 <sup>st</sup> Tuesday Term Time Only	Terrington St John Methodist Church Ely Row PE14 7RZ	10:00-11:00am
1 <sup>st</sup> Wednesday	Feltwell Methodist Hall Bell Street IP26 4AL	1:30-2:30pm
1 <sup>st</sup> & 3 <sup>rd</sup> Wednesday	Vancouver Childrens Centre Fairstead Community Centre PE30 4SR	Under 6 months 1:00-2:00pm Over 6 months 2:00-2:30pm
2 <sup>nd</sup> & 4 <sup>th</sup> Wednesday	RAF Marham Sandringham Centre PE33 9NP (entrance outside camp)	9:30-11:30am
2 <sup>nd</sup> Wednesday Term time only	Watlington Village Hall Bure Close PE33 0TN	10:30-11:30am
2 <sup>nd</sup> Wednesday	Upwell Village Hall New Road PE14 9AB	1:15-2:45pm
2 <sup>nd</sup> Wednesday Term Time only?	William Burt Centre Watering Lane West Winch PE33 0JY	1:30-2:30pm
1 <sup>st</sup> Thursday	Hunstanton Childrens Centre Avenue Road PE36 5BW	9:30-11:00am
Every Thursday	Hunstanton Childrens Centre Avenue Road PE36 5BW Self-weighing drop in (no Health Visitor)	9:30-11:00am

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2 <sup>nd</sup> Thursday	Downham Market Childrens Centre Snape Lane PE38 9JE	12:00-2:00pm
3 <sup>rd</sup> Thursday	Kings Lynn Youth & Community Centre Providence Street PE30 5ET	9:30-11:00am
3 <sup>rd</sup> Thursday	Methwold Childrens Centre The Old School house Weeting IP27 0QQ	10:00-11:30am
3 <sup>rd</sup> Thursday Term Time Only	West Walton Childrens Centre School road PE14 7HA	1:00-2:00pm
1 <sup>st</sup> Friday	North Lynn Childrens Centre Walpole Road PE30 2DZ	9:30-10:30am
1 <sup>st</sup> Friday Term Time Only	Jubilee Hall Gayton PE32 1YB	10:30-11:30am
4 <sup>th</sup> Friday	Southery Village Hall PE38 0NB	10:00-11:00am

**For further details call just one number 0300 300 0123**

## **2. 30 Hours Free Child Care**

**From 1<sup>st</sup> 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>

## **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.

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#### 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

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## **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](https://bit.ly/norfolk5-19update).
- \* Read through the new referral criteria grid - visit [bit.ly/norfolkscyp-portal](https://bit.ly/norfolkscyp-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/norfolkscyp-portal](https://bit.ly/norfolkscyp-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](https://bit.ly/chathealth-norfolk)
- \* If you do not have any chat health posters you can contact the service or visit [bit.ly/norfolkscyp-portal](https://bit.ly/norfolkscyp-portal) to download and print out your own chat health posters to put up in high traffic or community areas.

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## 6. 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](mailto:admin@homestartnorfolk.org)**

**E: [natalie.gotts@homestartnorfolk.org](mailto:natalie.gotts@homestartnorfolk.org) M: 07860832549**

**W: [www.homestartnorfolk.org](http://www.homestartnorfolk.org)**

**Follow us on Twitter: @homestartnor**

**Facebook: Home-Start Norfolk**

**Instagram: homestartnorfolk**

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

## 7. 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/>

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## **8. 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

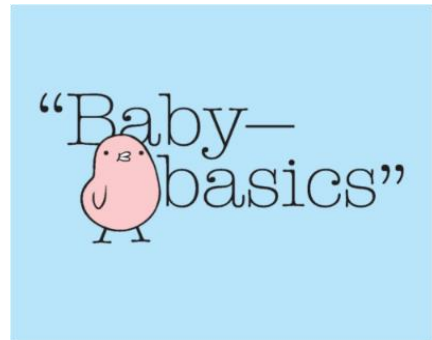
[clare.peak@family-action.org.uk](mailto:clare.peak@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)

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## **9. 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](mailto:babybasicswestnorfolk@gmail.com)**

Please visit the face book page. [Baby Basics](#)

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## 10. 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](mailto:alixbirks@live.com) to find out more.

Find us on Facebook: [NCTWestNorfolkBranch](#)  
Website: [www.nct.org.uk/branches/west-norfolk](http://www.nct.org.uk/branches/west-norfolk)  
Charity Number: 801395

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.

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## 11. 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.

<https://www.ormiston.org/what-we-do/our-programmes/the-unite-programme/breaking-barriers-prison-outreach/>

## 12. 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**

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### **13. 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>

### **14. Nelson's Journey**

Update on changes to the referral process into Nelson's Journey, with effect from 1<sup>st</sup> 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](http://www.nelsonsjourney.org.uk)

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## **15. 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 Gillies

Mpower Services Manager 07816 544163 or 01473 705036

[alison.gillies@ormistonfamilies.org.uk](mailto:alison.gillies@ormistonfamilies.org.uk)

[www.ormistonfamilies.org.uk](http://www.ormistonfamilies.org.uk)

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

## **16. 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>

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## **17. 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  
13<sup>th</sup> June - Theme - Life Story work for your child

### **Norwich Venue Programme**

Tuckswold Library  
Robin Hood Road  
Norwich NR4 6BX  
14<sup>th</sup> May – Theme – Education-Bullying, transitions, EHCP

**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**

## **18. 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 things on from there. The scheme begins with next week's friendly fixture with Norwich City and will continue throughout the season.

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## Additional needs & disability

### 19. 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.norfolksendpartnershiass.org.uk/>



### 20. 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](mailto:supportintoemployment@norfolk.gov.uk)

Phone: 01603 306565

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## **21. 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.

**9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>. April.** Mondays at St James. 10-12.

**9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup> May.** Wednesdays at Swaffham Community Centre. 10-12.

**12<sup>th</sup>, 19<sup>th</sup>, 26<sup>th</sup> June** .Tuesdays at Downham Market Children's centre. 10-12.

**9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>.July.** Mondays at Swaffham Community centre. 10-12.

**6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup>, August.** Mondays at St James. 10-12.

**10<sup>th</sup>, 17<sup>th</sup>, 24<sup>th</sup> September.** Mondays at Swaffham Community Centre. 10-12.

**11<sup>th</sup>, 18<sup>th</sup>, 25<sup>th</sup>.October.**Thursdays at Downham Market children's centre. 10-12.

To book your places or for further information, please contact:

**Natalie 01760 720302** [Natalie.Webb@family-action.org.uk](mailto:Natalie.Webb@family-action.org.uk)

Or **Dawn High** at NCH&C 01553 668669.

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## 22. ADHD Parenting Programme

Being an AD HD 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 into their world. 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](http://www.adhdnorfolk.org.uk/services) [enquires@adhdnorfolk.org.uk](mailto:enquires@adhdnorfolk.org.uk) 01263 734 808

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## **23. 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>

### **The contact details for ASD Helping Hands have changed**

General enquiries: Tel: 01362 288110 Email: [asdhelpinghands@gmail.com](mailto:asdhelpinghands@gmail.com)

Operations and Events Email: [lee.gibbons@asdhelpinghands.org.uk](mailto:lee.gibbons@asdhelpinghands.org.uk)

Family Support Email: [emma.grimbly@asdhelpinghands.org.uk](mailto:emma.grimbly@asdhelpinghands.org.uk)

HR and Volunteering Email: [tracy.sabberton@asdhelpinghands.org.uk](mailto:tracy.sabberton@asdhelpinghands.org.uk)

Finance Email: [finance@asdhelpinghands.org.uk](mailto:finance@asdhelpinghands.org.uk)

Training (both online and in house) Email: [training@asdhelpinghands.org.uk](mailto:training@asdhelpinghands.org.uk)

Trustees Email: [trustees@asdhelpinghands.org.uk](mailto:trustees@asdhelpinghands.org.uk)

### **Social Media platforms**

ASD Helping Hands Main Page

[facebook.com/ASDHelpingHands](https://facebook.com/ASDHelpingHands)

ASD Helping Hands Group

[facebook.com/groups/714706161877172](https://facebook.com/groups/714706161877172)

Thetford Family Group

[facebook.com/groups/1326283407478812/?ref=group\\_browse\\_new](https://facebook.com/groups/1326283407478812/?ref=group_browse_new)

ASD Helping Hands Norwich Family Group

[facebook.com/groups/1936339433361003](https://facebook.com/groups/1936339433361003)

ASD Helping Hands Norwich Youth Group

[facebook.com/groups/ASDNorwichYouthGroup](https://facebook.com/groups/ASDNorwichYouthGroup)

[twitter.com/ASDHelpingHands](https://twitter.com/ASDHelpingHands)

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## **24. 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@asdhelphinghands.org.uk](mailto:training@asdhelphinghands.org.uk)

Or see the website <https://www.asdhelphinghands.org.uk/sen-training-college>

<https://www.asdhelphinghands.org.uk/test>

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## **25. 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](mailto:asdhelpinghands@gmail.com) [www.asdhelpinghands.org.uk](http://www.asdhelpinghands.org.uk)

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## **26. Hunstanton Sensory Express**

### **At Hunstanton Children's Centre**

Sensory Express group on Wednesday 18 April and Wednesday 16 May 2018 from 10 - 11.30. This group is run by ASD Helping Hands and is for parents of children who may be on the autistic spectrum, have global development delay, speech delay or other sensory issues. In April the focus is on PECS and in May it is on 'Social Stories'

**Action for Children, Hunstanton Children's Centre, Avenue Road, Hunstanton PE36 5BW**  
01485 534228 | @actionforchildren | actionforchildren.org.uk

## **27. 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. On top of this, there will be opportunities for "Explore" groups to get involved in a variety of rewarding as well as good fun leisure activities.

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 4<sup>th</sup> 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](mailto:JacquiCarey-Knight@NANSA.org.uk)

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**West Norfolk Service Directory**  
**May 2018**



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## **28. New Local Offer Section**

The **Local Offer** has a new children and young people section aimed at 10-25 year olds which is being developed in co-production with children and young people. At the moment it contains information on Things to do Information Advice and Support Services, Keeping Safe and Health and Well-being but during the summer and autumn it will have the following sections developed

Me	My Job
My Home	My money
My Free time	My rights and the law
My education	Games
My health	

For more information see <https://www.norfolk.gov.uk/children-and-families/send-local-offer/local-offer-for-children-and-young-people>

## **29. Mencap Gateway**

[Home](#)  
[What We Do](#)  
[Gateway](#)  
[Befrienders](#)  
[Beach Hut](#)  
[Help & Support](#)  
[Volunteering & Donations](#)  
[Contact Us](#)



### **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](mailto:office@wnmencap.org.uk) for more information or to get an application form.**

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### 30. 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](mailto:dragons.project@outlook.com)

### 31. 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](mailto:independent.living.skills@norfolk.gov.uk)

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### 32. 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.

### 33. King's Lynn Disability Sports Hub

Monday	Swimming at Swanton Morley	6-7pm
Wednesday	Wheel Chair Bowls at Lynnsport	2-4pm £2.20
	Kandoo at Lynnsport Multisport 8-16 years	6-7pm £3
Thursday	Boccia Club at Norwich	6-7.30pm
Friday	Special Olympic Athletic Club at UEA	Mornings
Saturday	Mini Kandoo at Lynnsport Multisport 5-8 years	9-10am £2
	Table tennis at Lynnsport	10:30-12pm £2.20
	Football at Lynnsport	9-10am

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## Carers

### 34. 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



Transitions

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.

We recognise that being a Young Adult Carer can often be rewarding but you might feel that you are missing out on the opportunities that your friends take for granted. To help, we can offer:

#### 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@transitions@norfolkfamilycarers.org](mailto:claudia.sonaglio@transitions@norfolkfamilycarers.org)**

**Facebook: [facebook.com/NFCTransitions](https://www.facebook.com/NFCTransitions) Twitter: @NFCTransitions**

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

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### **35. eMploY-ABILITY Project**

Building Better Opportunities - new eMploY-ABILITY project delivered by West Norfolk Carers.

West Norfolk Carers are one of the delivery partners involved in offering the Building Better Opportunities programme called eMploY-ABILITY. This is a one to one advice and guidance service available to anyone who is an unpaid carer or a family member of someone who needs care. Clients must be 16 years plus, live in King's Lynn and West Norfolk area and be unemployed/not working. Advice and guidance is aimed at helping clients find suitable opportunities in work, training, learning or volunteering. Also help with job search and other support to remove barriers to achievement.

**Areas covered include King's Lynn, West Norfolk and parts of Fenland. The project is funded by The Big Lottery and European Social Fund.**

**Contact:-**

**Sue Gardner**

**West Norfolk Carers**

**20 Thoresby College**

**Queen Street**

**King's Lynn**

**Norfolk, PE30 1HX**

**Phone 01553 768 155**

[Sue.gardner@westnorfolkcarers.org.uk](mailto:Sue.gardner@westnorfolkcarers.org.uk)

<http://www.westnorfolkcarers.org.uk/>

<http://www.peterboroughplus.co.uk/building-better-opportunities/>

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### **36. Young Adult Carers**

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



**West Norfolk Carers**  
Supporting Carers  
across Norfolk

#### **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 then 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 any of the above services contact

**West Norfolk Carers, 20 Thoresby College, Queen Street, King's Lynn PE30 1HX; 01553 768155; [www.westnorfolkcarers.org.uk](http://www.westnorfolkcarers.org.uk)**

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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)

### **37. Guide to Care and Support for Adults**

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

**New updated version available in April 2018**

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 and other places across Norfolk. The Guide is available online to download as a PDF or as an eBook to read at [www.norfolk.gov.uk/careservices](http://www.norfolk.gov.uk/careservices) or for a free copy contact Norfolk County Council Customer service Centre on: 0344 800 8020. For bulk orders of the new 2018/19 guide please contact Rosemary Henderson at [rosemary.henderson@norfolk.gov.uk](mailto:rosemary.henderson@norfolk.gov.uk) or tel: 01603 223529

### **38. 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](mailto:sara.nurse@westnorfolkcarers.org.uk)

Claudia on 01603 219924 or [claudia.sonaglio@norfolkcarerssupport.org](mailto:claudia.sonaglio@norfolkcarerssupport.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.



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### **39. 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

### **40. 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 Icen 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**

### **41. 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>**

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## 42. 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](mailto:joyce.haynes@carersmatternorfolk.org)

and Jan Crump (07384 257757) [jan.crump@carersmatternorfolk.org](mailto: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**

Norwich	South Norfolk	West Norfolk
VENUE:	VENUE:	VENUE:
Costessey Centre, 1 Longwater Lane, Costessey, Norwich, NR8 5AH (Lions Room) All Thursday's <b>2018</b> 22nd March 24th May 19th July 20th September 22nd November	South Norfolk House, Cygnet Court, Long Stratton, Norwich NR15 2XE All Tuesday's <b>2018</b> 15th March (Thursday) 15th May 10th July 11th September 13th November	A Piece of Mind King's Lynn, Saunders Yard, Austin Street, King's Lynn, Norfolk, PE30 1PH All Thursday's <b>2018</b> 8th March 10th May 5th July 6th September 8th November

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

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## **Health and Wellbeing**

### **43. 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

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#### **44. 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/>

#### **45. 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.

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#### 46. 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.

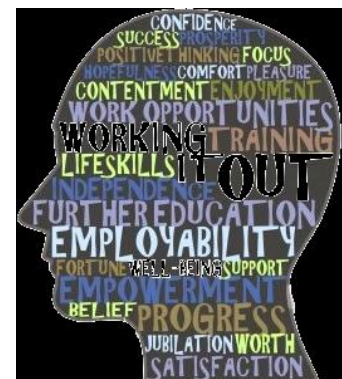
For more information see

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/suicide>

#### 47. 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

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- 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](mailto:star@westnorfolkmind.org.uk)  
Website [www.westnorfolkmind.org.uk](http://www.westnorfolkmind.org.uk)

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#### **48. 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**



#### **49. 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

#### **50. 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>

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## 51. 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](#).

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/mental-health/mental-health-transformation/new-mental-health-services-in-norfolk-in-2018>

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## **52. 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.mind.org.uk) and its setup was generously supported by the Cabinet Office's Social Action Fund.

<https://www.elefriends.org.uk/>

## **53. 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](#)

## **54. Tackling Period Poverty**

Libraries in West Norfolk are now running a service to provide Free 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

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## **55. New Drug & Alcohol Service**

### **Change Grow Live (CGL) Norfolk, Alcohol and Drug Behaviour Change Service**

CGL will start operating in Norwich, Kings Lynn, Great Yarmouth and Thetford from April 1st.

The office at 5-9 Chapel Street Kings Lynn will close on Thursday, 29<sup>th</sup> March and re-opens at the new base of 33 Railway Road, King's Lynn. PE30 1NF on Tuesday, 3<sup>rd</sup> April

CGL provide advice, guidance and support and a clear pathway to recovery for individuals affected by alcohol or drug misuses. They can provide confidential information, advice, treatment options and support. CGL is a health and social care charity that works with individuals who want to change their lives for the better and achieve positive life affirming goals

**Contact them on T: 01603 514096, E: [norfolk.info@cgl.org.uk](mailto:norfolk.info@cgl.org.uk)**

## **56. 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=P5IM263mJSw>

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

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## 57. Matthew Project drug/alcohol



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](http://www.matthewproject.org)** for more information.

**THE MATTHEW PROJECT**  
**unity**  
no compromise on hope

abuse

## 58. 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](mailto:lucyshaw@purfleettrust.org.uk)

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## Domestic Abuse & Victim Support

### 59. 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/>

### 60. 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.

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## 61. 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>

## 62. 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

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### 63. 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/pandoraprojectrusskij/>  
<mailto:info@pandoraproject.org.uk>

W: [www.pandoraproject.org.uk](http://www.pandoraproject.org.uk)

### 64. 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](http://www.pandoraproject.org.uk)

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



PandoraProjectN



PandoraProjectWestNorfolk

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## 65. 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](http://www.pandoraproject.org.uk)



Who's in Charge?

## 66. 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](mailto:info@pandoraproject.org.uk)

Call 01775 888598

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## 67. 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

19<sup>th</sup> Feb 7 weeks and

3<sup>rd</sup> Sept 7 weeks

Helpline 0300 561 0077

[referrals@leewaynwa.org.uk](mailto:referrals@leewaynwa.org.uk)

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## 68. Domestic Violence Surgeries

### LEEWAY DOMESTIC VIOLENCE AND ABUSE SERVICES

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

NORWICH;- LAKENHAM, WEST EARLHAM & CATTON

DRAYTON

AYLSHAM

BROADLAND COUNCIL

DOWNHAM MARKET

KING'S LYNN;- COUNCIL OFFICES, FAIRSTEAD & GAYWOOD

SWAFFHAM

DEREHAM

THETFORD

GREAT YARMOUTH

LOWESTOFT

**FOR ALL ENQUIRIES PLEASE CALL 0300 561 007**



## 69. 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/>

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## **70. 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.

This Link provides information on

<https://www.gov.uk/government/publications/domestic-violence-and-abuse-help-from-dwp/help-available-from-the-department-for-work-and-pensions-for-people-who-are-victims-of-domestic-violence-and-abuse>

- 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**

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## **71. Women Offenders**

Julian Support have launched a new project call the WONDER Project which works with women who have been in custody. Working out of Wymondham and Kings Lynn Police Investigation Centres (PIC). Women are referred by custody officers and are either referred through a conditional caution route (women have to engage as part of their conditions) alternatively women can voluntarily self-refer.



The WONDER Project can offer women support in different areas of their lives and signpost to specialised services in the area. The aim of the project is to divert women away from the criminal justice system.

For further information contact Lesley Parker 07734 511207 [wonderproject@juliansupport.org](mailto:wonderproject@juliansupport.org) or visit the website [www.juliansupport.org](http://www.juliansupport.org)

## **72. 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](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](mailto:sarahrobinson8@nhs.net) or [eleanor.sherwen1@nhs](mailto:eleanor.sherwen1@nhs).

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### 73. 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/>

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## **74. 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

[sexual-violence-and-sexual-harassment-between-children-in-schools-and-colleges](#)

## **75. 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>

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## 76. 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:

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

### 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](mailto:CIB@norfolk.pnn.police.uk).

If you are part of a statutory organisation, please ensure you report your concerns to your safeguarding lead.

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## 77. 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](mailto:Wayne.Jones@homeoffice.gsi.gov.uk)

Or the briefing paper on Norfolk Safeguarding Children's Board  
<http://www.norfolkscb.org/summary-briefing-paper-county-lines/>

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## Groups

### 78. 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](#)



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## **79. 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.

<http://trusthousecharitablefoundation.org.uk/grants/>

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## **80. 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

<https://www.princes-trust.org.uk/help-for-young-people/who-else/employment/grants-funding/community-projects>

### **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. Please bear in mind that the Trustees prefer to use the Charity's funding to complete projects in order to maximise effectiveness and ensure grants are taken up as quickly as possible.

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/>

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## **81. 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>

“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.”

### **Tesco - community champions**

<https://www.tescopl.com/tesco-and-society/supporting-local-communities/supporting-at-a-local-store-level/>

“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.”

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**Lidl partners with Neighbourly**

<https://www.neighbourly.com/blog/lidl-partners-with-neighbourly-national-rollout-redis-tribute-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.”

**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**

<http://www.waitrose.com/home/inspiration/community-matters/about-community-matters.html>

“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. Our stores are also able to facilitate customer volunteering to build closer relations in our communities by advertising vacancies where we support causes under Community Matters.”

**Marks and Spencer’s – donations**

<http://help.marksandspencer.com/support/company-website/charity-donation>

“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.

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## 82. 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/>

### **Acts435 (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](http://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>

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### **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](http://www.hospitalsaturdayfund.org)

## **83. 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
- We provide balloons to children in hospital.
- We organise accessible activity weekends
- We support siblings through our Super Sibling
- We provide smart home technology

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

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## 84. 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](mailto: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 and when the monitoring information has been submitted.
- Organisations may receive one grant per calendar year.

### **We will not consider:**

- Application forms for individual families.
- Funding requests for overnight stays and residentials.

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- Day trips to events funded or co-funded by Daytrippers

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## **85. 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>

### **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](mailto:info@variety.org.uk)

<https://www.variety.org.uk/what-we-do/variety-great-days-out>

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## **86. 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/>

## **87. 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/>

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## 88. 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](mailto:help@coramvoice.org.uk)
- ☐ Text and WhatsApp: 07758 670369
- ☐ Online: <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>

### 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/>

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.

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## **89. 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](mailto:jacqui.norfolkyc@gmail.com) for more information**

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## **90. 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](mailto: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](mailto:roberta.hanseatic@gmail.com)  
Or Ginta [gintare.hanseatic@hotmail.com](mailto:gintare.hanseatic@hotmail.com)

HansosUnija <https://www.facebook.com/jonas.jonas.35728>



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## 91. 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

## 92. 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](mailto:stephen.hurley@norfolk.gov.uk)

## 93. 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.KINGSLYNMTB.COM](http://WWW.KINGSLYNMTB.COM)

OR E-MAIL David Webster at [COACHING.KLMTB@GMAIL.COM](mailto:COACHING.KLMTB@GMAIL.COM)

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#### 94. 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.

#### 95. 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/>



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## **96. 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.

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## **97. 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 21<sup>st</sup> 2017 and continuing every 3<sup>rd</sup> Tuesday of the month  
Between 10am-12pm  
Refreshments provided

Pop in call 0808 802 8080 or visits [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

## **98. 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](http://cmrschoolswestnorfolk.com)

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## **99. 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](mailto:BobCasey@map.uk.net)**

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## Housing and Finance

### 100. Job Centre & Benefits Contacts

To claim Jobseekers Allowance/ Universal Credit [www.gov.uk/jobseekers-allowance](http://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](http://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](mailto: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](http://www.west-norfolk.gov.uk/benefitclaims)

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## **101. 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

[WNP HousingAdvice@homegroup.org.uk](mailto:WNP HousingAdvice@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](http://www.norfolkcab.org.uk)

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## 102. 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)

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### **103. 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 1<sup>st</sup> 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 with scope to work in the evenings and on Saturday mornings; enabling the team to reach out to individuals that are already classed as rough sleepers.

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](mailto:Tracey.Baker@homegroup.org.uk) or Telephone: 07525 904278

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#### 104. Mental Health & Debt Guide

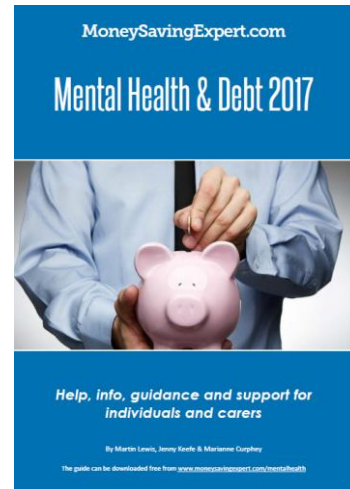
Get the free Mental Health & Debt guide

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.

<https://www.moneysavingexpert.com/credit-cards/mental-health-guide>



#### 105. 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. “

<https://www.eonenergy.com/for-your-home/help-and-support/energy-fund>

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## 106. 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. Simply put money aside all through the year and you can spend at this great range of store brands

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](http://postoffice.co.uk/budgetcard) Call us 0330 8280 881

## 107. 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](mailto:michala.howarth@benjaminfoundation.co.uk)

For further information about The Benjamin Foundation, visit

[www.benjaminfoundation.co.uk](http://www.benjaminfoundation.co.uk)



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### **108. 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=0,0,0,0,0&dm\\_i=1T2Q,5BGKV,J0IAVT,KJ0Z7,1](http://www.ukpowernetworks.co.uk/mobile/en/PSRForm/priority-service-register-application-form/?dm_t=0,0,0,0,0&dm_i=1T2Q,5BGKV,J0IAVT,KJ0Z7,1)

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## 109. 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

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## **110. New Home for CAB**

### **King's Lynn Citizens Advice has moved**

On Monday 20<sup>th</sup> 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](http://norfolkcab.org.uk)

Email: [public@ncab.org.uk](mailto:public@ncab.org.uk)

## **111. 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](mailto: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**

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## **112. 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](#).

### **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](#) 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](#).

For more information see

<https://www.turn2us.org.uk/About-Us/News/April-Benefit-Changes>

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### 113. 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.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/680524/universal-credit-transition-rollout-schedule-feb18-dec18.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/680524/universal-credit-transition-rollout-schedule-feb18-dec18.pdf)

### 114. 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](#).”

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### **115. Kings Lynn Foodbank Move**

As from Monday 5<sup>th</sup> March the foodbank will be operating out of the **Purfleet building, 5 St Anne's fort, Kings Lynn PE30 1QS.**

If you can let your clients know when you issue vouchers, thank you.  
The phone numbers and opening hours will remain the same.

**Phone us** 07582558143

**Email us** [info@kingslynn.foodbank.org.uk](mailto:info@kingslynn.foodbank.org.uk)

### **116. 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](#)

### **117. 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.

**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)**





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](http://www.yourownplace.org.uk)

To make referrals see [referrals](#) or contact Rebecca [rebecca@yourownplace.org.uk](mailto:rebecca@yourownplace.org.uk)

Mob: 07530 028446

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### **118. 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](mailto:mark@comvida.co.uk)

### **119. 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>

### **120. Christians Against Poverty**

**CAP Debt Centre** 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.

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## Training and Employment

### 121. 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](mailto:workitout@youngwomenstrust.org)

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## 122. 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](mailto:Jo.wilson@keystonetrust.org.uk)

## 123. 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](mailto:BBO@keystonetrust.org.uk)

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## 124. 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



Clearing barriers to work  
for young people in Norfolk

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/>
- Email: [contact@ontracknorfolk.org](mailto:contact@ontracknorfolk.org)
- Telephone: **01603 723845**
- Facebook: **Facebook.com/OnTrackNorfolk**
- Twitter: **@OnTrackNorfolk**

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## 125. 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.

North Walsham	22 <sup>nd</sup> January 2018	Richard Flatters Michael Pepperell	<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>	07917 351 097 07789 715 983
Lowestoft	22 <sup>nd</sup> January 2018	Stacey Foulger	<a href="mailto:staceyf@inspiresuffolk.org.uk">staceyf@inspiresuffolk.org.uk</a>	07850 739 626
Sudbury (TBC)	15 <sup>th</sup> January 2018	Naomi Thompson	<a href="mailto:naomit@inspiresuffolk.org.uk">naomit@inspiresuffolk.org.uk</a>	07568 107 877
Kings Lynn	22 <sup>nd</sup> January 2018	Kerry Rutherford	<a href="mailto:kerry.rutherford@fire.norfolk.gov.uk">kerry.rutherford@fire.norfolk.gov.uk</a>	07919 492 245
Ipswich	22 <sup>nd</sup> January 2018	Peter Robinson	<a href="mailto:peterr@inspiresuffolk.org.uk">peterr@inspiresuffolk.org.uk</a>	07590 983 299
Colchester	29 <sup>th</sup> January 2018	Lauren Bolter	<a href="mailto:Laurenb@inspiresuffolk.org.uk">Laurenb@inspiresuffolk.org.uk</a>	07590 983 297
Stowmarket	29 <sup>th</sup> January 2018	Jacob Charles	<a href="mailto:jacobc@inspiresuffolk.org.uk">jacobc@inspiresuffolk.org.uk</a>	07568 107 878
Norwich	29 <sup>th</sup> January 2018	Thomas Jenkins Andy Catchpole	<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>	07920 792 232
Dereham	22 <sup>nd</sup> January 2018	Chantelle Williams Neil Dack	<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>	07795 067 383
Great Yarmouth	15 <sup>th</sup> January 2018	Laura Precious	<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>	07795 478 015
Wisbech	22 <sup>nd</sup> January 2018	Kim Chapman	<a href="mailto:kchapman@camre.ac.uk">kchapman@camre.ac.uk</a>	07583 028 024

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](mailto:Graeme.Tolley@princes-trust.org.uk)

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## 126. 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)

## 127. 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**

## 128. Apprenticeship Opportunities

National Apprenticeship Service have details of opportunities on the Find an Apprentice website - <https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch>

Remember to look at the Apprenticeships Norfolk website

– [www.apprenticeshipsnorfolk.org](http://www.apprenticeshipsnorfolk.org) – for more information and for new apprenticeship support sessions.

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## 129. Apprenticeships Service

TrAC Apprenticeships Norfolk (TrAC AN) has been created to provide bespoke support to employers who are able and willing to offer 6-month work placements to help vulnerable young people aged between 16-24 embark on and complete apprenticeships.

TrAC AN will provide a wrap-around support and mentoring package to employers who would like to offer such opportunities to young people who need a little extra help. This means that they can focus on sector-specific conditions that affect health and social care in Norfolk. TrAC AN aims to raise awareness of the benefits of employing a young person who is yet to reach their potential by:

- ☐ Identifying and matching suitable young people to host employers for a work placement, Traineeship or Apprenticeship
- ☐ Working with you every step of the way to ensure support for you, the apprentice and anyone else involved
- ☐ Positively managing any challenges or barriers for all involved
- ☐ Providing HR and administrative support from start to finish, including managing wages, holiday pay and national insurance.

For more information contact TrAC AN. Phone: 01603 737739 Email: [katie@tracweb.co.uk](mailto:katie@tracweb.co.uk)

## 130. Talent Match

Are you aged 18-24?  
Living in King's Lynn & West Norfolk?  
Unemployed for a year or more?



You can you can get the support of an experienced and dedicated Talent Match Advocate who can help you to get back on the right track.

Talent Match is completely free and won't affect your benefit entitlement.

King's Lynn  
Talent Match  
team: Kirsty,  
Mel & Phil

Discovery Centre  
Columbia Way  
King's Lynn  
PE30 2LA

T: 07739 516371

E: [talent@voluntarynorfolk.org.uk](mailto:talent@voluntarynorfolk.org.uk)

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)



**VOLUNTARY  
NORFOLK**

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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:

Project Manager:	<a href="mailto:Sue.buffin@princes-trust.org.uk">Sue.buffin@princes-trust.org.uk</a> 01603 306 912 / 07436 833 015
Youth Advocates Ipswich:	<a href="mailto:daniel.flory@communityactionsuffolk.org.uk">daniel.flory@communityactionsuffolk.org.uk</a> <a href="mailto:lee.smith@communityactionsuffolk.org.uk">lee.smith@communityactionsuffolk.org.uk</a> 01473 345 357 / 07702 532 808
Youth Advocates Waveney:	<a href="mailto:lydia.metcalf@communityactionsuffolk.org.uk">lydia.metcalf@communityactionsuffolk.org.uk</a> <a href="mailto:ian.felton@communityactionsuffolk.org.uk">ian.felton@communityactionsuffolk.org.uk</a> 01502 558 350
Youth Advocates Norwich:	<a href="mailto:Kirsty.Shanahan@voluntarynorfolk.org.uk">Kirsty.Shanahan@voluntarynorfolk.org.uk</a> <a href="mailto:Philippa.Ball@voluntarynorfolk.org.uk">Philippa.Ball@voluntarynorfolk.org.uk</a> 01603 883 837 / 01603 883 825
Youth Advocates Kings Lynn:	<a href="mailto:Kirsty.Scott@voluntarynorfolk.org.uk">Kirsty.Scott@voluntarynorfolk.org.uk</a> <a href="mailto:phil.wilkinson@dpw.gsi.gov.uk">phil.wilkinson@dpw.gsi.gov.uk</a> 07827 293 260

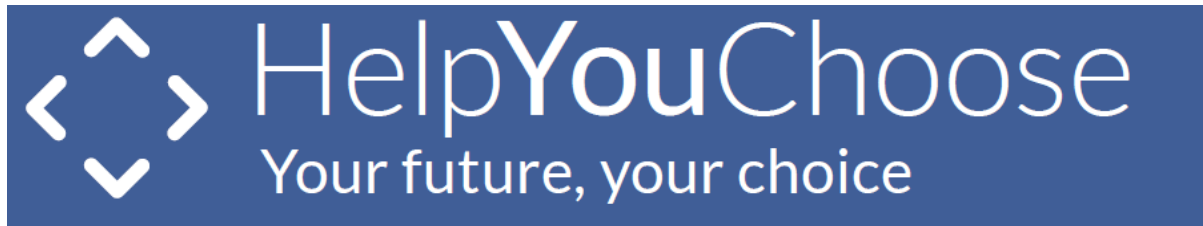
For anyone outside these immediate areas, if they can travel into the town/city to meet with our Youth Advocates, we can offer support and travel expenses can be reimbursed.

<https://www.voluntarynorfolk.org.uk/services/employment-skills-services/talent-match/>

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### 131. 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](http://www.helpyouchoose.org)

### 132. 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](http://www.icanbea.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](mailto:keith.mawson@norfolk.gov.uk)

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### 133. Nova Training

NOVA Training is an in-house training programme at Dereham. 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](mailto:amanda.bowie@novatraining.co.uk)

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### **134. 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](http://www.norfolk.gov.uk/adultlearning) or call our dedicated helpline: 0344 800 8020

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### 135. 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.*

Norfolk

Community  
College

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](mailto:info@norfolkcommunitycollege.co.uk). Alternatively you can visit the project website on: [www.NorfolkCommunityCollege.co.uk](http://www.NorfolkCommunityCollege.co.uk) .

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### 136. 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.



**Kickstart**  
the moped hire people

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.

Or more information contact Matthew Page at Kick Start 8 Royson Way Dereham Norfolk NR19 1WD 01362 699923 [www.kickstartmopeds.org.uk](http://www.kickstartmopeds.org.uk)  
<mailto:matthew.page@kickstartmopeds.org.uk>

### 137. Wheels to Work Scheme

**NEW regional Wheels to Work Scheme launched 1<sup>st</sup> 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 [this link](#)

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### 138. 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

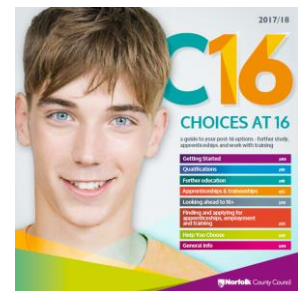
- Choose a career
- Access careers services
- Develop employability skills
- Find employment prospects
- Build compelling applications
- Win through at interviews

Copies from <http://win-that-job.com/parents-guide>

### 139. 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](#)



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## **140. Open Road Bursary Fund**

### **New from September 2017 – 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. Funding for transport would not normally be offered except in exceptional circumstances. Repeat visits would normally require a group to raise their own funds to help fund the visit with a reduced or zero support from the bursary fund. 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](mailto:ady@openroadtraining.co.uk)

## **141. 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](#)

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## 142. Fire Service Team Programme

### For 16-25yrs of age Delivered by Norfolk Fire & Rescue Service

It has come to that time again where 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 29<sup>th</sup> January 2018** with a Taster Day being held on **Tuesday 23<sup>th</sup> 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](mailto:chantelle.williams@fire.norfolk.gov.uk)



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### **143. 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](mailto:darren.broughton@seetec.co.uk)

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## **144. 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 [nikki.david@dwp.gsi.gov.uk](mailto:nikki.david@dwp.gsi.gov.uk)

Mob: 07966566222

Tel: 01553 734784

## **145. 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

[Jo.wilson@keystonetrust.org.uk](mailto:Jo.wilson@keystonetrust.org.uk)

**Jenna**–077959 77704

[Jenna.ashworth@keystonetrust.org.uk](mailto:Jenna.ashworth@keystonetrust.org.uk)

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## **146. 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](mailto:jsimper@cpltrust.net)

[www.cpltrust.net](http://www.cpltrust.net)

[www.peterboroughplus.co.uk](http://www.peterboroughplus.co.uk)

## **147. 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 ESOI 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](mailto:julie.hanseatic@gmail.com) or Gintare on [gintare.hanseatic@hotmail.com](mailto:gintare.hanseatic@hotmail.com) call on 07960250114/07960250085 friend us on facebook - hansos unija or message jess at hanseatic through facebook

**Saturday 9-10am beginners**

**Saturday 10-11am intermediates**

**Monday 6-7pm mixed ability conversation**

**Access, 41 Old Hospital Mews, Hospital Walk, King's Lynn PE30 5RU**

**Facebook: hansos unija**

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### **148. 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](mailto: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/>

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## 149. Community Learning Service

# West Norfolk

Course	Code	Starts	Day	Time	Wks	Standard Fee	Reduced Fee
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### Downham Market

English, maths and Science							
English Functional Skills	FSXE2107X	25/09/2017	Mon	09:30	10	Free	Free
ICT Skills							
Computing for beginners	ITEFS1117X	16/04/2018	Mon	09:30	10		
Computer basics	ITXCB4717P	22/01/2018	Mon	09:30	6		
Get Digital tablet course - introduction	ITXGD2317P	27/06/2018	Wed	10:00	1	Free	Free
Get Digital tablet course - follow on	ITXGD2317X	04/07/2018	Wed	10:00	2	£50	Free
E Safety (taster)	ITXTS4717P	15/01/2018	Mon	10:00	1	Free	Free

### Hunstanton

English, maths and Science							
English Functional Skills	FSXE24317X	12/01/2018	Fri	09:15	10	Free	Free
English Functional Skills	FSXE24617X	04/05/2018	Fri	09:15	10	Free	Free
Maths Functional Skills	FSXM22017X	29/09/2017	Fri	09:15	10	Free	Free
Family Learning							
Storysacks - family storytelling	FEXSS3167P	17/04/2018	Tues	09:30	10	Free	Free
ICT Skills							
Computing for beginners	ITEFS1317X	16/01/2018	Tues	09:30	10	Free	Free
E-Safety (taster)	ITXTS4917P	09/01/2018	Tues	09:30	1	Free	Free

### King's Lynn

English, maths, Science and GCSEs							
English Functional Skills - basic	FSXE23017X	26/09/2017	Tues	09:30	23	Free	Free
English Functional Skills	FSXE23617X	01/05/2018	Tues	09:30	10	Free	Free
Family Learning							
Keeping up with the children - English	FEXKE4817P	26/04/2018	Thur	09:30	5	Free	Free
Storysacks - family storytelling	FEXSS3157P	18/01/2018	Thur	09:30	10	Free	Free
A taste of English	FEXTE4717P	19/04/2018	Thur	09:30	1	Free	Free
Keeping up with the children - maths	FMXKM4817P	24/04/2018	Tues	13:00	4	Free	Free
Money matters	FMXMM4617P	16/01/2018	Tues	09:30	10	Free	Free

report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)

Course	Code	Starts	Day	Time	Wks	Standard Fee	Reduced Fee
<b>Family Learning</b>							
A taste of maths	FMXTM4717P	17/04/2018	Tues	13:00	1	Free	Free
Family health	WFXFH4617P	22/02/2018	Thur	10:00	6	free	Free
<b>ICT Skills</b>							
Computing for beginners	ITEFS1417X	27/09/2017	Wed	10:00	10		
Get digital tablet course - introduction	ITXGD2017P	09/05/2018	Wed	14:15	1	Free	Free
Get digital tablet course - follow on	ITXGD2017X	16/05/2018	Wed	14:15	2	£50	Free
Get digital tablet course - introduction	ITXGD2417P	27/06/2018	Wed	14:15	1	Free	Free
Get digital tablet course - follow on	ITXGD2417X	04/07/2018	Wed	14:15	2	£50	Free
E-Safety (taster)	ITXTS5017P	18/09/2017	Mon	10:00	1	Free	Free
<b>Language and Communication Skills</b>							
ESOL entry level - beginners	ESEES0917X	11/09/2017	Mon & Thur	10:00	11	£200	Free
ESOL entry level - beginners	ESEES2917X	08/01/2018	Mon & Thur	10:00	11	£200	Free
ESOL entry level - beginners	ESEES4917X	23/04/2018	Mon & Thur	10:00	12	£200	Free
Lipreading (acquired hearing loss only)	LIXLI1717P	26/09/2017	Tues	19:00	25	Free	Free
<b>Supporting you into work</b>							
Getting that job!	EMXJR4817X	25/09/2017	Mon	10:30	1	Free	Free
Getting that job!	EMXJR4917X	09/10/2017	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5017X	06/11/2017	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5117X	29/01/2017	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5217X	26/02/2018	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5317X	19/03/2018	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5417X	30/04/2018	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5517X	21/05/2018	Mon	10:30	1	Free	Free
Getting that job!	EMXJR5617X	11/06/2018v	Mon	10:30	1	Free	Free
<b>School and Early Years Education</b>							
Working with children	EYXWC0717P	14/11/2017	Tues	09:30	4	Free	Free

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Course	Code	Starts	Day	Time	Wks	Standard Fee	Reduced Fee
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## Thornham

### Arts and Crafts

Digital Photography - advanced	LS17064AL	22/09/2018	Fri	10:00	10	£140	£140
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## West Walton

### Family Learning

Keeping up with the children - English	FEXKE4617P	26/04/2018	Thur	09:30	5	Free	Free
Storysacks - family storytelling	FEXSS4617P	26/09/2017	Tues	12:30	10	Free	Free
A taste of English	FEXTE4617P	20/04/2018	Fri	13:00	1	Free	Free
A taste of maths	FMXTM4617P	20/04/2018	Fri	10:00	1	Free	Free
A taste of learning - retro crafts	WFXTC4617P	21/09/2017	Thur	09:30	1	Free	Free

### ICT Skills

E-Safety (taster)	ITXTS4617P	16/04/2018	Mon	09:30	1	Free	Free
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## Wisbech

### Family Learning

A taste of English	FEXTE4817P	20/04/2018	Fri	09:30	1	Free	Free
Keeping up with the children - maths	FMXKM4617P	27/04/2018	Fri	09:30	5	Free	Free
A taste of maths	FMXTM5217P	24/04/2018	Fri	13:00	1	Free	Free
Be confident	WFXBC4617P	15/01/2018	Mon	10:00	10	Free	Free
A taste of learning - retro crafts	WFXTC4717P	21/09/2017	Thur	13:00	1	Free	Free

### ICT Skills

Computer basics	ITXCB4617P	17/04/2018	Tues	10:00	6	Free	Free
E-Safety (taster)	ITXTS5117P	16/04/2018	Mon	13:00	1	Free	Free

If you wish to enrol on any of these course please visit our website [www.norfolk.gov.uk/adult-learning](http://www.norfolk.gov.uk/adult-learning) 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>

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## Training for Professionals

### 150. 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/>

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## 151. Family Support Process Training

### 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](mailto: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.

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## 152. 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
- **Multi-Agency Safeguarding Hub Briefing Session**
- 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
- Warner Interview Training
- Working with Children and Young People who have experienced Child Sexual Abuse

## 153. FSP Handbook

The Handbook for Professionals been produced to provide front line practitioners and their managers with information about the Family Support Process (FSP). This guide compliments the updated FSP Training which is available free to all our partners across the county, and reflects the changes in practice in line with a Signs of Safety approach. It is intended that this document will be used to support partner agencies with the practical aspects of the FSP and to facilitate positive working with children, young people and their families. The guidance also includes information about how to request support from Norfolk Early Help Family Focus Team and what to expect when supporting cases which are being transferred from Social Care.

Copies of the Handbook can be found under the policies and procedures page of NCC website;-

<https://www.norfolk.gov.uk/children-and-families/early-help/information-for-professionals/policies-and-procedures>

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## Links to useful resources

### 154. 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](#)

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## **155. 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>

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](mailto: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](mailto:asklily@west-norfolk.gov.uk)

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## **156. 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.

## **157. Updated Neglect Strategy**

The NSCB Multi-agency Neglect Strategy has recently been revised and updated.



**Norfolk Safeguarding  
Children Board**

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.norfolkscb.org/people-working-with-children/information-on-neglect/>

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### 158. Children and Social Work act 2017

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](#)

### 159. 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>

### 160. 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'.



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## **161. 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.

## **162. 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

## **163. 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

<https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines>

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#### **164. 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](#)

#### **165. 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](#)

#### **166. 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.

#### **167. 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

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## 168. Health profiles for children and y p's

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.

<https://www.gov.uk/government/statistics/school-age-children-profiles-2017-update>

<https://www.gov.uk/government/statistics/young-people-profiles-2017-update>

## 169. 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](#)

## 170. 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+**

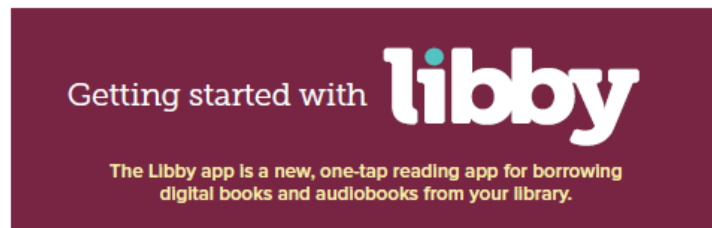
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To request copies or suggested topics for  
future leaflets please contact [Keith.Mawson@norfolk.gov.uk](mailto:Keith.Mawson@norfolk.gov.uk)

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## **171. 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>.

## **172. 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

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'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.

<http://reducingparentalconflict.eif.org.uk/>

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### **173. 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/>

### **174. 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.norfolklivingwell.org.uk/leaflets-and-posters>

If you think something is missing drop a line to [request a new item](#)

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### **175. 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](#)

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## 176. 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>

### 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
- Access advice and information on consumer issues

<https://www.norfolk.gov.uk/jobs-training-and-volunteering/volunteering/trading-standards-consumer-champions>

### 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.

We have a target of **600** Norfolk people to be registered as Friends Against Scams in the next year and to reach this target we will be offering sessions to Norfolk County Council Services, existing and new partners, organisations, charities, Third sector and community groups.

To arrange a training session or access the online session please go to;

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

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## 177. Terms and Conditions

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