



COMMUNITY FOCUS North and Broadland WEEKLY BULLETIN

Date: 1st May 2020

Due to the current situation with the Corona Virus Pandemic we are sharing some information which you might find helpful.

If you would like to update us on your own organisation, current operating capacity, contingency plans for your service users or any other information then please do contact us at:-

cs.cfoteam.nandb@norfolk.gov.uk

This bulletin has 6 main subsections:

- Advice and Guidance
- Support Services
- Grants / Funding
- Directory
- Resources
- Volunteering / Training

The information provided in our bulletins is sent to us from various sources. We try to ensure the information is correct at the time of publication but there may be some inadvertent errors. Publication in our bulletin does not necessarily constitute an endorsement of a service / organisation and we would advise you to take reasonable steps to check the services offered and organisation prior to using them – especially if you are referring children, young people and vulnerable adults to a service. Norfolk County Council cannot accept any liability for any services provided by a third party.

North Norfolk District Council

Vulnerable Person

If you know of a vulnerable or at risk individual in North Norfolk, please tell us.

[Let us know](#)

Contact Us

Use our [online form](#) to get in touch.

Email: NNDCCovid19@north-norfolk.gov.uk

NNDC Coronavirus Help Hub:

01263 516000 Monday to Friday, 8am to 8pm.

Or at weekends - 0344 800 8020 between 10am and 4pm.

Frequently Asked Questions

Your questions answered on Coronavirus and the following services:

- [Council Tax](#)
- [Benefits](#)

Broadland District Council

Coronavirus

If you are classed as vulnerable and in need of support, please contact our dedicated helpline on **0344 8008020, Monday to Friday 09:00 - 17:00 and Saturdays and Sunday 10:00 - 16:00.**

Easter weekend hours: Friday and Monday - 10am- 4pm. Saturday and Sunday closed.

If you are a resident and need financial support call **01508 533933, Monday to Friday 08:15 - 17:00.**

Easter weekend hours: Friday and Monday 09:00 - 17:00 and Saturday/Sunday 10:00 - 16:00.

If you would like to make a claim for Council Tax Reduction or Housing Benefit please [apply online here](#)

<https://www.broadland.gov.uk/coronavirus>

ADVICE AND GUIDANCE



**Have you been left
in the red by a scam?**

**If you have been scammed, we
can offer you specialist help
and support.**

Call: 101, followed by extension 5483

Email: scamspreventionservice@norfolk.pnn.police.uk

Visit: www.nsvictimcare.org

Norfolk Scam Prevention Service is a free and confidential service offering specialist support to anyone who has been a victim of a scam in Norfolk.

We'll help you by:

- Providing a home visit from a trained Police Volunteer to talk through what has happened, if you need it;
- Offering practical advice on ways to prevent you being a victim of scams in the future; and
- Giving you emotional support to help you cope and recover.

However you're feeling after a scam, get in touch with us today.

Together with Norfolk & Suffolk Victim Care, the Norfolk Scam Prevention Service is brought to you by the following partners:





SUPPORT SERVICES

Foodbanks / food support

Cromer and District:

Tel: 07826 376343 (Monday to Friday 9am – 3pm)

Email: info@cromerdistrict.foodbank.org.uk

Website: www.cromerdistrict.foodbank.org.uk

Mid Norfolk:

Email: info@midnorfolk.foodbank.org.uk

Website: <https://midnorfolk.foodbank.org.uk>

Norwich:

Email: admin@norwich.foodbank.org.uk

Website: www.norwichfoodbank.co.uk

ALL Norwich foodbank distribution centres are CLOSED but may still be able to help, so if you have a voucher or voucher code or are struggling to get one, phone 0300 365 1123 and they will do what they can to help.

Gateway Vineyard are offering delivery of food parcels to vulnerable people (all free). To access this support, please email them at thepantry@gatewayvineyard.church

Dawn's New Horizon offer food parcels for people suffering from domestic abuse and families who have fled abuse: 0844 884 3140 or email dawnsnewhorizon@yahoo.com

ENYP Picnic Project are currently delivering across Norwich. For info or to make referral email: picnic@enyp.org.uk . Picnic project delivers a bag of food to individuals and families registered on their database. Food usually includes fresh fruit and veg, bread, pre-packaged meals. (It can vary slightly depending on our food collections).

If school children were entitled to vouchers, parents can sign up to have them posted/delivered or an e-code sent to their email address, for £15 per week. The school should still be issuing them even if they closed/partially closed. If they haven't yet claimed and their school is shut there is a link on how to apply here:

<https://www.norfolk.gov.uk/education-and-learning/schools/school-meals-and-milk/free-school-meals-during-the-coronavirus-situation>

Please also remember that there are also Community Fridges in some locations, but it would be a good idea to contact them before travelling to ensure that they are still open:

North Walsham: Located at Café Kitale. It is open Monday – Friday 10m – 2pm.

<https://www.facebook.com/pages/category/Community-Organization/North-Walsham-Community-Fridge-804113959940914/>

Fakenham: Located at First Focus in Oak Street, Fakenham. <http://www.firstfocus.org.uk/>

Thorpe: Located at the Dussindale Centre. Telephone: 07717 362842



Domestic Abuse Support Services

Dawn's New Horizon are still supporting victims of domestic abuse, from the phone, emails, Facebook etc. They are doing food parcels to help people suffering from domestic abuse and families who have fled abuse.

Tel: **0844 884 3140** or Email: dawnsnewhorizon@yahoo.com

Pandora: (contact online) North Norfolk: <https://www.pandoraproject.org.uk/>

Leeway: Broadland. Tel: **0300 561 0077** or Email: referrals@leewaynwa.org.uk
<https://www.leewaynsupport.org/>

The Social Care Institute of Excellence have produced a guide aimed at professionals and organisations who are involved in supporting and safeguarding adults and children. The importance of safeguarding adults who are experiencing domestic abuse has not diminished during the COVID-19 crisis. Emerging evidence from statutory and voluntary agencies across the UK has emphasised the increased risks of domestic abuse, with **Refuge** reporting a 25 per cent increase in calls and online requests since the lockdown began in March 2020.

https://www.scie.org.uk/care-providers/coronavirus-covid-19/safeguarding/domestic-violence-abuse?utm_campaign=11496988_SCIELine%2023%20April&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=003G000002SXevnIAD&utm_role=Information%20specialist%2F%20Librarian&dm_i=4O5,6UF4S,M41FHX,RFXK2,1

If you or someone else is in immediate danger, please call 999 and ask for the police. If you are unable to speak you can use the **Silent Solution** system from a mobile phone.

Victim Support

Norfolk and Suffolk Victim Care (a commissioned service provided by Victim Support), has lines open week days between 8am – 5pm, outside of these hours, people can call the national victim support helpline. Below are the contact details:

Local phone number	0300 303 3706
Email	nsvictimcare@victimsupport.org.uk
Website	www.nsvictimcare.org
Socials	@nsvictimcare
National Victim Support helpline	0808 168 9111

Victim Support is launching a **24/7 online Live Chat service on 24 April @ 6pm**. This has been made possible via funding from the Ministry of Justice and is available to all victims of crime across England and Wales. For further details about the service, this link will take you to the website with links to the online Live Chat page.

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

Support needs for victims of crime such as those impacted by Hate Crime, Scams & Fraud and Domestic Abuse, is growing. So this 24/7 online live chat facility will provide a new and invaluable way for victims to access practical and emotional support.



Ability Net

AbilityNet offer FREE tech support by phone or online, which could be helpful for those who are shielding, new to online shopping, would like to keep in touch with family and friends using Zoom, Facetime, Whatsapp etc:

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

Covid-19 Update: All services are still available

Call the free helpline on 0800 269545 or use the free online resources [free online resources](#)

[Their network of DBS-checked IT volunteers is available to provide FREE tech support by phone or online](#)

[DSA Assessments are being delivered online](#)

The [NEW Working From Home Review](#) is being delivered online

[Our Digital Accessibility team is delivering work for our clients](#)

[AbilityNet Live](#) is our free programme of events in response to the current situation

Anglian Water – Help paying your water bill

"We're here to support everyone affected by coronavirus.

We know these are difficult and uncertain times, and many people are worrying about their finances right now. If you think you'll have difficulty paying, we have lots of help and support available.

We understand that bills aren't always the first thing on your mind. You may be recovering from an illness or going through other life changes that affect your finances and we want you to feel like you can talk to us about it. We're here to help, and we can help you explore lots of different options to make your life easier.

If you're worried about your water bill, please call our specially trained team on 0800 169 3630 who'll find you the help you need. We call this Extra Care Support which is part of our WaterCare service.

<https://www.anglianwater.co.uk/help-and-advice/extra-support/help-paying-your-bill/>

wellbeing Associates

Helping you live your life

Virtual socials continue for May

We're continuing to deliver social opportunities online and have been thrilled with your positive feedback. We've had new faces of people who've wanted to come to a social in person for a while but were too anxious to do so, and they've found our online socials a good ice breaker and look forward to joining us in person when we're back running socials in the community. We will also be continuing virtual socials so we continue to offer opportunities in many forms.

We've kept to are regular schedule with a few changes as per the bank holidays coming up – yes, we'd forgotten too! May 8th and 25th! – But will still host a social on the morning of the 8th May, and we've a brand new social 'Wellbeing around the world' where we will discuss what wellbeing is when it's at home? A laid back chat about what makes us feel well from cultures and communities around the world - traditional daily rituals, the food we eat, how we keep fit, what is important to us. Expect singing, sharing, gratitude, recipes and more!

We've Yoga with Rosy now running regularly on a Monday morning to set your week up. A gentle, relaxing Bhava yoga (similar to Hatha) session which will focus on soft heart-openers as well as some grounding poses to help us feel centred as well as connected with each other at this challenging time. The yoga session will be 30 minutes of physical yoga poses and finish with 15 minutes of guided relaxation.

As well as that we're continuing our drop in coffee and catch up's, Thursday evening Quizzes and round off our 5 Way to Wellbeing with Connect and Be Present. We're Lucky to be joined by our service's Kiri Owen who will talk us through and Into to Mindfulness, a good opportunity if you've ever been curious to try! And We intro 'Wellbeing Discuss', where similarly to the 5 ways, we will discuss different subjects we can consider and think about to help improve our wellbeing.

And our themed Friday's this month include Community, Pets (by popular demand), Art's and Crafts and Literature and Creative writing. Remember you can always email submissions for these topics to us prior to the socials, we'd also love feedback and suggestions!

With kindest regards and best wishes from our team.

- Ben, Jack, Josh, Kate, Kelvin, Paola, Stella & Steve.



May 2020 Wellbeing Virtual Socials

Monday 4th May	10:30am	Yoga for Wellbeing
	1:30pm	Coffee & Catch Up
Wednesday 6th May	10:30am	5 Ways To Wellbeing: Connect
Thursday 7th May	6:00pm	Quiz
Friday 8th May	10:30am	Bank Holiday Theme Friday: Community

Monday 11th May	10:30am	Yoga for Wellbeing
	1:30pm	Coffee & Catch Up
Tuesday 12th May	2:30pm	Wellbeing around the world
Wednesday 13th May	10:30am	5 Ways To Wellbeing: Be present
Thursday 14th May	6:00pm	Quiz
Friday 16th May	10:30am	Theme Friday: Pets

Monday 19th May	10:30am	Yoga for Wellbeing
	1:30pm	Coffee & Catch Up
Wednesday 21st May	10:30am	Reflecting on The 5 Ways To Wellbeing
Thursday 22nd May	6:00pm	Quiz
Friday 23rd May	10:30am	Theme Friday: Arts and Crafts

Tuesday 26th May	1:30pm	Coffee & Catch Up
Wednesday 27th May	10:30am	Wellbeing discuss: Change & Identity
Thursday 28th May	06:00pm	Quiz
Friday 29th May	10:30am	Theme Friday: Literature and Creative Writing!



Go to www.wellbeingnands.co.uk
and click on 'Social Events'

WellbeingNandW

WellbeingSuffolk

@WellbeingNandW

@Wellbeing_Suff

www.wellbeingnands.co.uk

GRANTS / FUNDING

“Coronavirus Mental Health Response Fund

Voluntary and community sector (VCS) organisations have a vital role working alongside our NHS colleagues to support anyone who has a mental health problem. Due to the coronavirus pandemic, demand for mental health services is increasing.

To help VCS organisations based in England continue to provide mental health services - or provide additional support - organisations can apply for a Coronavirus Mental Health Response Fund (CMHRF) grant. Thanks to £5m support from government (the Department of Health and Social Care), grants of £20,000 or £50,000 are available for projects lasting up to 12 months.

Support for smaller organisations or groups

As part of this funding programme, the National Survivor User Network (NSUN) will be administering a fund to support user-led organisations and smaller, unconstituted community organisations, who might not otherwise be eligible for a grant. Details will be available from Monday 20 April on the [NSUN website](#).

About the application process

- Applicants are invited to apply at any time.
- It's a fast track assessment process so applications will be assessed every two weeks and applicants will be informed of the outcome within a month of applying.
- Applications should take no longer than 60 minutes to complete.

The fund will remain open for mental health voluntary sector organisations for as long as funds remain.

Online application portal

You will need to submit your application online [via Flexigrant](#).

If you have never applied for a grant with Mind before, you will need to register a for a Flexigrant account via the portal. Download our [guidance document](#) for more information about using Flexigrant.

Fund guidance notes

Please ensure you read the [fund guidance notes](#) before submitting your application. The guide provides an overview of the fund objectives, eligibility criteria and practical information about completing your application. For reference purposes only, you can [download a PDF version](#) of the application form, so you can collect all the supporting information needed to complete your Flexigrant application.

Further information

For more information about the grant programme or the application process, please email the [Mind Network Investment](#) team.“

<https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/>

Clothworkers' Emergency Capital Programme

The Clothworkers' Emergency Capital Programme (CECP) will award small capital grants of up to £5,000 for essential capital items to adapt or increase services in response to the Covid-19 pandemic with priority being given to organisations supporting vulnerable and 'at risk' groups. To apply, organisations must fall within one of their nine categories which are: Alcohol and Substance Misuse, Disadvantaged Minority Communities, Disadvantaged Young People, Domestic and Sexual Abuse, Homelessness, Older People, People with Disabilities, Prisoners and Ex-Offenders and Visual Impairment.

[Check eligibility and apply online](#)

Fashion & Textile Children's Trust

Grants are available for parents or carers who have previously worked in the fashion or textile industry for at least one year, whose income has been affected by Covid-19. The grants are to fund items for children such as bedding, clothing and essential household items. This work could have been at a head office, in a store or in distribution anytime within the last nine years.

[Find out more and make an enquiry](#)

DIRECTORY

Promoting activities for families



Do you run a local community group for families, or do you know someone who does?

Did you know you can use the Norfolk Community Directory to promote your services and activities and help get more people involved?

If you provide services, activities and/or events for Norfolk families with children aged 0-5, you can register for an online account that enables you to promote your service on the Norfolk Community Directory. Once set up, you can add new services and return to your account to keep your listings up to date. To find out more visit the Norfolk County Council website www.norfolk.gov.uk and follow the link .

If your service is for families with children aged 0-5, please could you put '0-5 Community offer' in the notes.

RESOURCES

VE Day Bunting

On Friday 8 May 2020 Britain will be commemorating the 75th anniversary of VE Day when the guns fell silent at the end of war in Europe.

Due to the coronavirus restrictions most VE Day 75 events and street parties have had to be cancelled or postponed but we still want you to be able to mark the occasion, share your pride in our country and honour the men and women of WW2.

You can make your own special VE Day 75 'Great British Bunting' to display in your window at home.

Attached and the link below have all the instructions you need:

<https://www.bbc.co.uk/programmes/articles/4TrqYDyf4PMdLypxzyTwGDg/great-british-bunting>

Mind of my own - Mindfulness challenge

"We all know that some children and young people are struggling with their emotional wellbeing during the current crisis. Physical and social isolation are having a huge impact and the lack of normal outlets, such as school or college and meeting up with friends, is adding to the challenges they face.

The lack of structure to each day and week that goes by also doesn't help and we at Mind Of My Own wanted to do something to support children and young people's wellbeing. With this in mind we have produced this great new free resource, the Mind Of My Own Mindfulness challenge.

<<https://mindofmyown.us6.list-manage.com/track/click?u=82954885c12cc8d861a509c97&id=c5fd7ec327&e=d3c679486b>>

To reach out to as many young people as possible please share this with your children, young people and their parents and carers. We'd love to hear all their views.

Yvonne and Jill, directors."

Facebook:

<<https://mindofmyown.us6.list-manage.com/track/click?u=82954885c12cc8d861a509c97&id=7d9dac7e20&e=d3c679486b>>

Twitter:

<<https://mindofmyown.us6.list-manage.com/track/click?u=82954885c12cc8d861a509c97&id=7f4b4e7c30&e=d3c679486b>>

Instagram:

<<https://mindofmyown.us6.list-manage.com/track/click?u=82954885c12cc8d861a509c97&id=7dd9f9a32c&e=d3c679486b>>

Website:

<<https://mindofmyown.us6.list-manage.com/track/click?u=82954885c12cc8d861a509c97&id=cbae038e67&e=d3c679486b>>



Fire Competition for Kids

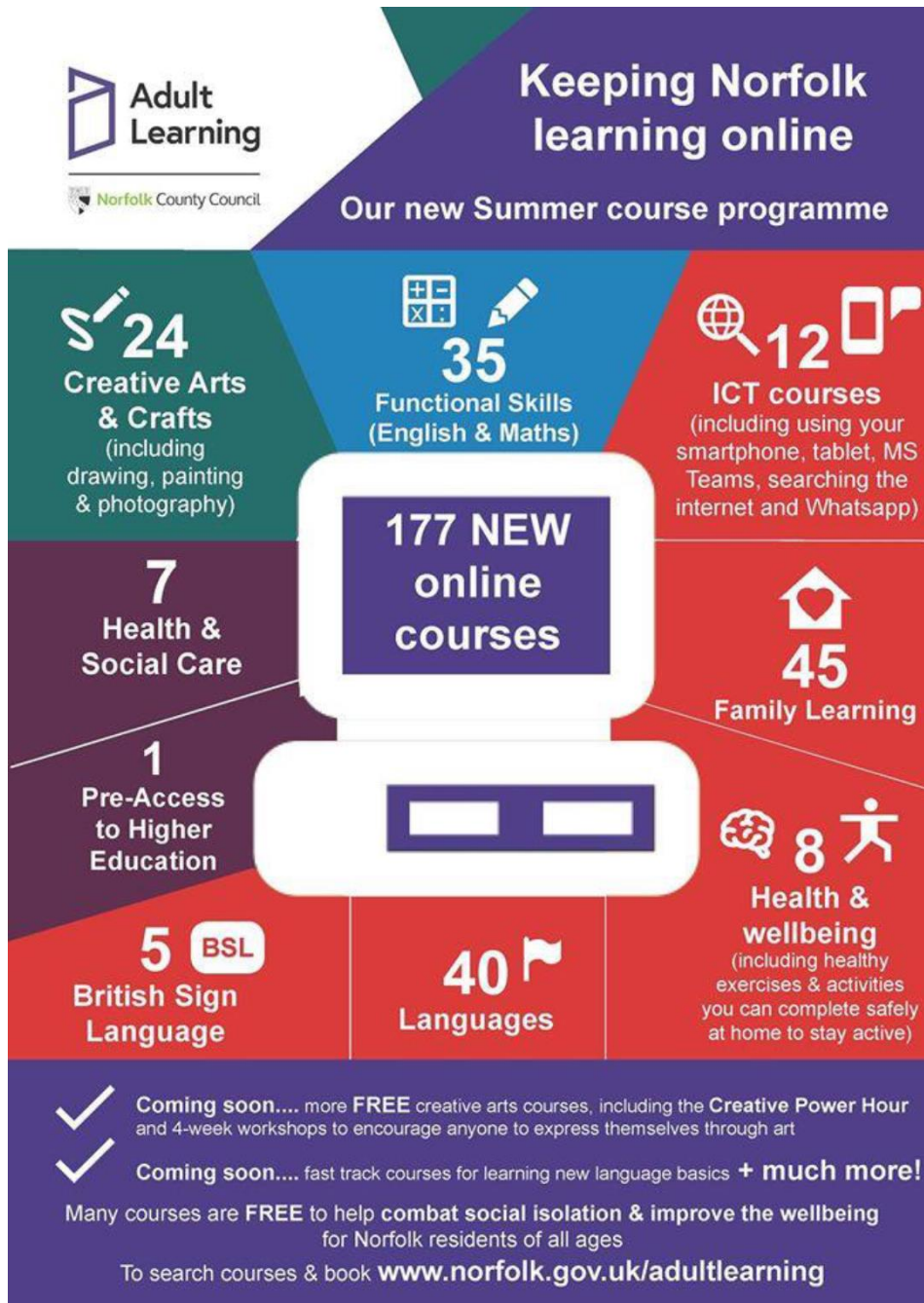
Norfolk Fire and Rescue has launched a new competition and online resources to help families think about Fire Safety at Home. The competition is being launched on Monday 27 April and continues until 30 June and four schools across Norfolk will win a visit from a Fire and Rescue Crew.

Design a Fire Safety poster to help keep everyone in Norfolk safe, inspired by '[Freya and Felix's Top Safety Tips](#)', found on the [Norfolk Fire and Rescue website](#). Details of how to enter the competition can also be found [here](#) from Monday.

The website also includes learning activities including word search, code breaking and maths, all designed to help children learn about the role of Fire Crews and reducing the risk of fire at home.

For more information, competition resources and terms and conditions, please visit www.norfolk.gov.uk/fire and visit the Kids' Zone, with all resources available from Monday 27 April.

VOLUNTEERING / TRAINING







An Introduction to Email

Join us on this fantastic FREE on-line course where you will learn how to use your email account safely and to its full benefit. You will find out how to send attachments, photos, documents and files, understand your privacy and security settings and will be able to personalise your own email account.

To enrol visit Adult Learning Norfolk
<https://www.norfolk.gov.uk/education-and-learning/adult-learning>
 Select 'Search our Courses' and then select 'Community courses'
 Monday 27th April, Monday 4th & 11th May 1pm - 2.30pm Online
 Contact Rachel CLDO@norfolk.gov.uk Tel: 07450 717150

Please call or email should you require any assistance enrolling on-line











An Introduction to Social Media

Are you still in the dark about social media and how you can connect with others? Are you able to share photos, comment, share pages and keep in touch with friends and loved ones? Do you worry about your personal information and privacy settings? If you would like to learn more then join us on this fantastic course and you can find out how Social Media can keep YOU connected! Join us on Wednesday 29th April 2020 & Wednesday 6th May 16:30 - 17:00

To enrol on the course visit Adult Learning Norfolk
<https://www.norfolk.gov.uk/education-and-learning/adult-learning>
 Select 'Search our Courses' and then select 'Community courses'

Alternatively, please email CLDO@norfolk.gov.uk or contact 07450 717150










Multi-sensory toolkit ideas on a shoestring

FREE webinar for parents with Dr Susie Nyman

Thursday 7 May 2020

7.00pm - 7.50pm

Dr Susie Nyman will be showcasing her 'Multi-sensory Toolkit Ideas on a Shoestring' next Thursday 7 May in an interactive webinar. The bitesize session will look at a range of tried and tested multi-sensory strategies and techniques Dr Nyman has used with different students of various ages at every stage of their education, from Early Years to Key Stages 1-5, and can be applied to a variety of subjects.

This session is perfect for those supporting children during the COVID-19 school closures.

Highlights of the session will include:

- Understanding multi-sensory teaching.
- Actively discuss in a range of multi-sensory teaching activities for the Early Years Foundation Stage and Key Stages 1-5.
- Be able to apply specific techniques listed in the multi-sensory toolkit and from the latest Dyslexia Friendly Schools Good Practice Guide to a wide range of subjects for dyslexic students.

[Click here to register](#)