



# COMMUNITY FOCUS North and Broadland WEEKLY BULLETIN

Date: 15<sup>th</sup> 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](mailto:cs.cfoteam.nandb@norfolk.gov.uk)

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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](mailto: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**

# How to stay safe online during lockdown

Norfolk Safeguarding Children Partnership (NSCP), which includes Norfolk Constabulary, Norfolk County Council's Children's Services and Norfolk Children and Young People's Health Services – is providing advice for young people, parents and carers about how to stay safe online during the coronavirus epidemic. Visit the website:

<https://www.norfolkscb.org/how-to-stay-safe-online-during-lockdown/>



**WHO ARE YOUR KIDS TALKING TO?**

Here are some top tips to help;

- Only allow your child to watch or read online content that is age appropriate. This also goes for phone or tablet apps.
- Don't allow your child to isolate themselves while they're using the internet.
- Young people can take risks and make their accounts public to get more likes.
- Make sure their account is private and encourage them to always think about who they're adding as friends.
- Know who your child is communicating with.
- Teach them the difference between safe secrets and unsafe secrets.
- Be aware of any images they may be sharing online and their behaviour during online video chats.
- Help to keep them in contact with a trusted adult you have met and know well.
- Be aware of any subtle changes in your child's demeanour or behaviour that makes you feel uneasy or suspicious.
- If you feel that someone has inappropriately communicated with your child, don't pressurise your child or young person into giving you more information. Tell the police immediately. They have dedicated officers ready and waiting to help.
- Don't delete any messages, images or other material that you discover on your child's device as it may help a subsequent police investigation. Call the police and let them take it from there.

**If there is an emergency call 999 or call 101 for non-emergency.**

Norfolk Safeguarding Children Partnership (NSCP) is here to help you keep children safe at home. The partnership includes Norfolk Constabulary, Norfolk County Council's Children's Services and Norfolk Children and Young People's Health Service.

**You can also find more support and advice at:**  
norfolkscb.org | norfolk.police.uk | parentsprotect.co.uk | thinkuknow.co.uk |  Norfolk Safeguarding Children Partnership



**THINK BEFORE YOU POST**

**Here are some top tips to help:**

- Keep your device secure – do not share log-in information or passwords and check your settings and who can view your content
- Don't share your personal details like your name, date of birth, age, address or school and think about posting content with school logos or door number in the photo
- Think about who you are sending requests to and receiving them from – do you know them in real life? Only add people you know in real life.
- Think before you post – once the content is in a public space it can be shared with anyone
- Think about who you are talking to – people can trick you into trusting them and sharing your information
- Fake accounts – You may be asked to meet up with someone who is pretending to be someone else. Don't arrange to meet anybody you've only spoken to online.

**If you need us**  
We have launched a new phone line and text message service for you to use. We hope you are feeling happy and safe at home, however if you're feeling unsafe or scared, then don't keep it to yourself. We're here to help you!

**Text on: 07480 635060**  
**Call on: 0344 800 8020**

Norfolk Safeguarding Children Partnership (NSCP) is here to help keep children safe at home. The partnership includes Norfolk Constabulary, Norfolk County Council's Children's Services and Norfolk Children and Young People's Health Services.

**You can also find more support and advice at:**  
norfolkscb.org | norfolk.police.uk | parentsprotect.co.uk | thinkuknow.co.uk |

A downloadable poster is available for parents and carers here: [Online Safety Poster for Parents & Carers](#) and for children here: [Online Safety Poster for Children & Young People](#)

## **SUPPORT SERVICES**

### **Foodbanks / food support**

#### **Cromer and District:**

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

Email: [info@cromerdistrict.foodbank.org.uk](mailto:info@cromerdistrict.foodbank.org.uk)

Website: [www.cromerdistrict.foodbank.org.uk](http://www.cromerdistrict.foodbank.org.uk)

#### **Mid Norfolk:**

Email: [info@midnorfolk.foodbank.org.uk](mailto:info@midnorfolk.foodbank.org.uk)

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

#### **Norwich:**

Email: [admin@norwich.foodbank.org.uk](mailto:admin@norwich.foodbank.org.uk)

Website: [www.norwichfoodbank.co.uk](http://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](mailto: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](mailto:dawnsnewhorizon@yahoo.com)

ENYP Picnic Project are currently delivering across Norwich. For info or to make referral email: [picnic@enyp.org.uk](mailto: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**



# Baby Days

**Baby Days is going live online!**

**Six weeks of free sessions for babies with their parents / carers. Each session will have a new learning activity to try out with your baby. Opportunity to meet other parents and talk to knowledgeable staff, all rounded off with a fun story/singing time!**



**Find us on Facebook**

Tel: 0344 800 8020

[www.norfolk.gov.uk/early-childhood](http://www.norfolk.gov.uk/early-childhood)

[ecfs-families@actionforchildren.org.uk](mailto:ecfs-families@actionforchildren.org.uk)

## Mental Health Awareness week 18<sup>th</sup> – 24<sup>th</sup> May – Theme: Kindness



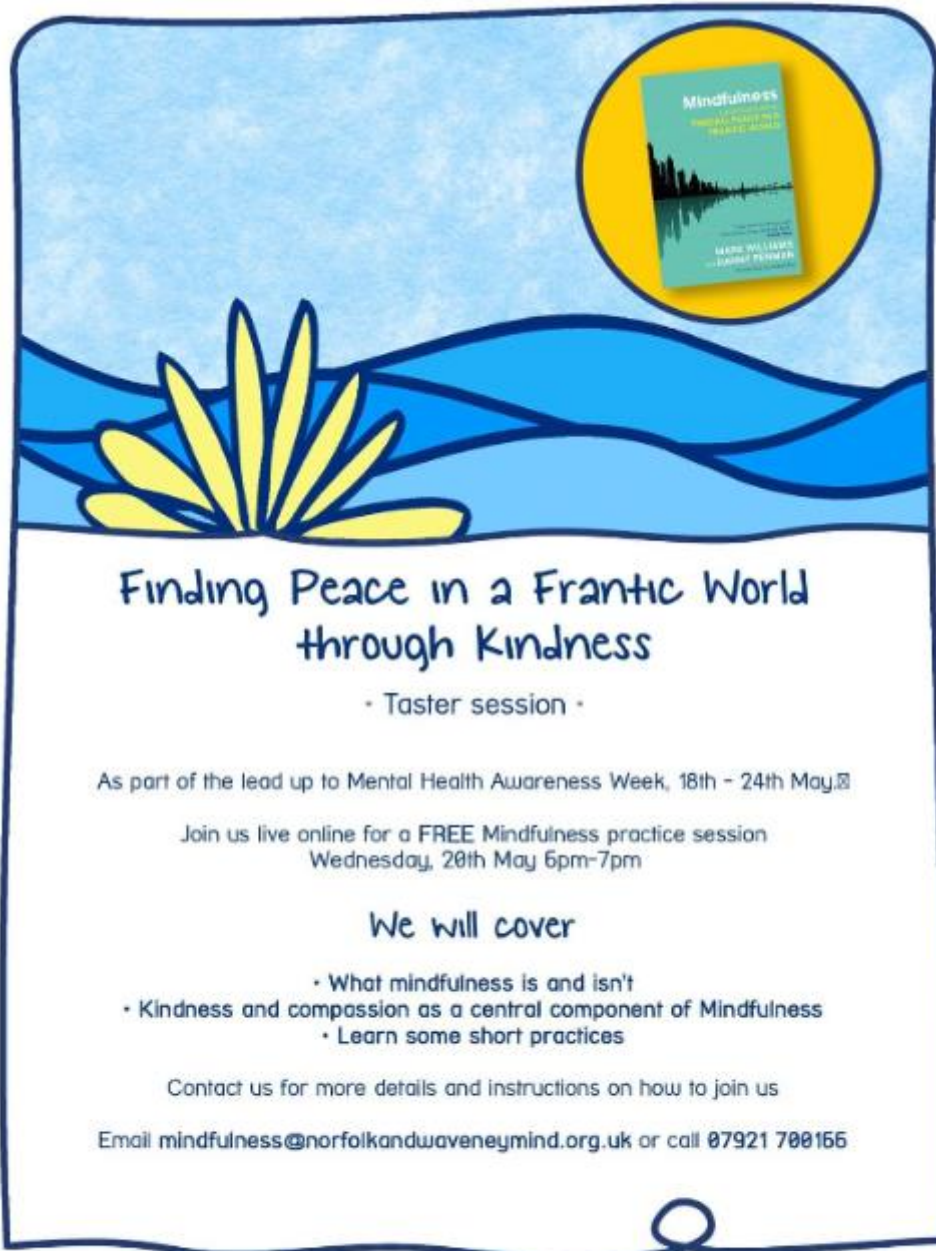
## Mental Health Awareness week Festival of Kindness

We are marking Mental Health Awareness Week in a special and somewhat different way this year. As this year's theme is 'kindness', we thought it would be brilliant to celebrate all that is kind, and the positive effects this can have on our mental health.

What better way than to celebrate with a **VIRTUAL FESTIVAL** taking over our social media? - particularly as lots of us are missing out on festivals this year!

We'll be promoting the kindness message using a variety of festival-favoured content - think music, art, a family area, wellbeing and SOS 'tents' - all encouraging people to connect, keeping kindness in mind.

[Find out more](#)



**Finding Peace in a Frantic World  
through Kindness**

• Taster session •

As part of the lead up to Mental Health Awareness Week, 18th - 24th May, ☺

Join us live online for a FREE Mindfulness practice session  
Wednesday, 20th May 6pm-7pm

**We will cover**

- What mindfulness is and isn't
- Kindness and compassion as a central component of Mindfulness
- Learn some short practices

Contact us for more details and instructions on how to join us

Email [mindfulness@norfolkandwaveneymind.org.uk](mailto:mindfulness@norfolkandwaveneymind.org.uk) or call 07921 700155

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

Norfolk and Waveney Mind is a registered charity - No. 118449





# wellbeing Socials

## Virtual socials update!

To our associates,

We require your passions, interests and talents!

As you may have seen, we have recently started hosting online virtual socials on Zoom which have been going really well. We now want to expand our offerings and get you more involved in the events that we offer.

So, we are asking whether you have any skills or interests that you would like to share in an online social that you could co-facilitate with us. This could include anything from rock climbing, knitting, singing to dog walking! And of course, our Community Development Team will be there to support in planning and co-facilitating the social with you and there is absolutely no pressure to do so.

If you are interested then please send an email [socialsandvolunteering@wellbeingnandw.co.uk](mailto:socialsandvolunteering@wellbeingnandw.co.uk), making sure to include some details about what you like to share and one of the team will get back to you.

Please also see attached an updated flyer including some of our new virtual socials, details of which will be going onto the [website](#).

Best wishes,

**The Community Development Team**



Wellbeing is commissioned by Great Yarmouth and Waveney, North Norfolk, Norwich, South Norfolk and West Norfolk Clinical Commissioning Groups.



## Wellbeing Virtual Socials May 2020 Update

Monday 18th May 10:30am	Yoga for Wellbeing
1:30pm	Coffee & Catch Up
Tuesday 19th May 2:30pm	<b>Arts &amp; Crafts *NEW*</b>
7:00pm	<b>Film Club *NEW*</b>
Wednesday 20th May 10:30am	Reflecting on The 5 Ways To Wellbeing
Thursday 21st May 10:30am	<b>Share your hobbies *NEW*</b>
6:00pm	Quiz
Friday 22nd May 10:30am	Theme Friday: Arts and Crafts
Tuesday 26th May 2:30pm	<b>Arts &amp; Crafts *NEW*</b>
7:00pm	<b>Nostalgia Night – The 80’s *NEW*</b>
Wednesday 27th May 10:30am	Wellbeing discuss: Change & Identity
Thursday 28th May 10:30am	<b>Wellbeing Recipe Swap Shop *NEW*</b>
6:00pm	Quiz
Friday 29th May 10:30am	Theme Friday: Literature and Creative Writing!

For details and to join: go to  
[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)  
and click on ‘Social Events’



WellbeingNandW

WellbeingSuffolk

@WellbeingNandW

@Wellbeing\_Suff



## Norfolk Family Mediation Update

[Norfolk Family Mediation Service](#) is up and running and able to deliver all of its mediation, MIAM's and court forms through online systems.

Due to issues such as self-isolation, sharing a house with an ex-partner and co-parenting they are seeing increased pressure on separating couples They are a vital service to support these parents.

To accommodate covid-19 issues they have also started delivering more out of hours sessions and are holding off on legal aid clients having to pay the booking deposit.

They've produced a helpful video which can be seen [here](#).

Referrals can be made through the [NCAN Referral System](#).

## New Police Live Chat & Online Support

On behalf of **Domestic Abuse and Sexual Violence Board (DASVB)**  
**Chair Dr Gavin Thompson, Director of Policy and Commissioning,**  
**Office of the Police and Crime Commissioner for Norfolk and Deputy**  
**Chair T/D/Superintendent Andrew Coller, Safeguarding and**  
**Investigations Command, Norfolk Constabulary**

They would like to draw your attention to two new free live chat facilities which are now available to those seeking assistance and support from online resources.



## Domestic Abuse

The [Pandora Project](#), which offers advice, support and information to adults and children affected by domestic abuse, working across West and North Norfolk, have launched a new on line live chat service to support victims of domestic abuse.

The service is currently available Monday to Friday, 1-3pm with 3 operators working simultaneously to offer advice and support around domestic abuse issues.

## All Victims of Crime

[Victim Support](#) launched its new [Live Chat service](#) on the 24<sup>th</sup> April 20. This 24/7 online support service will be available to all victims of crime in England and Wales. This will meet the support needs for all victims of crime such as those impacted by **Hate Crime, Scams & Fraud and Domestic Abuse**. Visit [www.victimsupport.org.uk/live-chat](http://www.victimsupport.org.uk/live-chat) for more information.

They would encourage all partners show support by sharing this information with their associated partners and communities as the services offers individuals the chance to talk to trained supporters online and in confidence.

## **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](http://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**

Latest version of the C19 External Partner Resource Pack is now at:-  
<https://www.schools.norfolk.gov.uk/Pupil-needs/Health/Coronavirus/PartnerResourcePack/index.htm>

These documents can be shared with our contacts, partners and other organisations supporting children, families and communities during the C19 outbreak.

## **Scam Alerts**

### **Latest Scams Alert from Norfolk County Council Trading Standards**

- Scam Alert – Text messages claiming to be from PayPal stating 'Your account has been restricted due to a failed payment'
- Scam Alert – Social Media messages offering free chocolate hampers
- Scam Alert – Online scammers selling Pets during lockdown
- Scam Alert – Telephone Cold Calls claiming 'wearing a Face Mask is now obligatory'

## **Norfolk Record Office at home activity pack**

<https://www.archives.norfolk.gov.uk/events-and-education/at-home-activity-pack>

Check this page and our social media channels for new activities and resources which will be added over the coming weeks.

Our current resources and activities include:

### **Music activity pack**

- Discover the wonderful world of an orchestra, learn about instrument families, make your own instrument, and hear the music of the English composer Benjamin Britten.

### **The Science of Sound activity pack**

- Learn how sound is made through interesting facts and hands on experiments, play a tune in a water xylophone, and have a long-distance conversation through a piece of string.

### **Sound Explorers activity pack**

- What's that sound? Let your little ones become sound explorers, hunting for sounds around them.

### **Antarctic Explorer dice game**

- A fun action dice game that will have you waddling like a penguin, wiggling like a seal, and wrapping up in your warmest layers ready to explore the Antarctic tundra.

### **Working as an Historian activity pack**

- A budding historian? Learn fascinating facts about Norfolk Record Office, discover the roles of historians and conservators, and learn about what an Indenture agreement is through fun quizzes and craft.

### **Introduction of the Railways worksheet**

- The railway arrived in Cromer in 1877

## **GARDENING IN LOCKDOWN WITH YOUNG CHILDREN**



<https://norfolkearlyyearsgarden.wordpress.com/blog/>

## VOLUNTEERING / TRAINING



### Practical Solutions Plus – Reading

This course enables delegates to develop a practical understanding of how to teach and support dyslexic individuals with learning to read and access the written word effectively.

- Understand the process of learning to read
- Develop understanding of why dyslexic learners have problems with reading
- Develop the skills and knowledge to teach phonological awareness and phonics and support dyslexic individuals with this learning
- Develop the skills and knowledge needed to teach basic reading skills and support dyslexic individuals with this learning
- Consider the difficulties involved in reading single words in the English language, from common irregulars to multi-syllabic vocabulary
- Explore the role of syllabification, morphology, chunking, and word derivation in tackling longer words and how to teach these skills to dyslexic individuals
- Build an understanding of difficulties faced by dyslexic learners in reading comprehension
- Identify and explore strategies for supporting reading comprehension
- Identify and explore strategies for higher level reading, skimming, scanning and active reading to enable dyslexic learners to access the written word efficiently

18 and 20 May 2020 - 12.30pm - 3.30pm - £120 per delegate

This course is suitable for those working in primary education or parents of school age children.

[Book now](#)



# Problem Gambling Support

## Women and Gambling-Related Harm –

**FREE online training – NEW DATES ADDED!**

Book your place using Eventbrite: <https://bit.ly/2z7HqRP>

GamCare is a national provider of free information, advice and treatment for anyone affected by problem gambling. There are around 500,000 problem gamblers in the UK, up to 20% of whom are women. For every person who has a problem with gambling, up to 10 other people can be affected, and women are disproportionately at risk of experiencing gambling-related harm. Gambling-related harm can include debt, relationship difficulties, housing issues, gender-based violence, health problems, depression and anxiety, feelings of isolation, and suicidality.

**Our FREE training is usually offered face-to-face, but we now have a 1.5 hour session which we are delivering online via Zoom. Individuals can register to attend the training at their convenience, using a mobile phone, tablet, or laptop.**

During the training session, we will talk about gambling-related harm, risk factors, impacts, and how to identify and support people affected. Learn about our treatment network and how to refer clients to treatment services. This training is essential for any professionals who work with women and families.

### Sessions currently available:

Thursday 21 May	10.00am to 11.30am	FULLY BOOKED!
Wednesday 27 May	2.00pm to 3.30pm	FULLY BOOKED!
Monday 1 June	2.00pm to 3.30pm	A few spaces available
Thursday 4 June	2.00pm to 3.30pm	Spaces available
Wednesday 17 June	10.00am to 11.30am	Spaces available
Thursday 25 June	2.00pm to 3.30pm	NEW DATE!
Tuesday 30 June	2.00pm to 3.30pm	Spaces available
Wednesday 8 July	2.00pm to 3.30pm	NEW DATE!
Tuesday 14 July	10.00am to 11.30am	NEW DATE!
Friday 17 July	10.00am to 11.30am	NEW DATE!

Book your place using Eventbrite: <https://bit.ly/2z7HqRP>





# GET INTO ADULT SOCIAL CARE



**Programme:** Monday 1st June - Friday 12th June 2020

**Location:** Online

**Interviews:** Phone interviews for all enquiries

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

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

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

**LIMITED PLACES AVAILABLE**

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



Health Education England



Prince's Trust

**START  
SOMETHING**

**wellbeing**  
Helping you live your life

**NHS**

# Community Champion Online Training

Wednesday 27<sup>th</sup> May, from 1pm

Online Community Champion training: This FREE training is aimed at teams or individuals within businesses, trusts, charities or community groups who would like to increase their understanding of mental health and create a supportive and positive mental health environment where they live, work or volunteer. If this sounds interesting, becoming a Wellbeing Community Champion may be for you. Plus we're taking our training digital! This training will last approximately 2 hours with a break.

For more information or to book a place, please email:  
[socialsandvolunteering@wellbeingnandw.co.uk](mailto:socialsandvolunteering@wellbeingnandw.co.uk)



## **Just One Norfolk - Positive Behaviour Strategies Course Now On-line**

Interested? Maybe you attended a course a while ago but would like a refresher or perhaps you can think of a friend who would benefit. We have good news. The course has been made into six bite sized video sessions which will be available on the NHS website, **Just One Norfolk**. Click on [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk) and search for **Positive Behaviour Support (PBS)**. The videos will also be available on YouTube/Family Action. We hope you will agree that watching the course at home is no substitute for attending a group in person, meeting other families, exchanging ideas and sharing worries but it is now accessible to anyone struggling to manage challenging behaviour while isolating at home, even if they do not suspect ASD or ADHD. **A big thank you to the families who agreed to appear on video talking about what the PBS meant to them. Thank you everyone.**

## **Supporting Bereaved Children in School Communities**

Supporting bereaved children in school communities - free training for LA schools and CI subscribers

The Childhood Bereavement Network estimates that we have 2940 children in Norfolk who have experienced the death of a parent or sibling, this amounts to 1.7% of all children in the county.

This training event is designed for all staff who work with children in schools.

It is free to all LA Schools and those schools/academies, which are subscribing to the CI Service.

**For other settings the charge is £60.**

### **Description**

Children who are bereaved, often turn to adults they have a trusting relationship with, and within schools this can include their Class Teachers, Teaching Assistants, Instructors, Midday Supervisors, Administrative and other staff. Parents often talk to the School Secretary or the Parent Supporter in the school.

This course will give an overview of children's needs after a bereavement but will also explore the specific role that school staff can play.

**03/06/2020 10:00 - 13:00**

**Title:** Supporting bereaved children in school communities

**Venue:** Zoom - details to be emailed to delegates

**Trainer:** Bianca Finger-Berry

### **Booking Information**

<http://s4s.norfolk.gov.uk/Event/115993>

This course is free for LA schools and all other settings that subscribe to Critical Incident Support. **For all other settings, the charge is £60.**

## **Clarion Futures - CIEH Foundation Certificate in Food Safety.**

There are spaces on this Level 2 qualification from the 4th June through to the end of June and the course is suitable for anyone working or volunteering in an environment where they are actually preparing fresh food for consumption. As well as those working in the hospitality industry the qualification is valuable for people working in food retail, care, hospitals, nursery's and schools. Many of the principles around controlling the multiplication of harmful bacteria resonate with the current Covid19 advice i.e. hand washing, effective cleaning and disinfection.

This course runs over 2 mornings from 10am to 12.15pm, with a 15 min break in the middle of each session. There is a 20 question multiple choice exam at the end of the second session which participants will be able to complete online using email and Zoom. A certificate will then be generated digitally once Clarion Futures has provided the necessary information on the CIEH portal. Participants will then receive a digital copy of their certificate within a week.

There is a workbook that accompanies this course which means that Jacqui Brown will need the names and addresses of participants at least 3 days before the course start date so that she can post them a book in advance of the course starting.

If you are working with anyone who might be interested in this CIEH course please contact Karen Searle via email at [karen.searle@norfolk.gov.uk](mailto:karen.searle@norfolk.gov.uk) to find out more