

Updates from External Services

AbilityNet

AbilityNet supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work and in education. We do this by providing specialist advice services, free information resources and by helping to build a more accessible digital world

Covid-19 Update: All of our services are still available

Free helpline: 0800 269545

Free online resources - <https://www.abilitynet.org.uk/free-resources> including factsheets on various topics such as Communication Aids, Windows Keyboard shortcuts etc.

Free Tech Support from our network of DBS-checked IT volunteers is available by phone or [online](#)

DSA Assessments are being delivered [online](#)

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

Our Digital Accessibility team is delivering work for our clients – find information [here](#)

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

Action for Children Under 5's Parenting programme

Action for Children's under-fives team bring you advice and one-on-one chat support. We'll also signpost you to local services, and the best parenting apps and websites we can find.

<https://dots.actionforchildren.org.uk/>

Active Norfolk

Whilst we are being told to stay safe at home, the disruption to our lives and routines is presenting new challenges and creating stress and anxiety for many. Active Norfolk is working to support the general public and our partners and stakeholders during this period of restricted movement. Our new website section at www.activenorfolk.org/coronavirus-covid-19 can help you find the information and resources you need.

Going virtual? There are lots of examples of coaches and providers taking their classes and coaching virtual to continue to engage with audiences during the lockdown. We encourage our partners in the sport and leisure sector to adapt to these challenging times and develop virtual online classes, which we will help to promote and share across our communication networks. Plus, [your virtual activity can be uploaded to our Activity Finder now](#), simply tick the "Online" box when you upload your activity.

Safeguarding during the Pandemic: The pandemic is generating unprecedented safeguarding risks, as children and vulnerable adults are restricted from access to the teachers, community groups and coaches that might be the first to spot signs of neglect or abuse. We are actively supporting safeguarding this time and have set up a one-stop point of reference for anyone with any safeguarding concerns. We support safeguarding, we support you at home, we support the physical activity sector. Find out more at <https://www.activenorfolk.org/coronavirus-covid-19>

Online physical activity training which people can access online for free, they just need to register to access the different modules. All the training can be accessed at <https://new-learning.bmj.com/> or <https://www.e-lfh.org.uk/> (the information is the on both but the e-lfh.org site is more interactive). People can pick and choose which modules they want to do, and they don't have to be completed all at once.

We have launched a free exercise telephone support service to help those who are vulnerable and without internet access to keep active at home. Staying active is an important way to keep healthy and resilient to the coronavirus and is so important that the government has identified it as one of the four reasons that people can leave their homes. However, there are many vulnerable people

who are isolating and who are also living without access to internet, and therefore unable to access the wealth of online fitness resources and advice.

We want to ensure that these vulnerable and digitally isolated residents are supported to be physically active, so we have set up a free call-back service through the Norfolk County Council Customer Service line. People who are vulnerable and without access to internet can call **0344 800 8020** and select **Option 5** and speak to someone to request a call back from Active Norfolk. A qualified physical activity instructor will call them back free of charge and give tailored one-to-one guidance on how they can safely exercise at home.

Adult learning

British Sign Language, 40 languages, Health and wellbeing, creative arts and crafts, ICT courses, functional skills in English and Maths etc. www.norfolk.gov.uk/adultlearning

Adult Learning course update - for young people aged 19+ - New FREE online courses are being added all the time to Norfolk County Councils Adult Learning Service. Use this link to find out what's on offer www.norfolk.gov.uk/education-and-learning/adult-learning/courses .

Advice and Guidance for separated parents

Cafcass has put together the following guidance to support children and families as the situation surrounding COVID-19 develops. We will do everything we can to help you and make sure that our service continues to run as effectively as possible. This information will be regularly updated. If the information below does not answer your questions, please get in contact with us [here](#).

<https://www.cafcass.gov.uk/grown-ups/parents-and-carers/covid-19-guidance-for-children-and-families/>

Age UK Norfolk

Age UK Norfolk is expanding our existing bereavement advocacy service to those over 50 who may have a limited support network; people who are finding things difficult at this challenging time. This service will allow us to help alleviate the pressure of those initial thoughts of 'what do I do next?'

Areas we can provide support with:

Registering a death, assisting clients with funeral arrangements, Eligibility and applying for a funeral expense payment (we cannot provide any grants towards the costs of funerals), Notifying relevant authorities. We cannot provide legal advice, but we can provide information on dealing with an estate and next steps. Information and applying for bereavement support payments and referring to our benefits service for follow on benefit checks. Signposting to bereavement counselling services and mental health support. Providing information and advice if ongoing care or support is required. Weekly check in calls if requested. Referral to telephone befriending and referrals to our benefit service for benefit checks and practical help with applications

Referrals will be taken by our advice line. Once a referral is made, an advocate will contact the client in a maximum of three working days. This service will at present be delivered via phone/video conferencing to ensure the continued safety of our staff, volunteers and clients and also to continue protecting our NHS at this time. The expanded service goes live on Monday 11TH May 2020.

Information and Advice Helpline:

0300 500 1217 Open 10am-4pm Monday, Wednesday and Friday and 10am – 1pm Tuesday and Thursday (this is currently a call back service). Email advice@ageuknorfolk.org.uk

Telephone Befriending Service:

01603 785 223. Email befriending@ageuknorfolk.org.uk

Alzheimer's Society

While we are unable to conduct face to face services during the Coronavirus outbreak, we will continue to support people affected by dementia to manage their well-being and safety. We want to enable those affected by dementia to live as well as possible during this difficult time through two types of calls, Welfare and Companion.

The Welfare calls will enable us to assess support needs, check on people's safety, and provide advice, information and signposting. The frequency will be determined by level of need and assessed risk. Companion calls are an opportunity for people affected by dementia to have an informal chat with a volunteer about whatever they like. They will be offered to all service users and their carers once a week, or as often as requested during their regular Welfare Call.

Living with dementia always brings challenges. Living with dementia while staying at home, probably for weeks, will be very difficult. We can provide suggestions for carers who are caring at home or supporting someone from a distance. We are providing activity idea's for people who are living with dementia and some group type services virtually.

We have a Norfolk Dementia helpline for anyone who is affected by dementia **01603 763556** and is available Monday to Friday 9am to 5pm.

If anyone would like support outside the hours detailed above:

Alzheimer's Society National Helpline is on **0300 222 1122** and available 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.

<https://www.alzheimers.org.uk/coronavirus>

Talking Point is an online forum for everyone who is affected by dementia, open 24 hours a day:

<https://www.alzheimers.org.uk/get-support/talking-point-our-online-community>

ASD Helping Hands

Back when I first notified you of the changes, we are making to our services due to the restrictions in place, I said these would be reviewed at the beginning of May.

[Please click here to see the original update](#) I am sad to say that not much has changed and we will still not be able to run any of our face to face sessions, groups or training. With the social distances measure in place still and no prospect of them being relaxed. These measures will be reviewed in **2 months' time (01/07/2020)**.

Family and Youth Support Groups

All groups both Youth and Family will remain closed, this will be reviewed on the 01/07/2020 We encourage you to use the Facebook groups/pages to remain in contact with those from the groups, as we understand this will start to become a very lonely and isolating time for some of you: Facebook groups:

[Thetford Family](#)

[Dereham Family](#)

[Norwich Family](#)

[Norwich Youth](#)

[Aylsham Family](#)

-Join us on a Saturday Morning 10:00-11:00 for our virtual support group on [ASD Helping Hands Support Page](#)

Family Support service

-The Family Support Service has now stopped receiving referrals. This is down to an influx of referrals but also limited time and volunteer resources to manage the caseloads received.

-We encourage anyone needing support to get in touch to use our Live Chat service which is available from 9am - 9pm Monday to Saturday. Just look for the chat box on our [website](#).

E-learning and Shop

- We have a wide range of E-learning courses on our [shop](#) as well as many resources to help.
- Plus, we have something else in the works which we hope to reveal to you very shortly!

Summer Activities

-It is with great regret that this year we have taken the decision to not hold any activities over the summer. We do not know which venues will open or how long these restrictions will be in place for, so will not have enough time to prepare everything we need to ensure they run safely.

Further Information and Resources

- [Autism and Covid-19 resources](#)
- [Homeschooling help](#)
- [Managing your mental health](#)

Help with Sensory Issues

For further information and the latest advice on COVID-19 please visit the Government / NHS websites on <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response> <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Thank you for your understanding,
Lee Gibbons Operations Manager ASD Helping Hands

British Red Cross Mobility Aids

Revised opening hours for Mobility Aids Service across three outlets in Norfolk.

Norfolk Coastal Centre Gorleston - Monday, Wednesday and Friday from 10:00am to 4:00pm We will continue to offer a delivery service on these days too. 01493 663626

Norwich – Open three days a week from 10:30 to 4:00pm. Offering a delivery service on Tuesday and Thursday 01603 253403

Kings Lynn – Monday, Wednesday and Friday from 10:00am to 4:00pm. 01553 766969 or call 0300456 1914 Option 3

Dr Radha Modgil's tips to look after children at home:

<https://www.facebook.com/BritishRedCross/videos/586421151960928/?v=586421151960928>

We will continue to review the situation and update you with any future changes.

Broadland Housing Association

Office is closed to the public. For *urgent* enquiries, contact 0303 303 0003 / www.broadlandgroup.org

To speak with me directly, please email or call 01603 750135 during the following times:

Tue: 9am - 3.30pm **Wed:** 9am - 2.30pm **Thur:** 9am - 2.30pm

Helen Brodowski, Neighbourhood Officer. helen.brodowski@broadlandgroup.org

Carers Matter

Open for carers (both adult and young carers) to access and still receiving referrals. Delivers a free 7-day a week Advice Line, 1:1 support, Counselling, Education & Training and Carers Voice to adult carers supporting someone in Norfolk.

In response to COVID19 we are increasing the number of carers we contact directly and the frequency and channels by which we contact them. Carers who already have access will be offered regular calls during this time. Also identifying/contacting carers who look after 'at risk' groups and

those more 'at risk' themselves. For further details, please read the full [Service Delivery Update for CMN Adult Carers during COVID-19](#).

For regular updates, please follow Carers Matter Norfolk on [Facebook](#) and [Twitter](#) and visit the [Carers Matter Norfolk](#) website or call the Advice Line on 0800 083 1148.

Children and young people's hub

Access advice and support from Norfolk county Council if you're a child or young person feeling scared or unsafe during the coronavirus pandemic:

[Children and young people's hub](#)

These are difficult times and we hope you're safe at home. If you're feeling unsafe or scared, then don't keep it to yourself. We're here to help, so contact us:

- Text: [07480 635060](tel:07480635060)
- Call: [0344 800 8029](tel:03448008029)

You'll also find links on this page to activities, support, advice and information to help you.
<https://youtu.be/rbYPG5qUpqQ>

Community Support Service – Homegroup

Supports customer to prevent homelessness. Open for referrals. Currently all colleagues are working at home and contacting customers by phone but if you do have a customer with a housing concern please email Tracey.Baker@homegroup.org.uk

Coordinated Crisis Support Programme

Here's a brief update on the Coordinated Crisis Support programme in Norfolk:

The CCS team are seeking to support local partners to respond to CV-19 over the coming weeks. If any VCS organisations supporting those in financial crisis are struggling to deliver or changing their offer in response to the pandemic, we are keen to engage with a view to supporting with resource wherever we can.

Please do encourage people to contact Julia with any queries or ideas. Julia David CCS Programmer Officer, Julia.David@childrenssociety.org.uk ccs@childrenssociety.org.uk 07710396073

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

Dementia UK

We're updating our website all of the time, with the latest information and advice on things you can do to look after yourself, and someone with dementia, during the pandemic. Also, if you're a Facebook or Twitter user, you'll be able to get updates from [facebook.com/DementiaUK1](https://www.facebook.com/DementiaUK1) and twitter.com/dementiauk.

Please remember, if you, or someone you know needs advice about dementia, our Helpline Nurses offer practical and emotional support and can be contacted on **0800 888 6678** or by emailing helpline@dementiauk.org. The Helpline is open seven days a week, 9am-9pm Monday to Friday, and 9am-5pm on weekends

Do IT are inviting all LAs to be involved in the new COVID-19 response ecosystem, developed with DCMS. The system makes it easy for individuals to sign up to say how they want to help and are matched with local organisations that need support.

Endorsed by Government, Do IT is the largest UK network of voluntary sector organisations. They connect 40,000 organisations with over 450,000 individuals offering support. During this crisis, they are offering a free way for all local charities and community groups to find the help they need.

Do IT also provide a free Trusted ID service to all users via an integration with the Government approved Yoti app. Passport validation enables users to have a Trusted ID status indicated against their account which can be seen by volunteer recruiters.

If you contact cities@doit.life, they will provide you with a unique link that means you will receive a weekly update of the number of citizens, organisations and applications made in your area. They will also provide a comms pack to make it easy for you to promote to your network across all channels.

District Councils

Looking for information in the district you work/live in, in relation to Coronavirus? Don't forget your district council website, which includes lots of resources.

Norwich city council <https://www.norwich.gov.uk/coronavirus>

North Norfolk district council <https://www.north-norfolk.gov.uk/tasks/projects/coronavirus/>

Great Yarmouth Council <https://www.great-yarmouth.gov.uk/coronavirus>

South Norfolk Council <https://www.south-norfolk.gov.uk/residents/communities/coronavirus>

Breckland District Council <https://www.breckland.gov.uk/service-updates>

Broadland District Council <https://www.broadland.gov.uk/coronavirus>

West Norfolk and King's Lynn District Council <https://www.west-norfolk.gov.uk/coronavirus>

Easy Read Coronavirus Resources

Here are some helpful general resources about coronavirus (covid-19) which have been produced to support people with a learning disability and their families and carers – please share as appropriate:

- Latest [Public Health England \(PHE\) guidance](#)
- [Hand Washing Rap Video](#) guide to handwashing from the Purple All Stars
- [Easy Read information](#) from Photosymbols

FamilyLine

A free helpline to all family members over the age of 18 across England and Wales (those under 18 will be referred to the relevant services required). Provides Helpline, Befriending and Counselling support via telephone, email and text message.

Monday to Friday – 9am to 3pm and then 6pm to 9pm. (Text crisis line will operate outside of these times including weekends and Bank Holidays).

Contact: 0808 802 6666

Text: 07537 404 282

Email/web: familyline@family-action.org.uk www.family-action.org.uk/familyline

GamCare - support for people affected by gambling-related harm – www.gamcare.org.uk

Just a quick email from GamCare to touch base with you to see how things are going, and to provide you with an update on our services.

Treatment and advice: We remain concerned about the potential for people to gamble more during lockdown and for this to be a challenging time for people in recovery. We are continuing to offer all of our free treatment and advice services during lockdown, adapted of course to comply with social

distancing. More information about our phone and online treatment can be found on our [website](#) and our National Gambling Helpline remains open 24/7 on 0808 8020 133.

Resources: As well as the many gambling-related resources in the [Self-Help](#) section on our website, I have also created two resource packs for GamCare– one for adults and one for families – to provide ideas for things to do and ways to keep busy during the lockdown period. We are very happy for you to share these freely across your organisation, send out with your newsletters, or send directly to clients if you think they could be useful. Please contact Polly if you would like a copy polly.johnson@gamcare.org.uk

Outreach work: Our face-to-face Outreach work has been on hold now for over a month, but we are offering free, 1-hour Zoom training sessions to any organisation that would like to learn more about problem gambling – these can be accessed individually from home using a laptop, tablet or mobile phone. We will also be offering open sessions that can be booked via Eventbrite (let me know if you are interested and I'll send you the links). We can also offer a 15-20 minute 1:1 phone call to provide information about our referral process, which is followed up with an email with all the relevant documents. If I can help in any way, do get in touch with me using the contact details below.

Polly Johnson - Women's Programme Outreach Officer – East of England M: 07397 224948 E: polly.johnson@gamcare.org.uk

GamCare Free online training

Women and Gambling-Related Harm – FREE online training – multiple dates available.

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 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 professionals who work with women and families.

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

<https://ccbt.gamcare.org.uk/en/gambling/screening/login>

GameChange is an online treatment course for those who are concerned about their gambling behaviour, supported by regular contact with a GamCare therapist. The course has been designed so you can work at your own pace, wherever is most convenient for you, over the course of eight weeks.

The course consists of eight modules, each designed to address a different area relevant to your gambling behaviour. Before you access the course, we will ask some questions about you and your situation. This will help us understand what is going on for you, how much support you might benefit from, and whether this course is the most suitable option for you. When you have completed this initial assessment, we aim to notify you of whether you have been successfully registered for the course within two weeks. Your registration details will be sent to the email address you provide. Should you run into any problems with the registration, please contact our support team ccbt_treatment@gamcare.org.uk

Hanseatic Union

Esol sessions continuing on Skype. Contact Hanseatic Union on Skype or fb message Hansos Unija for more info. Kids club cancelled but Skype sessions available in holidays - email julie.hanseatic@gmail.com.

Home-Start Norfolk

We would like to reassure you that Home-Start Norfolk is 'open for business' and running a responsive remote service to support referred families. Face-to-face meetings and volunteer support visits are currently suspended. Our staff and volunteers are currently working from home to provide remote telephone advice and support, signposting and referring to essential services, and providing reassurance to families who are struggling to cope during this extremely difficult period. Training sessions and fundraising events have been suspended temporarily.

New referrals for telephone support are being accepted - please contact us on 01603 977040 or email admin@homestartnorfolk.org . Professionals please use referral form at www.homestartnorfolk.org

We would like to thank our referrers and supporters for their understanding at this time and we will continue to update you in the coming weeks.

In Good Company

There are more than 118,000 people living alone in Norfolk – and for those losing all of their usual contact with other people, it must be hugely challenging.

In Good Company was originally launched as a campaign in 2017, but has been re-launched as [‘Staying at home, but still In Good Company’](#), and it can provide Norfolk residents with information, help, opportunities and fun ideas to keep connected to others, whilst sticking to the social distancing guidelines.

In Good Company is all about highlighting all of the amazing work going on across the county which is being done specifically to tackle loneliness and over the coming weeks this will be highlighted via the campaign webpage, across social media platforms and as part of advertising with local media.

- **We would love you to support the campaign in whatever way you can. Perhaps by:**
- **Providing some information about ways in which you are helping to tackle loneliness**
- **Offering some case studies for our webpage to highlight volunteer or community heroes**
- **Sharing and commenting on our social media posts, either on Facebook or twitter**
- **Being an advocate for the campaign – tell your friends, colleagues and family about it and get them to spread the word!**

Thank you - it has never been more important to come together – even if it can't be physically. This campaign will work with partners across the county to demonstrate just how important it is to work together for everyone; Now, more than ever, we need each other.

We have also teamed up with the EDP who are running a series of advertorials for us, allowing us to show many different aspects to our loneliness campaign. Here's the link to the latest advertorial we have run in the EDP.

<https://www.edp24.co.uk/news/museums-go-online-to-help-tackle-lockdown-loneliness-1-6632489>

Please do take a look at the [‘Staying at home, but still In Good Company’](#) webpages and share with your contacts.

LILY

Lily Directory - COVID-19 - <http://asklily.org.uk/kb5/westnorfolk/cd/service.page?id=iFG4fxGv944>
West Norfolk CG - Swaffham seeking community groups to go on list.

The Lily online directory is to help people (public and professionals) easily find a wide range of information, ideas and resources. Our 'normal' directory contains over 3,000 listings about events, activities and local services. It was unrealistic to change all of these to reflect the current situation so as a result, most of these are inaccurate. To compensate we have created a number of new pages - these can now be found by clicking on the new banner on the home page. These include: Service updates - Staying active - Food, nutrition and diet - Activities to do at home - Children and family activities - Useful websites and apps – Staying safe. If you have any other information to add to the website, please email asklily@west-Norfolk.gov.uk.

Money Advice Hub

Money Advice Hub have just developed an interactive and live online advice prompt tool. Money Advice Hub are making this tool public so that anyone giving advice can use it, and of courses especially Norfolk advisers. It's created using Google Slides so it's compatible with all IT platforms by using the URL or iframe code. Please go to [MAH COVID-19 Advice Prompt Tool](#)

The tool provides a quick and easy prompt, cutting through topics to help different demographics of people, it has very simple navigation tools that make it a really useful stand-alone prompt tool for advisers during the pandemic. It can be added to laptop or PC laptops. A standalone PDF version, which works. providing the user has the appropriate Adobe download, is available from Samantha Nurse sam.nurse@moneyadvicehub.org.uk

MAP Advice Line Update

MAP is providing a free phone advice line and email advice service for young people, aged 11-25, across Norfolk, open 10.30 am – 5.30 pm Monday to Friday (except bank holidays).
0800 0744454 advice@map.uk.net

Young people can call or email them if they:

- Need food
- Are worried about money and debt
- Need advice about housing or benefits
- Don't know where to get help for other problems or worries

Their team of expert advisers will be there to help. It's free and confidential. Please promote their advice line to young people and their families. The advice line and advice email are only for young people. If you need to refer someone to MAP for advice and support, please use the usual channels:

By telephone: 01603 766994 By email: info@map.uk.net

By the [Norfolk Community Advice Network \(NCAN\) online referral system](#)

Their team of professional young person advisers are available to provide advice on the full range of issues by telephone and email:

- Housing, money and benefits
- Employment, education and training
- Being a young parent
- Relationships, sex and sexual health
- Gender identity
- Mental health
- Drugs and alcohol

While government restrictions are in place in response to Covid-19 they are only doing face- to-face work by appointment and in rare circumstances; where a young person is vulnerable and there is no other way of providing advice. They will always try to resolve problems by telephone or email first. This means their centres are not open for drop-in Please check for updates on their [website](#).

Matthew Project

Matthew Project continues to support members and service users, but in different ways.

Unity. Unity continues to support young people and their families across Norfolk. Appointments will be offered via telephone and all clients will be contacted on a regular basis by their worker. Our helpline is open office hours Monday to Friday on 0800 970 4866 for professionals, young people and their families. **Referrals:** unity@matthewproject.org

Next Steps. The Next Steps Centre has closed temporarily. We have triaged members by risk, and they are contacted by a member of The Next Steps team regularly by telephone. Members also connected with via closed social media groups. **Referrals:** 01603 981686 / 07741 297712 / email nextsteps@matthewproject.org /contact us section on our website.

Youth and families services. Our work continues in supporting 13–18-year-olds with their mental health and wellbeing in West Norfolk. **Referrals:** susan.campbell@matthewproject.org

We continue to support 16 to 24-year olds, with various needs **from self-esteem to smoking cessation** by phone or on-line. **Contact** gina.summerskill@matthewproject.org

Preventative education in substance misuse is not live yet but are working towards online offer. For updates re our **social prescribing service** visit our partners, Community Action Norfolk, at www.communityactionnorfolk.org.uk

Outside the Wire. Outside the Wire are continuing to support our clients, albeit through telephone calls only. **Referrals:** outsidethewire@matthewproject.org

On Track. On Track continues to support 16-24-year-olds in Norfolk into education, employment and training. We are delivering our coaching by phone and we are providing a range of training and positive activities on-line. **Referrals:** 07770 610215 contact@ontracknorfolk.org or visit www.ontracknorfolk.org

Mpower

I am currently working remotely from home on a flexi basis due to my children being at home. I am happy to take on new service users that are experiencing anxieties surrounding covid-19 especially if this is affecting their child. Contact Jasmine Watts Practitioner 07890 587046 Ormiston Families.

Musical Keys

Following updated official advice, we have now suspended all of our public sessions. For the time being some sessions are still being run for clients, but the host institutions are keeping their positions under constant review. If you attend - or are responsible for someone who attends - one of those sessions, please contact the setting if you have any concerns. You can also see our latest information on our [website](#) here.

If you are concerned, or have an urgent enquiry, please contact me on 07449 706215.

Ed Maxfield, Chief Executive, Musical Keys Specialists in disability and creativity, Martineau Memorial Hall, 21 Colegate, Norwich NR3 1BN. Tel 01603 766690.

Narcotics Anonymous

For everyone who cannot attend meetings in person, we have virtual meetings online. No registration required and totally anonymous. <https://online.ukna.org/>

National Lottery Awards for all England

This programme currently focuses on funding projects and organisations helping communities through the COVID-19 pandemic. We can fund activities supporting people affected by the crisis. Given the emergency, we're looking to award funding of £300 - £10,000 to cover six months of expenditure.

Organisations not looking for COVID-19 related funding should not submit applications at this time. All our resources need to be focused on helping communities through the pandemic.

Suitable for Voluntary or community organisations

Funding size £300 to £10,000

Application deadline Ongoing

<https://www.tnlcommunityfund.org.uk/funding/programmes/national-lottery-awards-for-all-england>

ALSO: Reaching Communities England Lottery Funding

This programme is also focusing on funding projects and organisations helping communities through the COVID-19 pandemic. We can fund activities supporting people affected by the crisis. You can also apply for funding if your organisation is struggling financially because of the impact of COVID-19. Given the emergency, we're looking to award funding to cover six months of expenditure. We expect most funding will be between £10,000 and £100,000. But we'll consider larger awards or longer timeframes by exception.

Organisations not looking for COVID-19 related funding should not submit applications at this time. All our resources need to be focused on helping communities through the pandemic.

Funding size Over £10,000. Application deadline: Ongoing.

<https://www.tnlcommunityfund.org.uk/funding/programmes/reaching-communities-england>

New Routes Integration

Change • Adaptation • Resilience

Recent weeks have focused the New Routes team on the most basic aspects of our work, as we have re-imagined our service delivery to adapt to the new situation and prioritise the essential of what we do – working hard to counter social isolation, making sure basic needs continue to be met, and supporting our participants to understand the rapidly evolving situation and rules. The lock-down and an almost universal move to online services has reminded us of the inequalities and challenges faced by asylum seekers; access to the internet, the fourth utility that will keep social isolation at bay for many, is not provided in asylum accommodation. While Universal Credit has been raised for the duration of the pandemic, in acknowledgement of the additional hardships people will face, asylum support continues to be £37.70 a week, making it impossible for asylum seekers to prepare for self-isolation, and inevitably forcing people to choose between food, medicine, cleaning products, and phone credit/ mobile data. The impact of coronavirus is likely to hit asylum seekers and refugees around the world hard.

We have been fortunate to find allies in this crisis in our funders, partner organisations, volunteers and members of the public. Funders have been generous, understanding and quick to release additional funds for organisations to respond to needs. Our partnerships with the Bridge Plus+, English+ and the Red Cross have enabled us to consolidate our resources and focus our energies on complementary services, ensuring that as much support as possible continues to be available to participants, and new partners such as Norwich City Football Club have helped us provide distractions for families. We have been inundated with offers of help from current volunteers and members of the public, and we have seen donations continue to come in despite new economic hardship for many.

In the midst of much uncertainty, we aim to continue to provide a service to our participants that they can trust and rely upon, with the help of our wider community. Thank you to EVERYONE who has come forward to help us.

Donate to support our work here: <https://newroutes.org.uk/support-us/donate/>

ESOL online

We're always looking for qualified TEFL teachers, and now more than ever! Our participants are keen to continue their learning with us throughout lockdown and we need more teachers to meet the demand. If you're qualified and would like to help please contact our ESOL Coordinator, Jenny, at esol@newroutes.org.uk. Classes take place on Mondays 1030-1230 (women online), and Tuesdays & Thursdays, 11-1.

Teaching classes online presents us with new challenges and opportunities! You'll receive training and be able to observe other teachers before you start your own class. Join us! 📺

Norwich Integration Partnership response to Covid-19

New Routes and our Norwich Integration Partnership partners, The Bridge Plus+ and English+ were quick to join forces and resources to make sure that refugees, asylum seekers and isolated migrant communities continue to receive support throughout this period. You can read our joint action plan here.

New Routes will focus on online English teaching (follow us on Facebook for the links), providing emergency food and phone top-ups, online Homework and Families clubs, and ensuring ongoing one-to-one support for individuals

If you can't come to the allotment, we'll bring the allotment to you!

The allotment project we were so excited to roll out this spring has also had to be re-imagined. While the allotment coordinator, Ollie, plants out and keeps the site ticking over in preparation for future workdays and harvests, we will soon start delivering seeds and tools to people to use at home! And if we are still in lockdown when harvesting begins, we will deliver fresh fruit and veg to people!

Norwich City of Sanctuary spring newsletter

Available to read online here

Freedom From Torture - Petition to increase asylum allowance in response to Covid-19

In response to the Coronavirus pandemic, the government has increased Universal Credit by £20 per week. It should do the same for the weekly support allowance for people seeking asylum. People on asylum support receive a maximum of £37.75 a week, forcing them to choose between basic medicines, supplies, and food. Unless in very exceptional circumstances, they are not allowed to work. Living on just £5 per day makes preparing for illness and self-isolation impossible.

No one should have to choose between medicine, food, or protection at a time like this. Tell the government to immediately increase the asylum allowance by the same amount as it has increased Universal Credit. Show your support: sign the petition and share this page today. <https://action.freedomfromtorture.org/increase-weekly-asylum-allowance-sign-petition>

Norfolk and Suffolk Victim Care (a commissioned service provided by Victim Support)

Local phone number	0300 303 3706 (lines open weekdays between 8am-5pm)
Email	nsvictimcare@victimsupport.org.uk
Website	www.nsvictimcare.org
Socials	@nsvictimcare

National Victim Support helpline 0808 168 9111 (outside above hours)

Victim Support has launched a 24/7 online Live Chat service, possible via funding from the Ministry of Justice, which is available to all victims of crime across England and Wales. For further details about the service, this link will take you to our 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.

Norfolk Citizens Advice

The core service is fully digital at the moment including the Debt Team and HTC (Help to Claim Team), that offer exclusive support for first time UC applicants, from the moment the application is done until their first payment.

Best way to contact us now is through Adviceline, Email or Webchat via the website

<https://www.ncab.org.uk/>. Lines are open 9am - 4pm. Monday to Friday.

Referrals through NCAN system.

Diss and Thetford: dissadviser@cadat.org.uk advice.thetford@cadat.org.uk @DissThetfordCA

Norfolk Community Advice Network

Norfolk Community Law Service (NCLS) The NCLS offers free, confidential and independent legal advice to people in Norfolk who might not otherwise be able to access legal assistance. Areas include: employment law, family law, general law, discrimination, domestic abuse, debt, immigration and welfare benefits (appeals and tribunals only). Tel: 01603 496623 Whatsapp: 07900 153753 Email: info@ncls.co.uk Twitter: @NCLawService Facebook: @NorfolkCLS Norfolk Citizens Advice Broad range of advice including debt, benefit checks, housing, employment Tel: 03444 111444. Web: www.ncab.org.uk and click 'email advice'. Webchat available via website. Twitter: @CAB_Norfolk Facebook: @NorfolkCAB Diss & Thetford Citizens Advice Tel: 03444 111444 Web: www.cadat.org.uk Email: dissadviser@cadat.org.uk advice.thetford@cadat.org.uk Twitter: @DissThetfordCA Facebook: @DissThetfordCA For Universal Credit 'Help to Claim' Tel: 0800 1448444

Whatever your age, if you need advice and support there are a number of charities that can help Age UK Age UK offers help and advice to people over 50, as well as their family and carers about benefits, housing, debt, money, lasting power of attorney, social care and support. Other services available include telephone befriending and activities. Age UK Norwich Tel: 01603 496333 Email: enquiries@ageuknorwich.org.uk Facebook: @AgeUKNorwich Twitter: @AgeUKNorwich Age UK Norfolk Tel: 0300 5001217 Email: advice@ageuknorfolk.org.uk Twitter: @AgeUKNorfolk Equal Lives Equal lives is a disability rights organisation led by disabled people for people with mental and/or physical disabilities. The team can offer advice and support on matters such as debt, employment, welfare benefits and discrimination. Tel: 01508 491210 Email: info@equallives.org.uk Facebook: @equallives.org

Shelter helps millions of people each year struggling with housing or homelessness by offering advice, support and legal services. In Norfolk, we provide legal advice on housing, covering tenancies, private and social housing, evictions and homelessness. Tel: 03445 151860 Email: norfolk@shelter.org.uk Twitter: @ShelterEasternC Web: https://england.shelter.org.uk/housing_advice Mancroft Advice Project (MAP) for young people aged 11-25 MAP helps young people to have better, safer lives, offering advice and support on issues such as employment, education and training, money and debt, housing and homelessness, welfare rights, health, sexuality and gender, relationships and parenting. We deliver young person-focused

counselling, wellbeing advice plus independent professional advice, guidance and advocacy. Tel: 0800 0744454 - Advice line for young people Email: advice@map.uk.net Twitter: @mapyoungpeople

Norfolk Community College

We are continuing to provide training support both over the phone and via webcam. There are many sites offering free training resources such as Open University. One of our participants has completed an online diploma. We are also helping people access a range of free online training delivered by Norfolk county Council's Adult Learning Team. In addition, we have launched a new on-line platform which has been set up by ACE. On this learning platform you will find groups for a range of topics including community job search and mental wellbeing. There will be an online tutor who can support participants through instant messenger. The platform can be accessed via a digital device. For those we do not have access to one the information can be printed and sent out. For more information email: info@norfolkcommunitycollege.co.uk www.NorfolkCommunityCollege.co.uk

Norfolk Community Law Service

Offers free, confidential and independent legal advice to people in Norfolk who might not otherwise be able to access legal assistance.

Areas include: employment law, family law, general law, discrimination, domestic abuse, debt, immigration and welfare benefits (appeals and tribunals only). Does not advise on criminal law (unless relating to Domestic Abuse).

01603 496623 or 07900 153753. Mobile also uses WhatsApp.

info@ncls.co.uk @NCLawService (twitter) @NorfolkCLS (Facebook)

Norfolk Constabulary

Community tension and why it's important: In its simplest form community tension can be described as an event or series of events that may threaten the peace and stability of our communities and potentially lead to disorder and crime. It is now recognised that by sharing information between communities and partners enables communities to develop their own solutions and responses, with support from other agencies, to prevent tensions escalating into conflict.

We all agree that we are in unprecedented times and it is even more important that we work together to ensure that all our communities feel supported and safe.

Community tension can take many forms:

- Political - elections, demo's, extremist activity
- Between communities – infighting, fallout, cultural differences
- Immigration, asylum, refugees – anti rhetoric, hate crime, ASB
- Racial and religious – anti rhetoric, hate crime, ASB
- Criminal – as a result of criminal behaviour
- National and International events and their impact
- Future events, celebrations, demonstrations

Currently, due to COVID-19, the police are reporting daily to the National Community Tension Team. They gather information from all forces in the country and then put out an assessment of what the themes and emerging issues are.

To assess this tension the Experienced, Evidence, Potential (EEP) system is used. This tell us how communities feel (experienced) what is happening (evidenced) and Potential (what might happen). This allows us to have a better understanding of what is going on in our communities enabling us to put resources where they are needed and increase trust and confidence in our communities as they feel listened to and supported.

What we need from partners: Our partners are best placed to pick up some of the early warning signs of potential community tensions. It might come from a conversation with one of your service users or a colleague. It might be a trend that your data has picked up or conversations about the same location, family or business. Any data partners feed in can add to the rich picture we have of our communities and enhance all our service provision.

By working together, we can ensure appropriate interventions are put in place to protect everyone. If you're not sure – ask someone – talk to the OPT , please reply to the OPT mailbox:

kingslynnopt@norfolk.pnn.police.uk

Thank you in advance for your assistance and if you have any questions or concerns please do not hesitate to contact me.

Julie Inns - Equality, Diversity and Citizens in Policing Manager, Community Safety Dept

Tel: 07717156726 Email: Julie.inns@norfolk.pnn.police.uk

Norfolk Coronavirus Support Group has been set up by Community Action Norfolk:

This group has been created for those living in Norfolk to support those in isolation and need help or support. We must all work together to pull through this. I need some admins to help me moderate the group, please reach out. Thanks'

https://www.facebook.com/groups/221461955714083/?ref=pages_groups_card&source_id=318098768401280

Norfolk Music Hub

Updated regularly. Get in touch if you would like any assistance with creating any music resources.

<https://www.norfolkmusichub.org.uk/site/about-the-hub/resources-for-schools/learning-resources/>

Norfolk Portage

Updated daily with activities, sensory ideas, stories and songs for children with SEND 0-5 years.

<https://www.facebook.com/Norfolk-Portage-Service-1009022632441587/>

Norwich Opportunity Area

Early Years Transition Resources

These resources are now **LIVE** and they are ready for you to use and share with the schools, settings or families that you work with! Please see our list of resources below:

Short 'School Readiness' Videos for Parents

The Norwich Opportunity Area, in collaboration with Norfolk County Council's Early Years Team, Family Learning Team and Library Service, has created a set of **5 short videos that give parents 50 fun activities that they can do at home to support their preschool child's 'school readiness'**. Each of our 5 videos contains 10 fun and simple activities, based on some of the Early Learning Goals, that will help get their child ready for September. These activities do not require any special resources and they can all be adapted to suit the needs of the child. Please check out our videos here:

<https://norwichopportunityarea.co.uk/getting-ready-for-school/>

1. 10 fun activities that support **Personal, Social and Emotional Development**
2. 10 fun activities that support **Communication and Language**
3. 10 fun activities that support **Physical Development**
4. 10 fun activities that support **Numeracy**

5. 10 fun activities that support **Literacy**

Transition Top Tips Postcard and Video

In collaboration with Norfolk County Council's Early Years experts, the Norwich Opportunity Area has recently created a new Transitions postcard and accompanying video giving parents 10 top tips for a smooth transition period. Each of the suggestions are simple but important, therefore we would like to get these messages out to as many parents as possible. If you can help, please see our section below. To watch our Transition Top Tips Video or view/download our postcard, please click here > <https://norwichopportunityarea.co.uk/top-tips/>

How can you help? Social Media Uploads:

We would love if you could help us to promote these resources to families!

* If you would like to promote these videos on your **social media**, please go to the Norwich Opportunity Area YouTube Channel and copy the links for the videos **with subtitles**. I have been informed that the videos which say 'with subtitles' in the heading are much better quality for social media when played on mobile devices.

* Alternatively you can **signpost families to the Norwich Opportunity Area website** to view all of the resources mentioned.

Virtual Tours

The Norwich Opportunity Area has worked with Insight UK to produce 18 amazing virtual tours of some of our Norwich Primary Schools. These tours, complete with welcome videos from class teachers and headteachers, provide a fantastic way for families to explore their new reception class and meet some of their teachers virtually. We hope that these tours support children and their families who have not been able to take part in their normal transition open days this year therefore, please can I ask that you share this link with any parents you work with in the Norwich Area. You may also like to promote these tours on your website or social media – therefore please signpost families to <https://norwichopportunityarea.co.uk/virtual-tours/> to watch them.

The following schools have had a virtual tour made –

Lakenham Primary School, Recreation Road Infant School, West Earlham Infant School, Magdalen Gates Primary School, Bluebell Primary School, Bignold Primary School, Chapel Break Infant School, The Clare School, Cloverhill Infant and Nursery School, Norwich Primary Academy, Lionwood Infant and Nursery School, Mile Cross Primary School, Edith Cavell Academy, Tuckswood Academy, Heartsease Primary School, Angel Road Infant and Nursery School, St Clements Hill Academy, Nelson Infant School.

NOVA Training update

Nova have created a Central Recruitment Team to recruit for Year 11 leavers who are planning to start with them in August / September 2020.

Cassie Wood, Recruitment and Induction Officer, is the point of contact for Nova Training Referral Agencies across all centres and her contact details are below.

T: 07969 090211

E: Cassie.Wood@novatraining.co.uk

Website: www.novatraining.co.uk

All Nova's current students are working remotely via Microsoft Teams and this is proving to be a success. Whilst Nova are planning to open their Training centres when it is safe to do so, any young people in Year 11 who want to apply to Nova will be asked to complete an interview via a phone call and then to complete an induction using a computer or tablet. They will also need to have access to Wi-fi so they are ready to start with Nova in August / September 2020.

Students who are older can also contact Cassie Wood, but they can also apply on line via Nova's website if they would prefer to apply this way.

OnTrack

Our On Track Team hope that you are all well during these tricky times! We are still open to taking referrals and are offering telephone coaching sessions during this period.

Kevin Mutimer Participation Support Officer. The Matthew Project On Track 70-80 Oak Street, Norwich NR3 3AQ. kevin.mutimer@ontracknorfolk.org 07717428149
<http://www.ontracknorfolk.org>

On Track For September 2020

Not got an offer of a place in education or training or uncertain about your plans for September?
Worried that you might not get the GCSE grades you are hoping for in your August results?
Do you need to change your plans or consider different options?
Want to know who can help with your choices?

On Track for September 2020 E-leaflet for Young People in year 11.

Norfolk County Council have produced this six-page E-Leaflet which they have asked schools to forward to their year 11s and / or their parents/carers and to post it on their websites if they think it would appreciate to do so.

The leaflet has been designed is to provide reassurance to year 11s about their choices and applications for September 2020 and to reinforce the help and advice that is available to them if they need additional support at this time.

The University Technical College Norwich (UTCN) and the Norwich Opportunity Area (NOA) have also produced leaflets which can be used / adapted for year 11s too. These also reinforce messages around Post 16 options and choices and signpost a number of online subject and careers resources that may be of use to young people.

If you would like an electronic copy of any of these information leaflets, please contact Karen Searle at: karen.searle@norfolk.gov.uk.

Pandora Domestic Abuse: New web chat service

At this current time during lock-down where victims of domestic abuse are finding it even more difficult to reach out to support services, we have implemented a live chat option on our website. This will allow women to access support in a more discrete way. The icon shows at the bottom right of our website www.pandoraproject.org.uk

Women have to give their first name only but don't have to use their real name if they don't want to, we don't ask for any other information. The service is currently available Monday to Friday 1-3pm and we have 3 operators, who can all work simultaneously offering advice and support around domestic abuse issues. This new service offers a different way for women to get in touch at this very difficult time. Please share this with your contacts.

Pitt Stop

Pitt Stop is offering its 'lockdown service'. If you have clients who are feeling suicidal or just suffering with their mental health, then Ed Roberts, our specialist in this area has additional space in his

schedule. Please feel free to give Ed a call about a client you are concerned about or pass on Ed's details. His number is 07851 004322.

We are also offering three different weekly online Pitt Stop sessions:

Tuesdays 2pm: Pitt Stop Check In

A general 'how are you' and lockdown chit-chat in our regular virtual Pitt Stop on Tuesdays, at 2 pm for up to an hour and a half.

Wednesdays 2pm: Pitt Stop Men's Talking Group

This is a more contained space for those men who want to talk more deeply about how they are feeling and doing. The basics of it are:

1. Confidentiality
2. You do not have to speak
3. We will ask people to not hog the space.

Thursdays 2pm: Discussion Group

We usually suggest people watch something that's on terrestrial TV the week before and then discuss the programme or film. We will also suggest topics for discussion.

Andy Wood (Pitt Stop Coordinator, MensCraft) is sending the zoom link out each morning of the day of the relevant group. Your clients can contact andy.andywood@gmail.com to get themselves onto the Bulletin or you can pass Andy their contact details – with their permission, of course. Feel free to contact Andy if you'd like any further information: 07584 253 441

Princes Trust

As the government has made the decision to close Schools and local services, except for those considered 'key workers', we wanted to say The Prince's Trust is opening its educational resources for all youth services that provide educational support to YP across Norfolk and Suffolk. The Prince's Trust offers a fully accredited Personal Development and Employability programme to 11-19-year olds, at levels Entry 3 to level 2.

We know the next few weeks or months may bring challenges within Schools to help engage YP with flexible education alternatives, so please feel free to access our resources for free.

If your School, or youth service, has students looking to engage in our provision, we would just require a profile form to be completed and returned to us digitally. Please contact achieve@princes-trust.org.uk No School or learner is expected to complete the formal qualification; however this could be an option retrospectively if you were interested. If you are remaining open and looking for educational resources for your students, please contact me directly peter.hennessey@princes-trust.org.uk and we will aim to provide you with access within 1 working day.

We have created some easy-to-follow WORD documents which can be emailed to learners for completing whilst at home or in school. This work can be completed online or printed off and completed by hand. Once completed, it can be emailed back to the teacher or The Prince's Trust for review. We have so far adapted 4 modules into this format:

- Interpersonal Skills
- Managing Money
- Personal Project
- Planning for Personal Development

NOTE: If a student completes any 2 of these units, they could be submitted for an accredited Level 1 Award from The Prince's Trust.

We will continue to convert more modules, but these seemed most appropriate whilst in isolation. We would encourage teachers and learners to use the internet and books to complete the work in. Let me know if you would like to start sending these to your learners and I will forward the modules to you.

Prospects

I am still providing the usual support service for Prospects, but this is being provided via telephone support only. I am still accepting referrals from any agencies.

Gary.Murray@prospects.co.uk M: 07702 877341 Youth Support Worker – King's Lynn/West Norfolk

Scams: the power of persuasive language

<https://www.norfolksafeguardingadultsboard.info/professionals/news/>

Free guide to help any professionals supporting people who have been or may be targeted by a scam.

Written by Professor Keith Brown from the National Centre for Post-Qualifying Social Work and Professional Practice (NCPQSW) and Dr Elisabeth Carter, Senior Lecturer in Criminology and Forensic Linguist at the University of Roehampton, this publication shows how criminals use language in subtle and powerful ways to scam people out of money.

See Something – Hear Something – Say Something Campaign run by NSCP and NCC. These are difficult times and families are under huge amounts of pressure – we are here to help. If you hear something or see something that makes you feel worried about a child living nearby, please **let us know on 0344 800 8020**, or dial 999 in an emergency. Help us to keep Norfolk's Children safe. You can help spread the message by using @NorfolkLSCP on Twitter.

Youth Engagement Project

Sprowston Youth Engagement Project run lots of fun projects with young people throughout the week, but during this time we have decided to run virtual sessions on Zoom for young people aged 12+. We have fitness sessions, quizzes, games, chances to catch up with each other and lots more. For more information about this and the Zoom codes for the sessions, please email our Project Lead Clare Lincoln on clare.lincoln@syep.co.uk. The virtual sessions and project are open to any youngster not just those in Sprowston or Old Catton. We hope to see you soon! David Mills SYEP Sessional Support Worker

SSAFA Norfolk

SSAFA Norfolk Office: Until further notice, the office will not be manned on a regular basis. The answerphone message will ask callers to email or leave a short message. We have also included contact details for Veterans Gateway and Forcesline. The answerphone and email will be monitored regularly, and the post checked at least weekly.

Temporary Job Opportunities

New Anglia Local Enterprise Partnership have created a temporary jobs page (see below) on the LEP website that you may wish to bring to the attention of your students. The page compiles vacancies with organisations who are trying to recruit additional staff in order to continue to operate during the current Covid-19 situation across the East Anglia region.

Vacancies include those at supermarkets, such as Tesco's, Morrisons, Aldi and East of England Co-op; food producers such as Bernard Matthews; various vacancies in the care sector, and fruit and crop picking and packing.

<https://newanglia.co.uk/employment-opportunities/>

Thurlow House

CFYP at Thurlow House have suspended face to face contact with services user until further notice. Obviously will give updates as and when things change. We will still be running a duty service to give telephone support for critical cases on the Thurlow House number.

Trading Standards

Trading Standards will continue to issue alerts through our email service/social media channels of any scams or information we receive so this can be shared within communities. To see our recent alerts and subscribe to our emails visit www.norfolk.gov.uk/scams To find us on Facebook visit www.facebook.com/norfolktradingstandards To like us on Twitter visit twitter.com/NorfolkCCTS

You can report scams you receive to us, via our partners, the Citizens Advice consumer helpline on freephone **0808 223 1133** or through their [online reporting form](#)

We are also recommending that everyone completes the quick and simple **Friends Against Scams** online training to better understand and spot scams. You can find out more and access the training at www.norfolk.gov.uk/friendsagainstscams and become more scam aware.

University of East Anglia

Online subject taster sessions

Lots of subject specific tasters happening this month in subjects such as Business, Economics, Engineering, Health Sciences, Language, Literature Drama and Creative writing, Pharmacy, Philosophy, PE, and Politics. These are great opportunity for students to explore subjects they might want to study at Higher Education and are a fantastic thing to write about in personal statements as well.

Find all the topics and dates here www.uea.ac.uk/study/webinars

Victim Support

New 24/7 live chat service that Victim Support provide that went live on Friday 24th April

Locally the service is called Norfolk and Suffolk Victim Care (a commissioned service provided by Victim Support) and our lines are open week days between 8am – 5pm, outside of these hours, people can call the national victim support helpline. All our contact details are below followed by info about the new live chat service:

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 our 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.

Volunteer to support Covid-19 Response

Voluntary Norfolk, Momentum and Community Action Norfolk are working with Norfolk County Council and local health providers to recruit volunteers for a county wide effort to respond to the Coronavirus (Covid-19) crisis.

We are particularly keen to hear from people who have the skills to volunteer in health and social care roles, which have been identified as priority areas and those people who have current DBS checks.

After you submit your details, you will receive a call back in due course from a member of our Covid-19 Volunteering Response Team to discuss what you can offer, what volunteers are needed in your local area and the next steps. Please be aware that this may take a bit of time as we coordinate our efforts with our partners. As you can imagine there has been an amazing response from the public offering their time and commitment, with over 1200 people registering to volunteer in the past week, so we will be working our way through everyone's registration as quickly as we can, but it might take us a few days to get back to you.

Please also note that volunteers must be over 18 and children should not accompany adults who are undertaking volunteering activities.

[Register Now](#)

Safeguarding adult's advice for Coronavirus volunteers: [Click here for NSAB's COVID-19 page](#)

Wellbeing Associates - Socials

Please visit the link to find different types of wellbeing support are available to people living in Norfolk and Waveney, and Suffolk. Please choose the region you live in to help us find the best support available to you:

<https://www.wellbeingands.co.uk/norfolk/communitydevelopmentteam/social-events/>

Wonder+ Project

St Giles Trust remain open and are still accepting referrals into the Wonder+ project women offenders and those at risk of offending in Norfolk. No face to face client interventions will be taking place, but we'll be offering phone support/video calls to clients with appropriate technology. Phone 01603 3228881 - Email Wonderplus@sgt.cjsm.net - Monday to Friday 10:00am- 4:30pm.

YMCA

YMCA Norfolk are currently providing virtual services to the young people in our community.

- Weekly Motivational devotions.
- Weekly Challenges to encourage positive participation.
- Twitch Streaming Gaming sessions as a less informal way to allow young people to interact with youth workers within a virtual setting that is more comfortable for them.
- Mind Matters Podcasts which run once a week and provides informative positive coping mechanisms for the young people to use who are struggling with their mental health during this time. We also upload the resources to our online platform for free - download to encourage the young people to participate and engage.
- Active Norfolk also Funded YMCA Norfolk to run online, all abilities welcome, do-it-yourself exercise videos that require little to no equipment to ensure everyone can take part.

- We also share the Y-thrive, YMCA Workout at home YouTube channel to both the local community and housing to support regular, achievable physical exercise.
- Friday Feelings Podcast in which YMCA Norfolk hosts a fun-filled, Covid-19 Jargon Busting, fully-interactive Stream from 8pm till 9pm.
- We also offer access to 1-2-1 virtual support via Facebook Messenger and Instagram Messenger within the times of 9-5pm every Monday to Friday.

To ensure that everyone can access all of the above we created a Virtual Youth Club website, that allows users to interact with everything all in one place without having to jump around the internet <https://ymcanorfolkyouth.wixsite.com/virtualaccesssuite>