

Edition 9: Partner Support Pack - Covid 19 Information and Advice Guide

Date: 16/07/2020

Information is accurate at publication – please check sites for latest updates

Food Resource list	Partner Support Pack App 1
Educational Links (links formerly in this document now amalgamated with Appendix 2)	Partner Support Pack App 2
Domestic Abuse Support (Norfolk and national support)	Partner Support Pack App 3
NHS Services Advice	Partner Support Pack App 4
Support for Business (COVID-19 specific advice)	Partner Support Pack App 5
Other Services updates (includes Age UK, Citizens Advice, local groups etc.)	Partner Support Pack App 6
Bereavement Directory (local and national contacts for those who have been bereaved)	Partner Support Pack App 7
Norfolk Supported Housing List (includes information on Shelter, YMCA etc.)	Partner Support Pack App 8
Wellbeing Newsletter and resources	Partner Support Pack App 9
Careers Help	Partner Support Pack App 10
Summer Learning Activities	Partner Support Pack App 11
Groundwork Future Proof Parks Summer Activity Booklet 2020	Partner Support Pack App 11a
Summer Activities Bulletin	Partner Support Pack App 11b
Housing Benefit, Council Tax, Local Council Tax Reduction and Business rates	Partner Support Pack App 12
Early Childhood & Family Service (ECFS)	Partner Support Pack App 13

Useful Advice and Guidance

Latest information and advice can be found at: <https://www.gov.uk/coronavirus>

Coronavirus Testing:

There are **different testing arrangements** in place for key workers and members of the public:

- Key workers (including NHS, care home staff, teachers etc) should use the system they have been instructed to or ask their employer/line manager to contact the COVID testing registration email address they will have been notified of. The registration team will contact them to register the organisation so appointments can then be booked. Your employer will be given a unique reference number and the contact details for your triage
- Members of the public (not key workers) who are eligible according to the latest government criteria should use the national booking system.

Key workers

All key workers are invited to apply for testing, if eligible, at one of three sites in Norfolk and Waveney. These are at:

- The Centrum centre, close to the Norfolk and Norwich University Hospital (NNUH)
- The Queen Elizabeth Hospital, King's Lynn (QEHL)
- The James Paget University Hospital (JPUH) in Gorleston.
- The service is by appointment only. Appointments for these locations cannot be booked using the national portal, they must be booked using our local system:
- NHS acute hospital staff: Use your organisation's existing booking arrangements.
- All other NHS employees: Email NHScovidtesting@nuh.nhs.uk.
- All other essential workers, including care home staff: Ask your employer/line manager to email NorfolkRegistercovidtesting@nuh.nhs.uk with their name, job title and contact number. The registration team will contact them to register your organisation so you can then book an appointment. Your employer will be given a unique reference number and the contact details for your triage.

If you choose to book via the national booking system, you will be directed to centres at Ipswich, Peterborough or Stansted, or a mobile testing centre if available.

Members of the public

Members of the public who are not key workers must book using the national booking system. You will be offered a choice of a home testing kit or travelling to a regional testing centre. The nearest regional testing centres are at Ipswich, Peterborough and Stansted. From time to time, mobile testing centres are also being set up and appointments for these will be shown on the national booking system when available.

Who are key workers?

Key workers include many people working in education, transport, many public services, energy, power and water/sewerage workers, and those working to provide, distribute or sell food. The precise definition is available on this government web page: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#key-workers>

See Something – Hear Something – Say Something

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 – or vulnerable adult, including the elderly - please let us know on **0344 800 8020**, or dial 999 in an emergency.

You can help spread the message by using @NorfolkLSCP on Twitter.

Children and young people's hub - Norfolk County Council

Access advice and support if you're a child or young person feeling scared or unsafe during the coronavirus pandemic: <https://www.norfolk.gov.uk/children-and-families/children-and-young-peoples-hub>

Children and Young People's Health Service – Essential Services (leaflet) – See Appendix 4:

Just One Number - JustoneNorfolk – Parentline – Antenatal Visits – Online Antenatal Programme – New Birth Visit – Health Unlocked – ChatHealth (Text messaging for 11-19 year olds) 16-19 Health Passport

Children and Family Court Advisory and Support Service

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

Community Action Norfolk's General Guidance for VCSE organisations

<http://www.communityactionnorfolk.org.uk/sites/content/coronavirus-covid-19-guidance-organisations-0>

Community Action Norfolk Advice for Community & Neighbourhood Responses to Covid -19

<http://www.communityactionnorfolk.org.uk/sites/content/community-responses-covid-19-pandemic>

Expectant and new parent support <https://www.nct.org.uk/about-us/media/news/new-nct-partnership-launches-critical-support-for-expectant-and-new-parents-during-covid-19>

Guidance for employees, employers and business

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Guidance for education settings

<https://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19/guidance-to-educational-settings-about-covid-19>

Health Advice - For health information and advice, read NHS pages on

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://brochure.norfolkswell.org.uk/product/coronavirus-wash-your-hands-more-often-for-20-seconds-a4-poster>

<https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/>

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

<https://www.mencap.org.uk/advice-and-support/health/coronavirus>

Travel Advice

<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

Psychological support for adults and children

The Trauma Response Network is offering free and immediate help from EMDR therapists for those where Covid-19 has caused acute anxiety or PTSD: <https://www.traumaresponsenetwork.org/>

Information from Local Early Help hubs / District and Borough Councils

1. Support for the vulnerable: Help with food and medicine deliveries

If you are a vulnerable person, you can call our helpline on 0344 800 8020.

All Norfolk residents requiring support should call the helpline above. Otherwise, more details can be found by [clicking here](#).

A team at the County Council will assess calls, identifying existing Children's and Adult's Social Care clients and passing other requests through to district community hubs to implement the support needed.

All residents will have received letters sent by their district council providing details of support options. Individuals who have been identified as vulnerable may also have received additional letters from the NHS and local GPs. Local District Councils have also been calling individuals who have been identified as vulnerable as part of a collective effort to get help where it is needed.

Please only call if you are unable to ask friends or neighbours for support.

You can also find useful information on the Norfolk County Council website www.norfolk.gov.uk.

Food Boxes for extremely vulnerable

The government have sent out a weekly food box for people who recently registered for additional support, because they are vulnerable due to a medical condition and they have no other means of accessing food during isolation. We are being told that many people are now able to access food and do not require the emergency food parcel. If they no longer need the weekly food box, please help the Government to prioritise deliveries for the most in need by revisiting

<https://www.gov.uk/coronavirus-extremely-vulnerable>

and re-register selecting YES to the following question – Do you have a way of getting essential supplies delivered at the moment? Alternatively, they can refuse the next parcel by letting the driver know, and it will be redelivered to another clinically vulnerable person in need. When extremely vulnerable people register on line as needing support the Government share data with supermarkets so that the person can be given priority access to delivery slots. The person must also be registered online as a customer with any of the participating supermarkets (Asda Sainsburys Tesco, Ocado, Waitrose, Morrisons, Iceland). Please check individual supermarkets websites for more information.

2. Volunteering:

Our community volunteers, local charities and council staff stand by to assist you. We ask that if you are able to volunteer some of your time to assist others in your community, we really need your help. If you are a business and can help with services, vehicles or other resources, we would love to hear from you, as together we really can make a difference.

Individuals who want to volunteer should visit www.voluntarynorfolk.org.uk and businesses should email covidbusinessresponse@voluntarynorfolk.org.uk

3. Help for businesses:

If you are a business in need of help, please visit the New Anglia Growth Hub website for free support Growthhub@newanglia.co.uk or call on 0300 333 6536. (see also App 5)

4. Donations:

Finally, working with the Norfolk Community Foundation, we have launched a Norfolk Appeal Fund, which will be directed to charities on the front line of caring for people across the county. This fund will help us to support the people in our county who need it and is critical to our collective response. If you are able to support those in need in Norfolk, you can either go online to

www.norfolkfoundation.com/givingphilanthropy/covid19communityresponsefund/ or through the post to: Covid-19 Response, Norfolk, Community Foundation, St James Mill, Whitefriars, Norwich, NR31TN. Cheques should be made out to Norfolk Community Foundation.

5. Community Response Offer

Community hubs in each of Norfolk's seven districts are working with local voluntary sector groups to ensure that residents can access community support detailed in the diagram below.



If you feel that someone you are working with needs the support on offer the contact details of the community hubs are listed below:

South Norfolk & Broadland - 01508 533933 - communities@s-norfolk.gov.uk

Norwich - 0344 980 3333 (option 2) - community@norwich.gov.uk

North Norfolk - 01263 516000 - nndccovid19@north-norfolk.gov.uk

Great Yarmouth – 08081962238 - earlyhelpclub@great-yarmouth.gov.uk

Kings Lynn and West Norfolk - 01553 616200 Option 6 - asklily@west-norfolk.gov.uk

Breckland - 01362 656306 - communitysupport@breckland.gov.uk

District councils are co-ordinating food and medicine deliveries for those who are most vulnerable, including those with a serious health issue and those self-isolating who are unable to leave the house. Families have been asked to call our Customer Service Centre (CSC) on 0344 800 8020 or visit www.norfolk.gov.uk/coronavirus if they need local support. The call will be triaged to check if the family has an existing allocated worker and that worker will then be contacted.

If they need community support, the family's details will be passed to the relevant District Community hub. This support does not replace normal social care and safeguarding. If you are actively supporting families that are unable to call the CSC themselves, you should contact the district hubs for community support. The details of what's available for families and contact details for each of the hubs are attached to this email.

We are also changing the way we filter and triage contacts about vulnerable children and our referral pathways. This is to respond to new needs evolving as a result of people shielding, self-isolating and social distancing during the Coronavirus lockdown. It means our roles and functions, at different points in the system, will change until further notice.

The causes of vulnerability at this time extend beyond those which we would normally support through our social care system and we are responding to this change.

From now on the **Customer Service Centre** will:

- Use existing processes to refer contacts which relate to an existing case with an allocated worker
- Transfer all callers who are worried about a child at risk of harm to a social worker in the Children's Advice and Duty Service (CADS)

CADS will:

- Take all calls about children who are considered a risk, including calls from the public. A social worker in CADS will then determine if a statutory response is required.
- Transfer calls where a statutory response is not required to Early Help Pathway Advisers.
- Early Help Pathway Advisers will assist to ensure referrals reach the correct resource either through family support processes, information advice and guidance, and linking to district support.

Recently, the government announced further plans to support children receiving free school meals. The government is asking schools to continue to provide meals where possible but has now made a national voucher scheme available for schools that can't produce or distribute meals. Parents who don't receive free school meals currently but might be eligible can apply here.

<https://fiso.norfolk.gov.uk/synergy/Enquiries/Citizen/FreeSchoolMeals.aspx/>

6. Norfolk Community Advice Network – Advice Charities

The NCAN Steering Group charities provide accredited, quality, free advice in the following areas: welfare benefits, housing, debt, immigration, family law, employment law, general (non-criminal) law, discrimination, consumer rights and domestic abuse.

Depending on the service, clients are either seen by a trained advisor, trained volunteer or a solicitor. NCAN's 4 tier model of advice outlines the different levels of advice available. Depending on the issue NCAN agencies can provide level 3 casework e.g. debt casework, and level 4 representation e.g. representation at a benefits appeal tribunal.

For more information see our website: www.norfolkcan.org.uk All agencies can also be referred to using the NCAN Referral System. If you are not registered to use the NCAN referral system, we strongly recommend this as a way of safely and efficiently referring people for advice.

Please contact Emily Balsdon at ncan@ncls.co.uk for more information.

Benefits and Financial information

Tax Credits

Advice is available for claimants [already receiving tax credits \(link is external\)](#). Tax credit claimants should check [eligibility criteria for UC \(link is external\)](#) before they submit a UC claim. If they currently receive tax credits from HMRC please be aware that if they submit a claim for UC their tax credit award will end immediately. [Further information here. \(link is external\)](#)

Cash Shortages

DWP have received reports of cash shortages at a small number of Paypoint outlets due to increased public use of contactless payments. If a claimant contacts UC because they are unable to obtain cash from a Paypoint outlet, advise them to: Use the [Paypoint storefinder \(link is external\)](#) to identify nearby alternative Paypoint outlets. Call i-movo on 0207 960 2570. The claimant should leave a message that provides contact details and they will receive a call back. Please note that the i-movo telephone number is for use only when outlets report that they can't or won't provide cash. Claimants should use the normal Paypoint Helpline number of 0800 310 0000 for other queries.

Universal Credit - Information for Partners on Coronavirus

Essential information on Coronavirus has been issued on the Understanding Universal Credit website - <https://www.understandinguniversalcredit.gov.uk/coronavirus/>. The page contains information about coronavirus and claiming benefits. It will be updated regularly with information on what to do if someone receiving benefits is affected by coronavirus.

It has information on what to do if people are in work and not claiming benefits, with sections about sick pay eligibility and how to apply for Universal Credit - <https://www.gov.uk/apply-universal-credit> - and/or New Style Employment and Support Allowance - <https://www.gov.uk/employment-support-allowance/eligibility>. It also has information for those already claiming UC who may need to self-isolate and re-arrange appointments with work coaches.

For more information about any aspect of UC, including how to make a claim, visit the homepage - <https://www.understandinguniversalcredit.gov.uk/>.

UC Guide Finder

Information about UC can be found on GOV.UK. There are lots of detailed guides covering specific topics which provide additional information to help claimants, landlords, stakeholders and advisers who support our claimants.

It's not always easy to find the information you need, so we've published a 'Universal Credit guide finder' which provides links to all the current guidance available to make it easier for you. You can find it on the first page of the Helping someone claim section on the Understanding UC website - <https://www.understandinguniversalcredit.gov.uk/helping-someone-claim/how-to-use-this-section/>.

If circumstances have changed and families need to contact someone, they should update the information using their online journal.

For complex enquiries you can seek support from The Complex Needs Team;
Norwich.complexneedsteam@dwp.gov.uk

Money Advice Hub

Money Advice Hub have created a Coronavirus Advice Hub:

Link: <https://sites.google.com/moneyadvicehub.org.uk/coronavirus-advice-hub>

Childcare Guide

The [UC Childcare Guide \(link is external\)](#) has been updated to include information on what childcare costs can be claimed during the Coronavirus outbreak

Touchbase

Touchbase is produced quarterly by DWP and is available on GOV.UK providing news and articles from across government for advisers, employers and organisations that help people find jobs. During the current Coronavirus Pandemic it is being emailed on a **weekly** basis with the latest roundup of announcements to anyone who has subscribed. These editions are not being published on the [Touchbase website \(link is external\)](#) at the moment. Anyone can sign up to receive these updates - to sign up [click on this link \(link is external\)](#) and enter your details.

Statutory Sick Pay Rebate Scheme

A new online service will be launched on 26 May for small and medium-sized employers (less than 250 employees) to recover coronavirus related [Statutory Sick Pay payments \(link is external\)](#) they have made to their employees.

Illegal Money Lending Team (IMLT) - England

The IMLT are aware that the pandemic is causing financial pressure for some people and are providing a range of support and highlighting the official websites and guidance available to seek financial help. They have launched a live chat on their [website \(link is external\)](#) every Tuesday and can now be found on [Instagram \(link is external\)](#). These have been set up to increase the channels that people can use to find the help they may need

Apprenticeship Programme

Guidance for apprentices, employers, training providers and assessment organisations in response to the impact of coronavirus (COVID-19) has been published on [GOV.UK \(link is external\)](#). This includes information on training and assessing apprentices in line with the government's new safer working guidelines, calculating wages for furloughed apprentices, off-the-job training, and redundant apprentices.

Benefits Information Available via WhatsApp

People can now access the most up-to-date benefits and support information via their smart phones, using WhatsApp. The service, which can be accessed by sending 'Hi' in a WhatsApp message to 07860 064 422, has been launched to help combat the spread of incorrect information and to make the correct information easily accessible. DWP is one of the first government departments to provide information via the service which includes information on benefits support available, how to check eligibility and how to apply.

Help for Homeowners

[Homeowners \(link is external\)](#) struggling to pay their mortgage due to Coronavirus will be able to extend their mortgage payment holiday for a further three months, or start making reduced payments. The Financial Conduct Authority has published new draft guidance for lenders which will set out the expectations for firms and the options available to their customers.

Letter to Social Housing Residents - England

A [letter \(link is external\)](#) from the Minister of Housing sets out the measures that are in place to support social housing residents during the next phase towards reopening society. This includes information about maintenance and repairs, gas safety checks, remediation works, home moves, support for domestic abuse victims and anti-social behavior.

Voluntary, Community and Social Enterprise (VCSE)

The government has pledged [£750 million \(link is external\)](#) to ensure VCSE can continue their vital work supporting the country during the coronavirus (COVID-19) outbreak. The bidding process for direct cash grants through the National Lottery Community Fund will launch at 10am on 22 May.

Women into Construction (WiC)

WiC have launched a remote mentoring Programme with volunteering mentors from industry who will support women via phone or online to gain an understanding of careers in construction and engineering. They are also holding online events offering employment advice, CV development as well as online construction-related courses and certifications including CSCS Health and Safety. Find out more about the range of support available on the [website](#).

Large Business Interruption Loan Scheme

The Government has extended the maximum loan size available through the Coronavirus [Large Business Interruption Loan Scheme \(link is external\)](#) from £50 million to £200 million.

Help for Vulnerable

In partnership with [Age UK](#), [Dixons Carphone \(link is external\)](#) has announced that it is providing free tablets, connectivity and a dedicated technology support phone line to help hundreds of vulnerable older people from feeling lonely and isolated during the pandemic.

Coronavirus Community Support Fund

Following the Chancellor's announcement, the bidding process for direct cash grants through the National Lottery Community Fund has now launched for those in England. Please find more information here <https://www.tnlcommunityfund.org.uk/>. The Coronavirus Community Support Fund aims to support the tens of thousands of charities and organisations at the heart of local communities that are making a big difference during the COVID-19 outbreak, including delivering food, essential medicines and providing financial advice. The funding is to help organisations ensure they can meet increased demand as a result of the COVID-19 outbreak, as well as continuing their day to day activities supporting vulnerable people in need.

Please note that 'financial advice' referenced in the criteria does of course include welfare support and advice, including support to access and claim Universal Credit, although this is not explicitly stated in the criteria.

NHS Volunteer Responders

As you will no doubt have seen, the NHS has had a fantastic response to its NHS Volunteer Responders scheme which is facilitated through the Good Sam app. The NHS Volunteer Responders programme was set up to complement care and support at a local level. NHS Volunteer Responders are a new group that are carrying out simple, non-medical tasks, including delivering medicines, shopping and other supplies as well as making calls to check in on those isolating at home. Whilst of course this service is not designed to replace the fantastic support that is provided by health, social care and voluntary organisations, the government want to ensure anyone who may benefit from this support at this time of crisis is aware of the support available to them and how to access it.

Further information can be found about the programme [here](#). Alongside this, charities that wish to directly support their clients who are vulnerable and may need support at this time, can become approved referrers so that they can make referrals on behalf of their clients / members. If you would like to become an approved referrer, please contact england.covid-communities@nhs.net. If you would like any further information on the service please contact england.covid-communities@nhs.net

Finding Employment

Employers are being encouraged to advertise their vacancies on [Find a Job \(link is external\)](#). Other avenues for finding jobs and employment support can be found on the [Jobhelp \(link is external\)](#) website recently launched by the Minister for Employment

Signposting Tool - How to Get Help

A new 'Find Help' toolkit ([link is external](#)) has been developed to support citizens if they, or someone else are struggling because of Coronavirus. It covers a range of circumstances including feeling unsafe,

going in to work, paying bills or being unemployed, getting food, having somewhere to live and mental health and wellbeing. Citizens answer a series of statements via a simple check box system and a diagnostic is produced based on their needs with suggested sources of help and support. Users will not get direct support from the Government or organisations through this service, but they will be signposted to the relevant services who can help. The tool is currently available on GOV.UK and is regularly reviewed and updated to include additional advice and support on an ongoing basis or as it becomes available.

Third Party Payments Helpline

Following the temporary suspension of the Third Party Payment helpline, it was announced on 3 June 2020 that creditors and suppliers can now contact Third Party Payments telephone again. The [guidance on GOV.UK \(link is external\)](#) for current creditors or suppliers (for example, utility suppliers and landlords) on how the deductions from benefit scheme works has been updated accordingly.

LA Welfare Direct Bulletin

The June edition of the [LA Welfare Direct Bulletin \(link is external\)](#) has been published on GOV.UK. It provides information that affects Housing Benefit and other areas of DWP, to local authority staff.

Self-Employment Income Support Scheme (SEISS) Extended and Next Steps

The government's [SEISS will be extended \(link is external\)](#) with those eligible able to claim a second and final grant capped at £6,570. Also from 1 July 2020, businesses will be given the flexibility to bring furloughed employees back part time. And from August 2020, the level of government grant provided through the job retention scheme will be slowly tapered.

Lords Debates Economic Lessons of Covid-19

The [Virtual Proceedings \(link is external\)](#) considered (1) the economic lessons learned from the COVID-19 pandemic, and (2) the measures necessary to repair the United Kingdom economy.

Coalition of Children's Charities

More than [£7 million \(link is external\)](#) will fund the launch of the See, Hear, Respond service, to provide targeted help to vulnerable children, young people and their families affected by the virus. The coalition, led by Barnardo's, will work alongside local authorities, schools and colleges, police forces, healthcare professionals and other vital services.

Support for School Leavers

A [one-off funding package \(link is external\)](#) worth £7 million will boost the support offered to 11,300 Year 11 pupils making the transition from secondary school into post-16 education, work, or training. The money will help schools and colleges pay for tailored support such as transition coaches and mentors to provide one-to-one support for young people in making decisions.

Key Websites for Employers and Partners

External organisations should regularly visit the following webpages for the latest position. These pages are constantly being updated so we would not recommend printing.

- [Employment and benefits support \(link is external\)](#)
- [GOV.UK: Corona Virus \(link is external\)](#)
- [GOV.UK: COVID-19 – Guidance for employees, employers and businesses \(link is external\)](#)
- [Coronavirus Business Hub \(link is external\)](#)
-

HMRC Help and Support

Employers in particular may wish to [register to receive help and support emails from HMRC \(link is external\)](#). Individuals / businesses can sign up to receive email alerts about a range of help and support products available including:

- Live and recorded webinars
- YouTube videos
- Online guides

A free webinar is available to learn more about the support available to help you deal with the economic impacts of coronavirus. This webinar will cover the following topics - COVID-19 Job Retention Scheme, furloughed workers, Statutory Sick Pay and support available to employers for outstanding payments to HMRC.

During the sign up process there is an opportunity to opt in to receive updates from a wide range of government departments.

HMRC produce a bi-monthly Employer Bulletin - The April edition is [available here \(link is external\)](#) and includes headlines on the Job Retention Scheme, Statutory Sick pay Rebate, Deferral of VAT payments, support to employees and tax consequences and benefits and tax credit updates.

How Jobcentre Plus Can Help Employers

Promotional material ([link is external](#)) available on GOV.UK has been updated. This is available in a range of formats and in the Welsh language

EU Settlement Scheme

There is one year left for applications to the EU Settlement Scheme ([link is external](#)). So far, there have already been more than 3.6 million applications and more than 3.3 million have now been granted status.

Veterans Support

100 Armed Forces charities will benefit from nearly £6million of extra funding ([link is external](#)) to support serving personnel, veterans and their families during the coronavirus pandemic.

Support for Victims of Domestic Abuse

England and Wales

£22 million ([link is external](#)) of emergency funding is helping 548 charities across England and Wales, including small and regional organisations to maintain their life-saving counselling and advice services.

Wales

VAWDASV ([link is external](#)) (violence against women, domestic abuse and sexual violence) services in Wales are set to receive an additional £1.5m in revenue to help them respond to increased demands on services as a result of Covid-1.

Support for Rough Sleepers

An additional £105 million ([link is external](#)) will be used to support rough sleepers and those at risk of homelessness into tenancies of their own, including through help with deposits for accommodation, and securing thousands of alternative rooms already available and ready for use.

Education and Activity links for children can all be found in Appendix 2

Remote teaching: safeguarding children and young people

Visit **NSPCC Learning's webpage: [Undertaking remote teaching safely](#)** where they have published resources to help keep children and young people safe while teaching remotely or in unusual settings: consent; contacting children at home; child protection concerns; online safety and mental health and wellbeing.

Links to resources for talking to children about COVID-19

- <https://www.bps.org.uk/news-and-policy/talking-children-about-coronavirus>
- <https://www.bbc.co.uk/newsround/51861089>
- <https://www.zerotothree.org/resources/3210-tips-for-families-coronavirus>
- <https://www.thedadsnet.com/this-free-book-is-great-for-explaining-covid-19-coronavirus-to-your-children>
- <https://carolgraysocialstories.com/wp-content/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf?fbclid=IwAR23zxNlEumpw4oKIM7Xy3VIKnA25b8Gi53N6YiFleKB9Vx0LQypSPYzzg>
- <https://krisepsykologi.no/what-can-we-say-to-children-about-coronavirus/>
- <https://www.brainpop.com/health/diseasesinjuriesandconditions/coronavirus/>
- <https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus?t=1584464333506>
- <https://www.specialneedsjungle.com/calming-coronavirus-anxiety-children-everyone-else/#Update>
- <https://childmind.org/article/talking-to-kids-about-the-coronavirus/>
- <https://www.elsa-support.co.uk/coronavirus-story-for-children/>
- [https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-\(coronavirus\)-a-parent-resource](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource)
- <https://www.mencap.org.uk/sites/default/files/2020-03/Information%20about%20Coronavirus%20ER%20UPDATED%20130320%20SD%20editsAH.pdf>
- <https://www.childrenscommissioner.gov.uk/wp-content/uploads/2020/03/cco-childrens-guide-to-coronavirus.pdf>
- <https://cup-o-t.co.uk/covid-19-support/>
- <https://www.nhs.uk/oneyou/every-mind-matters/looking-after-children-and-young-people-during-coronavirus-covid-19-outbreak/>
- <https://interagencystandingcommittee.org/system/files/2020-04/My%20Hero%20is%20You%2C%20Storybook%20for%20Children%20on%20COVID-19.pdf>
- https://www.amazon.co.uk/Coronavirus-Book-Children-Kate-Wilson-ebook/dp/B086SX6HY7/ref=sr_1_51?dchild=1&keywords=kindle&qid=1589404611&rnid=1642204031&s=books&sr=1-51

Links to mental health resources

- <https://www.goodschoolsguide.co.uk/special-educational-needs/mental-health/apps-for-mental-health>
- https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2
- <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>
- <https://www.apa.org/news/apa/2020/03/covid-19-research-findings>
- https://www.apa.org/practice/programs/dmhi/research-information/pandemics?utm_source=linkedin&utm_medium=social&utm_campaign=apa-pandemics&utm_content=pandemics-resources
- <https://www.annafreud.org/selfcare/>
- <https://www.bbc.co.uk/news/health-51873799>
- <https://www.gozen.com>
- <https://copingskillsforkids.com/deep-breathing-exercises-for-kids>
- <https://www.gonoodle.com/>
-

Mental Health Telephone Line

For anyone worried about their mental health and wellbeing [regardless of age] call Norfolk and Suffolk NHS Foundation Trust 24/7 helpline on 0808 196 3494. Norfolk and Suffolk NHS Foundation Trust Wellbeing Service have also developed a range of resources to support people through the Coronavirus pandemic available at: <https://www.wellbeingnands.co.uk/norfolk/>

For more tips and advice for you to look after your mental wellbeing during this time visit the Public Health England resources available at www.everymindmatters.co.uk

If you're a child, parent or carer looking for online access to mental health support for someone aged 0 -25 visit www.justonenorfolk.nhs.uk/mentalhealth. [You don't need a referral, you can get in touch straight away for advice and support].

Your Guide to care and Support for adults 2020/21

The new 2020/21 edition of "Your guide to care and support for adults" is now available to download here: www.norfolk.gov.uk/careservices as a PDF, or it can be read online as an e-book. Due to the impact of Covid-19 we are finalising an amended distribution list for the printed edition, given that many of our normal distribution channels will be impacted. For example, our library branches are currently closed. We will endeavour to ensure paper copies of the Guide reach residents who are not online and hope this will only have a temporary impact on availability.

Coronavirus Mental Health Response Fund

Voluntary and community sector (VCS) organisations have a vital role working alongside our NHS colleagues to support anyone who has a mental health problem.

Due to the coronavirus pandemic, demand for mental health services is increasing. To help VCS organisations based in England continue to provide mental health services - or provide additional support - organisations can apply for a Coronavirus Mental Health Response Fund (CMHRF) grant.

Thanks to £5m support from government (the Department of Health and Social Care), grants of £20,000 or £50,000 are available for projects lasting up to 12 months.

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

Support for smaller organisations or groups

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

Home Learning Team

Here are a few links to our teams webpages and social media which has a lot of information for parents, 0-5s especially, but not exclusively.

Webpages on the Norfolk CC website

Pinterest

Facebook

Email for information "Family Information Team"

www.norfolk.gov.uk/playanddiscover

www.pinterest.com/NorfolkFIS

www.facebook.com/NorfolkFIS

fis@norfolk.gov.uk

Keeping children safe online

The Norfolk Safeguarding Children Partnership (NSCP), launched another strand to the safeguarding campaign today, focused on online safety. Children are likely to be spending more time on mobile phones, games consoles and other devices at the moment which can make them more vulnerable. Whilst technology is a real lifeline in the current situation, we know there are people who will use it to harm children and young people. The partnership has created a host of hints and tips. Please share where appropriate: <https://www.norfolkscb.org/wp-content/uploads/2020/05/F-Online-advice-children-and-young-people-004.pdf>

Car parking permits for key workers and community volunteers across Norfolk

A reminder for key workers and community volunteers to apply for their free car park permits. Parking Teams across the county who have helped ease the way for health workers and volunteers to park for free. To apply: [Read about how county, city, borough and district councils have all come together to create new permits which allow free parking on-street and in council run car parks for key workers and community volunteers helping people across Norfolk.](#)

Information regarding food and supplies

Parents who don't receive free school meals currently but might be eligible can apply at

- <https://fiso.norfolk.gov.uk/synergy/Enquiries/Citizen/FreeSchoolMeals.aspx/>

Cheap meal and store cupboards ideas

- <https://cookingonabootstrap.com>
- https://www.bbc.co.uk/food/collections/raid_the_storecupboard
- <https://www.goodtoknow.co.uk/food/recipe-collections/cheap-family-meals-recipes-under-1-per-head-33813>
- <http://www.foodnetwork.co.uk/article/budget-family-recipes.html>
- <http://www.fyf20quid.co.uk> Feed your family for £20 a week have recipes online and on Facebook

Struggling and need help?

Please be aware links below may close or change operating hours, so please contact first.

- Find a community fridge <https://www.hubbub.org.uk/the-community-fridge>
- Download the free Olio App (like Freecycle, but for food sharing) <https://olioex.com/>
- The Feed (Norwich) have this list of Food assistance on their website <https://thefeed.org.uk/foodassistance/>
- Deliver Norfolk – find out which local businesses are delivering during the COVID-19 outbreak <https://delivernorfolk.co.uk/>

See table in Appendix 1 for local Foodbanks and Food resources

Shopping and budgeting advice: <https://www.moneysavingexpert.com/shopping/cheap-supermarket-shopping/>

Community help /Local offers/Links to posters and other useful media

For updates on what is going on in your area – <https://covidmutualaid.org/local-groups/>

Find information about your Early Help Hub via the Norfolk County Council Website:

- <https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service>

How to support your local community

- <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/how-you-can-help>
- <https://www.norfolkfoundation.com/giving-philanthropy/covid19communityresponsefund/>

Domestic Abuse

Key Messages for Victims:

- You are not alone
- Please tell a specialist worker if a someone is harming you, in your home
- You will not be judged
- Professionals are here to keep you and your children safe

Remember the **abuse is not your fault**. You can get help, even during the COVID 19 lockdown. Always call **999** if there is any immediate danger. If you're unable to talk, you can **text 55** which will allow you to be transferred to the relevant Police force. This is called [Silent Solution](#).

DA Support Services (see also Appendix 3 DA Support Services Norfolk for further groups)

Telephone: 0808 200 0247 Male Victim's Advice Line: 0808 801 0327

- <https://www.womensaid.org.uk/information-support/>

STALKING is often a forgotten aspect to DA, so a few organisations are listed below:

Paladin – National Stalking Advocacy Service: 020 3866 4107 <https://paladinservice.co.uk/contact-links/>

National Stalking Helpline: Tel. 0808 802 0300 www.stalkinghelpline.org

Protection Against Stalking: <http://www.protectionagainststalking.org/>

Apps: Bright Sky is a free to download mobile app designed to be used for anyone looking for information about issues around domestic abuse, such as online safety, stalking and harassment and sexual consent: <https://www.hestia.org/brightsky>

<https://hollieguard.com/> This free to download app turns your smartphone into a personal safety device.

Coronavirus Posters in other languages

[Coronavirus poster - Afrikaans](#)

[Coronavirus poster - Bengali](#)

[Coronavirus poster - Bulgarian](#)

[Coronavirus poster - Cantonese](#)

[Coronavirus poster - French](#)

[Coronavirus poster - Hungarian](#)

[Coronavirus poster - Kurdish](#)

[Coronavirus poster - Latvian](#)

[Coronavirus poster - Lithuanian](#)

[Coronavirus poster - Mandarin](#)

[Coronavirus poster - Polish](#)

[Coronavirus poster - Portuguese](#)

[Coronavirus poster - Perian Farsi](#)

[Coronavirus poster - Romanian](#)

[Coronavirus poster - Slovak](#)

[Coronavirus poster - Spanish](#)

[Coronavirus poster - Tigrinya](#)

[Coronavirus poster - Turkish](#)

Disclaimer: The information provided in our pack 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 pack 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.