

West Norfolk Early Help C-19 Round up

Hello Everyone

This information is in addition to last week's listings. If you would like a copy of last week's listing please let me know. Also please let me know of anyone who would like to be on the distribution list.

Don't forget to let us know as your service restarts so that we can share the information with partners

Apologies for any cross posting;-

There is attached [A PDF version for those who wish to post it to websites etcetera.](#)

New services/events

Students 'Return to School' short film launches

With the September term approaching and schools preparing for the return of students, a group of children and young people across Norfolk have been making their own preparations to support their peers.

A group of children have co-produced a video with local teachers from the Boudica School Trust to air out and address their specific questions, worries and concerns about returning to school. Led by Norfolk Safeguarding Children Partnership the short film gives practical, honest advice in a colourful and easy to understand format.

The video is the centrepiece of a wider set of online resources, available to any young people or families with queries about returning to school or starting school for the first time.

To watch the video and view the resources, visit: www.JustOneNorfolk.nhs.uk/return-to-school.

Direct link to video: <https://vimeo.com/451414811>

Princes Trust Mentoring Circle

This programme will follow the criteria of a **'Mentoring Circle'** with the added benefit of 1-to-1 in-depth support following the initial 3 sessions. It will also be delivered on a monthly basis, so a new programme will be available each month.

The Prince's Trust will be partnering with On Track to offer 3 mini sessions on:

1. **Wellbeing** – Looking at stress, mental health and the effects of COVID-19 on jobs
2. **Goal Setting** – Understanding barriers to employment and setting achievable goals
3. **Next Steps** – Looking at career options and how to access jobs

Following the initial 3 sessions, YP would then be offered the chance to receive 1-to-1 employment support from On Track, in order to continue breaking down barriers and move in to employment sooner.

- 45 minute session on **Wellbeing**
- 45 minute session on **Goal Setting**
- 45 minute session on **Next Steps**
- Boost employability skills and confidence
- On-going employment support from On-track post-programme

LIMITED PLACES AVAILABLE | To join the course please email: peter.hennessey@princes-trust.org.uk

Please note, each programme only has a capacity of 10 YP, so we will be maintaining a rolling tracker and booking YP on as a first come first serve basis.

Help in a crisis 24/7 Helpline

First Response is a 24/7 helpline offering immediate advice, support and signposting for people with mental health difficulties.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the **helpline on 0808 196 3494**.

Who can call?

The helpline is available to members of the public of any age, regardless of whether they are an existing NSFT service user.

The line is also open to other healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues and police personnel who may need advice when working with individuals who are undergoing mental health difficulties or may wish to refer someone.

What happens when I call?

Your call will be answered by a trained mental health professional who will be able to listen to your concerns and help you get the support you need.

Callers will hear a recorded message instructing them to press either 1 or 2, depending on whether they are a professional or member of the public, and will then be connected to a mental health practitioner.

What if I want to remain anonymous?

If you would prefer that the person answering your call doesn't see your telephone number, you can turn off your caller ID in your phone's settings."

<https://www.nsft.nhs.uk/Find-help/Pages/Helpline.aspx>

Caring Dads Programme

The Caring Dads Programme is an intervention for fathers whose parenting is harsh or abusive. It addresses the abusive behaviour of men and teaches them strategies for modifying that behaviour, helping them to replace parent-centered with child-centered parenting strategies. It teaches men the skills necessary to build positive and respectful relationships both with their children and with their children's mothers.

Why we need this programme:

- The focus of almost all of child protection work continues to be the mother, even when she is the victim of domestic abuse.
- Fathers, especially those who are non-resident, are too often not engaged by professionals as a resource for the child.
- There is no programme in Norfolk for abusive or neglectful fathers outside of the criminal justice system.

The Programme:

- Caring Dads is an 18-week programme. It meets one evening a week for two hours and includes a mix of group work and 1-2-1 sessions.
- The Programme is suitable for fathers, step-fathers or other male carers of children of all ages. The men must have regular contact with at least one of their children. Facilitators undertake assessments of all potential participants to ensure that they are suitable for the group.
- Caring Dads is co-facilitated by both men and women.
- The Caring Dads Programme is not suitable for sex offenders.***

Caring Dads is planning to run a programme in West Norfolk this autumn. If possible physically in Kings Lynn or if that is not possible virtually on-line. **Caring Dads are now seeking suitable candidates to be referred to the programme**

For further information about the Programme and for upcoming dates and locations, please contact Mark Bond-Webster on 07817 570 471 or by email at markbw@menscraft.org.uk

Future Care Survey

The Norfolk and Waveney Health and Care Partnership are keen to hear the views of local people on starting conversations about future care preferences.

The Recommended Summary Plan for Emergency Care and Treatment - ReSPECT - is a personalised process to plan a person's clinical care in the event of a future emergency. Although take up of ReSPECT has started there is still the need to raise awareness among the public about the initiative and encourage everyone to start thinking about having 'the conversation'. Please help us by watching a short film and completing our questionnaire: <https://www.norfolkandwaveneypartnership.org.uk/get-involved/opportunities.html>.

Anyone interested can also sign up to be involved in further discussions and interviews. **A reminder that the survey will be open until September 14th**. ReSPECT can be for anyone, of any age so please share this far and wide on your networks

Update from the Kings Lynn Job Centre

Useful contacts

Contacting your local JOBCENTRE Telephone: 0800 169 0190 | Textphone: 0800 169 0314

Social Fund (General Inquiries) Telephone: 0800 169 0140 | Textphone: 0800 169 0286

National Insurance Number (Apply for) Telephone: 0800 141 2075

National Insurance Helpline Telephone: 0300 200 3500

Tax Credits Helpline Telephone: 0345 300 3900 | Textphone: 0345 300 3909

Child Benefit Helpline Telephone: 0300 200 3100 | Textphone: 0300 200 3103

Maternity Allowance Enquiry Line Telephone: 0800 055 6688 | Textphone: 0800 023 4888

Pensions Centre & Bereavement Benefit Enquiry Line: Telephone: 0800 731 0469 |
Textphone: 0800 731 0464

Disability Living Allowance: Telephone: 0800 121 4600 | Textphone: 0800 121 4523

Personal Independent Payment (PIP) Claims – 0800 917 2222 | Enquiries: 0800 121 4433

Help to Claim for Universal Credit (Citizens Advice Bureau) Telephone: 0800 144 8444

Pension Credit Application Line Telephone: 0800 99 1234 | Textphone: 0800 1690 133

National Benefit Fraud Hotline Telephone: 0800 854 440 | Textphone: 0800 328 0512

Attendance Allowance Telephone: 0800 731 0122

Carers Allowance Telephone: 0800 731 0297 | Textphone: 0800 731 0317

To Claim Council Tax Reduction Visit – www.west-norfolk.gov.uk/benefitclaims

To apply for New Style Contribution Based Benefits:

New Style Jobseekers Allowance:

www.gov.uk/guidance/new-style-jobseekers-allowance

Phone: 0800 055 6688 New Style Employment Support Allowance: Phone: 0800 328 5644
(choose option 2)

Contact Us:

Jobseekers Allowance: www.gov.uk/jobseekersallowance

Income Support & Employment Support Allowance: 0800 055 6688

Benefit Enquiries (Jobseekers Allowance, Income Support, Incapacity Benefit, Employment Support Allowance and to report a death): 0800 169 0310 | Textphone: 0800 169 0314

Universal Credit Enquiries: 0800 328 5644 | Textphone: 0800 328 1344

West Norfolk Walking For Health

Getting active can be difficult. But we're here to help. With Walking for Health you can take part in free, short walks at a pace that works for you. As well as benefitting your health, it's a great way to explore what's on your doorstep and make new friends. For over 14 years, we've helped thousands of people like you discover the many benefits of regular group walks. From maintaining a healthy weight to sharing laughs, Walking for Health has something for everyone.

Kings Lynn and Northern Area Walks

All walks **start at 10:30am** unless otherwise stated.

Mon 7th Sept **Syderstone**, Amy Robsart Hall, **PE31 8SD** 4m/G3 Footpaths and bridleways.

Fri 11th Sept **Congham** The Anvil Inn, **PE32 1DU** 2.7m/G2 Track, paths, woods and road.

Mon 14th Sept **Burnham Overy Staithe** Harbour **PE31 8JE** 3.5m/G3 Coastal path, & fields.

Fri 18th Sept **Clenchwarton**. Playing Field, Hall Road, **PE34 4AJ** .4m/G3 Tracks and roads

Mon 21st Sept **Walpole St Peter Church**, **PE14 7NS**. 3.2m/G3 Paths, tracks, country lanes

Fri 25th Sept **Hunstanton Lighthouse**. **PE36 6EL** 3.5m/G3 Paths, dunes and beach.

Mon 28th Sept **Snettisham Ken Hill**. Meet at Village Hall, Old Church Road. **PE31 7LX**
3.2m/G3 Woodland, footpaths & village streets. Short incline.

Complete Beginner Walks (for the Less Physically Able)

No excuses! These walks are on flat even ground, at a gentle pace and with appropriate stops. Bring your sticks, your wheeled frame or even carry your Oxygen cylinder!. Optional refreshments available at the end. All start at **10:30am on Wednesdays**.

Week 1 K.L. The Walks main entrance, opposite Library PE30 5EZ Firm flat surfaces, also suitable for wheel and push chairs. Distance to suit various needs. 2nd Sept 7th Oct 4th Nov 2nd Dec

Week 2 Sandringham Visitor Centre CP PE35 6EH Woodland paths. Flat surfaces 9th Sept 14th Oct 11th Nov 9th Dec **NOTE: There will be a parking charge of £3 when its re-opens. Some walkers will have season tickets. Some may arrive by bus. We will monitor the situation and consider an alternative location in future programmes.**

Week 3 Lynn Sport main entrance. PE30 2NB Firm surfaces, established paths. 16th Sept 21st Oct 18th Nov 16th Dec

Week 4 Hunstanton Community Centre PE36 5BW Even surfaces, paved & grass. 23rd Sept 28th Oct 25th Nov 23rd Dec

Week 5 30th Sept History Walk, meeting at the Customs House, K.L. PE30 1ET. Will last about 2 hours. Easy walking with stops.

For full details including the schedule until Christmas and how to join please see the website <https://www.west-norfolk-walking-for-health.org/>

Kings Lynn Breathe Easy Group Zoom Meeting

The last Zoom meeting was attended by 15 people, including Ashley and Kelly from the local Respiratory team, many thanks for hosting, also we were very pleased to welcome Adele from the British Lung Foundation

We discussed the format ongoing for our Zoom meetings, with the idea of incorporating a specific speaker into the event, whilst allocating time for Q & A

The next group Zoom meet up will be on **Tuesday 22nd September at 2pm**, the theme will be **“Being Winter Ready”**. We thought this was particularly important this year due to the COVID 19 pandemic. This follows on from a British Lung Foundation National Network meeting earlier in the month on this subject that Pam & Roger hope to join in.

Bearing in mind we won't be meeting up again at the Church Rooms until at least March 2021 Zoom is a good alternative for keeping in touch

Pam & Roger would be happy to offer **one to one** Zoom sessions to help you. We're also very grateful to Jack Horton from Breathe Easy Market Harborough for offering his assistance.

Email breatheasykl@gmail.com if you'd like some help with Zoom

ASD Helping Hands Update

Our 2020-2021 Training Brochure Is live

As we all begin to adjust to the new normal, we at ASD Helping Hands are beginning to look to the future and the new year. Our Training offers a fun and engaging way to develop your skills as professional or just find out more as someone caring for someone on the Spectrum. If you would be interested in booking any of our courses for your staff or a group you may run, we would be more than happy to join you. [2020-2021 Training Brochure](#)

Just Diagnosed Course

Helping Hands have two up and coming online Just Diagnosed? Courses perfect as a beginner's leap into the world of Autism and for those who are waiting for our just received a diagnosis of Autism for their Son or Daughter. Evening and Day courses available delivered through Zoom. **The Next course starts 9th September**

All participants will be sent a workbook with materials in before the course date and a Certificate of Participation will be presented upon completion of the course. Any questions please email Contact@asdhelpinghands.org.uk For available courses [Click Here](#)

Family Support Update

The past couple of months we have seen a huge rise in referrals to our family support service. In just two months we received 54 referrals from parents/carers and professionals looking for and asking for advice. If we have yet to contact you please rest assured that we are getting to everyone as quickly as possible.

Community Learning and Development Service

CL & D offer learning and training provision and IAG to adults 19 and over. Community courses (including Independent Living Skills, Community Learning, Family Learning) are free and learners can either join one of our planned courses or CL&D can create bespoke courses for groups to be delivered at a suitable venue in your local area (online at the moment).

Community courses are short courses for people that either need to build confidence, learn a new skill, prepare for further learning. The Community Learning and Development Officer is also able to provide information about all the other curriculum areas of Adult Learning including - Functional Skills, GCSE's, NVQ's, Access to Health, Arts & Crafts and Leisure. Any referrals can be sent to the joint email box cldo@norfolk.gov.uk and of course by checking out the website www.norfolk.gov.uk/education-and-learning/adult-learning .

September Courses

Code	Course	Date	Start	Finish	Day	Weeks
DIGDO4020P	An intro to Websites using Word Press	03-Sep-20	15:30	17:30	Thur	4
EMPEO0420P	Business Admin using Computers	07-Sep-20	10:00	12:00	Mon	5
CDXCO3420P	Pathways to Employment - CV's	08-Sep-20	09:30	11:00	Tue	4
CDXCO4120P	An Introduction to MS Power Point	08-Sep-20	10:00	12:00	Tue	5
CDXDO1820P	Introduction to Functional Skills Maths	10-Sep-20	10:00	12:00	Thur	28
CDX____20P	Introduction to Zoom for learners	10-Sep-20	14:30	15:30	Thur	1
EMPEO5220P	Pathway to Employment - Interviews	10-Sep-20	10:30	12:30	Thur	3
EMPEO3920P	Introduction to Functional Skills Maths	10-Sep-20	10:00	12:00	Thur	26
CDXDO1920P	Household Budgeting Skills	11-Sep-20	13:30	15:00	Fri	4
CDXCO3620P	Intro to Smart Phones and Tablets	16-Sep-20	18:00	20:00	Wed	5
CDXDO2120P	Intro to Functional Skills English	17-Sep-20	13:00	15:00	Thur	26
EMPEO0120P	Starting a Business	17-Sep-20	10:00	12:00	Thur	5
DIGDO6820P	An Intro to Websites using WordPress	17-Sep-20	18:00	20:00	Thur	4
CDXCO3520P	Intro to Word, Internet and Email	18-Sep-20	10:30	12:30	Fri	5
CDXCO3720P	Super Saver Websites and Cash Back Apps	18-Sep-20	10:00	12:00	Fri	3
CDXCO3920P	An Introduction to Spreadsheets	23-Sep-20	13:00	15:00	Wed	5

Family Support Process core virtual training

About the core training

Our training gives professionals the knowledge:

- To carry out the family support process assessment
- To carry out the family support delivery plan
- To lead, support and participate in family support meetings

Exercises and activities take place throughout the day to create confidence in the process. We use the Signs of Safety model and maintain a child focused approach in our work.

The training is suitable for staff who work with children and young people aged 0-18 years, or those who work with adults who have children. It is a multi-agency training course and is open to all agencies and services in Norfolk. It is a good opportunity to network and gain knowledge on services in Norfolk.

Course length and cost

The Family Support Process training usually takes place as a full day classroom session. However, due to COVID-19 restrictions the training will be moving to two virtual 3-hour sessions over two mornings. There is no cost for this training.

Course dates and locations

The sessions will take place on Microsoft Teams. While the training is facilitated virtually, you can access the training at any date on offer. However, the Locality Partner Focus Officers will be hosting the sessions for their own areas.

Norwich locality

- Tuesday 29 and Wednesday 30 September 2020
- Monday 19 and Tuesday 20 October 2020
- Thursday 26 and Friday 27 November 2020

Partner Focus Officers facilitating: Amy Lovett and Celia Alden

West & Breckland locality

- Thursday 8 October and Friday 9 October 10am-1pm
- Wednesday 18 and Thursday 19 November 10am-1pm

Partner Focus Officers facilitating: Gemma Starling-Breckland locality and Jonathan Williams and Allison Burt-West locality.

How to book training

[Complete a booking form](#)

and return it by email to the locality where you have requested the training. The contact details are on the booking form.

For further details including cancellations policy please see

<https://www.norfolk.gov.uk/children-and-families/early-help-and-family-support/support-for-professionals/early-help-training/family-support-process-core-training>

CAN Covid Toolkit for those working with the Socially Vulnerable

Community Action Norfolk are pleased to share a toolkit to support work with socially vulnerable groups.

This toolkit is designed to help organisations and people who work with socially vulnerable groups to prevent, identify and manage an outbreak of COVID-19. This includes organisations and people who work with:

- Homeless people (including those who are rough sleeping, those in temporary accommodation and those in a hostel)
- Migrant groups, asylum seekers, refugees and undocumented migrants
- Gypsy and Traveller communities
- Victims of domestic violence, including those in living in a refuge
- Victims of child exploitation
- People with learning disabilities (excluding those in residential settings)
- Those with substance misuse problems
- Sex workers
- Those without recourse to public funds
- Other socially excluded groups residing in settings

<http://www.communityactionnorfolk.org.uk/sites/content/resource-covid-management-toolkit-those-working-socially-vulnerable>

The toolkit is aimed at all frontline professionals working with high risk communities. We would love to hear your feedback about the toolkit, please us know how helpful your teams find the toolkit and any changes we could make in subsequent versions. Please let us know your views by emailing: office@communityactionnorfolk.org.uk

Consumer scam alerts

You can report scams to our partners, the Citizens Advice consumer helpline, using the [Citizens Advice online reporting form](#) or by calling 0808 223 1133 (freephone), or you can report a scam to Action Fraud, the UK national fraud office using their [online fraud reporting tool](#) or by calling 0300 123 2040.

- Follow us on social media: [Facebook - Norfolk County Council Trading Standards](#) and [Twitter - Norfolk County Council Trading Standards](#)
- The Citizens Advice website has [information about common consumer scams](#) to look out for
- [Trading Standards Institute list the latest product recalls here](#)
- [The Food Standards Agency lists the latest food safety alerts here](#)

Sign up to receive Norfolk Trading Standards consumer alerts by email

<https://www.norfolk.gov.uk/business/trading-standards/scams/consumer-alerts>

Vacancies

FAMILY ACTION NEEDS YOU

Family Action would like to recruit and train people just like YOU! It cannot be stressed enough how beneficial it is for families to be supported by someone who has walked in their shoes. Volunteers benefit also. Volunteering can improve confidence, develop new skills and looks great on a CV or job application. You can offer as much or as little time as you wish, and travel expenses can be paid. Our experienced staff would be there to support you and provide training. To register an interest or just talk about what would be involved, email Swaffham@family-action.org.uk.

It does not matter where you live in Norfolk or Waveney, your experience is invaluable.

Kind regards and keep well

Karen and Keith

Never do anything by halves if you want to get away with it. Be outrageous. Go the whole hog. From Matilda by Roald Dahl