

# *Schools Updates to share with families*



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21<sup>st</sup> April 2020

# Homestart update



In light of the current Coronavirus situation, we would like to take this opportunity to reassure you that Home-Start Norfolk is very much 'open for business' and running a fully responsive remote service to support referred families. Whilst we have suspended all face-to-face meetings and volunteer support visits, our staff team are all currently home-based with full connectivity to each other and our volunteers. Our staff and volunteers are currently providing 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.

Any scheduled training sessions and fundraising events have been suspended temporarily and will be rescheduled at the next convenient opportunity.

We are currently accepting new referrals for telephone support. Please contact us on 01603 977040 or email [admin@homestartnorfolk.org](mailto:admin@homestartnorfolk.org) to make a referral. Professionals should continue to use our referral form which is available to download from our website <http://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.



## MTM Youth Services CIC

**We're still open! If you want to join us at one of our projects, get in touch!**

### Young Carers

If you are a **Young Carer** aged between 5 and 19 years of age, living in South Norfolk or Breckland, we have online groups, activities and support available.

### South Norfolk Youth Advisory Board (SNYAB)

**Young Commissioners** (aged 13 – 19, living in South Norfolk) are meeting online, and shaping future services for young people.

**Wellbeing and Social Sessions** – for young people in South Norfolk, aged between 11 and 18. Meet online in group or with a youth worker, and learn to look after your own health and wellbeing.

If you are aged 15+, live in South Norfolk, and are concerned about your future, then you can get **Careers Guidance and Job Support**, individually and through an online group.

If you are looking to gain some extra skills, then get in touch for our monthly **Training Programme**, being held online.

The **Southern Area Young Carers Forum** will be meeting online on a monthly basis.

### Things To Do

Keep an eye on our Facebook, Twitter and Instagram feeds for ideas of things to do, as well as a daily mindfulness exercise. We can also send some activities and crafts through the post.

### Youth Clubs

We are working with local groups to try and get your usual club open online! Diss Youth Group will be starting later in April and we hope others will follow.

### FareShare Free Food Scheme

This is open every Thursday from 3pm – 4pm, at Diss Youth and Community Centre. Drop in if you need it.

For further information about any of these projects:  
Website: [www.mtmyouthservices.org.uk](http://www.mtmyouthservices.org.uk)

Text / call: 07778 896325  
Email: [info@mtmyouthservices.org.uk](mailto:info@mtmyouthservices.org.uk)

# MindEd

MindEd is a free learning resource about the mental health of children, young people and older adults.

## “MindEd for Families – children and teens

Are you a parent or carer who is concerned about the mental health of your child or teenager? Do you just want some hints and tips on parenting? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to best support your family, and how to take care of yourself. MindEd for Families is written by a team of specialists and parents, working together. You do not need to register to use these resources.

## For Older People

Are you concerned about the mental health of an older family member, parent or grandparent? Or are you concerned about your own mental health as you get older? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to take care of yourself, and your family. MindEd for Families is written by a team of specialists and older people, working together. You do not need to register to use these resources.”

MindEd is created by the following organisations and is funded by the Department of Health and Department for Education



<https://mindedforfamilies.org.uk/>





**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 living nearby, please let us know

 **Norfolk Safeguarding**  
**Child Protection Partnership**

**0344 800 8020**

 **Norfolk**  
County Council

In an emergency call **999**

Help us to keep Norfolk's children **safe**

# MAP



## **For young people aged 11-25 throughout Norfolk**

MAP is here for young people. We're providing a free phone advice line and email advice service for young people across Norfolk.

# 0800 0744454

<mailto:advice@map.uk.net>

**Open 10.30 am – 5.30 pm Monday to Friday  
(except bank holidays)**

If you live in Norfolk, are aged 11-25, please call or email us if you:

- 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

Our team of expert advisers will be there to help. It's free and confidential. We will listen to what you have to say. We will not judge you. To find out about all the things we provide advice and support on go to [www.map.uk.net](http://www.map.uk.net).

# Norfolk Community Advice Network

## Norfolk Community Advice Network – Advice Charities in Norfolk

The charities listed here provide free, quality impartial advice in the following areas: welfare benefits, housing, debt, immigration, family law, employment law, general (non-criminal) law, discrimination, consumer rights and domestic abuse. We work in partnership together to make sure that people can access advice as soon as they need it.

Charity	Remit	Criteria	Phone	Email/Web Chat/Social Media
<a href="#">Age UK Norwich</a>	Advice and help to older people including benefits, housing, debt and money, telephone befriending.	. Aged 50 and over (including carers and families) . Norwich area only	01603 496333	<a href="mailto:enquiries@ageuknorwich.org.uk">enquiries@ageuknorwich.org.uk</a> @AgeUKNorwich
<a href="#">Age UK Norfolk</a>	Advice and help to older people including benefits, housing, debt and money, telephone befriending.	. Aged 50 and over (including carers and families) . Excludes Norwich	0300 5001217	<a href="mailto:advice@ageuknorfolk.org.uk">advice@ageuknorfolk.org.uk</a> @AgeUKNorfolk
<a href="#">Shelter</a>	Housing advice including tenancies, private/social housing, mortgage arrears, evictions, contracts, and homelessness.	N/A	03445 151860	<a href="mailto:norfolk@shelter.org.uk">norfolk@shelter.org.uk</a> @ShelterEasternC
<a href="#">Equal Lives</a>	Disability rights organisation led by disabled people. Areas include: Debt, employment, welfare benefits, discrimination	For people with mental and/or physical disabilities	01508 491210	<a href="mailto:info@equallives.org.uk">info@equallives.org.uk</a> @equallives.org
<a href="#">MAP</a>	Housing, money and benefits. Employment, education and training. Being a young parent. Relationships, sex and sexual health. Gender identity. Mental health. Drugs and alcohol	For 11-25 year olds	0800 0744454	<a href="mailto:advice@map.uk.net">advice@map.uk.net</a> @mapyoungpeople



Charity	Remit	Criteria	Phone	Email/Web Chat/Social Media
<a href="#"><u>Norfolk Community Law Service</u></a>	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	<a href="mailto:info@ncls.co.uk"><u>info@ncls.co.uk</u></a> @NCLawService (twitter) @NorfolkCLS (Facebook)
<a href="#"><u>Norfolk Citizens Advice</u></a>	Broad range of advice including benefit checks and applying for Universal Credit	Excludes Diss and Thetford areas	03444 111444. For Universal Credit 'Help to Claim' contact 0800 1448444	<a href="http://www.ncab.org.uk"><u>www.ncab.org.uk</u></a> and click 'email advice'. Webchat available via website. @NorfolkCAB (facebook) @CAB_Norfolk (twitter)
<a href="#"><u>Diss and Thetford Citizens Advice</u></a>	Broad range of advice areas including benefit checks and applying for Universal Credit	Diss and Thetford area only	03444 111444	<a href="mailto:dissadviser@cadat.org.uk"><u>dissadviser@cadat.org.uk</u></a> or <a href="mailto:advice.thetford@cadat.org.uk"><u>advice.thetford@cadat.org.uk</u></a> @DissThetfordCA



# Carers Matter



Carers Matter Norfolk adult and young carers services are continuing through this uncertain period due to the coronavirus (Covid-19) pandemic and we continue to support carers and their families. However, much of the support we usually deliver in face-to-face or in group settings, has not been possible in the usual manner due to the necessary tighter social distancing restrictions and the increased vulnerability of service users and/or their families.

As a result, we have been further utilising other methods to support carers, such as telephone support, video chat, texting and messaging. We have increased the amount of adult and young carers we contact and the frequency and channels by which we contact them.

Carers who already access our different sources of support are being offered regular calls during this difficult time. We are also identifying and contacting adult and young carers who look after someone in the 'at risk' groups and those carers who are more 'at risk' themselves.

**All services with Carers Matter Norfolk for both adult and young carers remain open to new referrals to carers and their families. Particularly at such a time of extreme isolation and vulnerability it is more important than ever to refer adult and young carers into these services for support.**

## Latest update on our services:

**Advice Line (adult and young carers) (0800 0831148 and Live Chat via [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk) or [www.youngcarersmatternorfolk.org](http://www.youngcarersmatternorfolk.org)):**

The Advice Line is the main front door to our Carers Services for adult and young carers and is still operating normally. If a carer has a need for ongoing support this is still being passed as normal onto Carer Connectors or counselling.

## **One to One Meetings with Carers – through Carer Connectors (adult and young carers):**

We are currently avoiding doing home visits unless there is no other way to deliver help and support. We are offering telephone support, as well as utilising other forms of communication with carers such as email, text and online. For **essential home visits** we are prioritising support to the most vulnerable and Carer Connectors are taking appropriate infection control measures for these visits. One off visits to drop off food/medication, etc can be made via a doorstep drop by Carer Connectors before referring into Volunteer Hubs.

## **Community Development and Innovation Project (CDIP) (adult carers only):**

Our CDIP plan has been revised in light of current circumstances and we are sourcing tablets to loan to our most vulnerable carers. Connectors will initially train carers remotely on how to use them, especially to reduce isolation, order medication/food and stay in touch.



**Community Development (adult and young carers):**

We will continue to map initiatives that are going on in our communities, with information shared through our social media channels.

**Norfolk & Waveney Carers Voice (adult carers only):**

The Carers Voice team continuing to work with carers to ensure that locality meetings and co-production continues. They are also continuing to offer support to carers they are in contact with via telephone, or through video call using Skype.

**Norfolk & Suffolk Care Support (adult and young carers):**

The team are proactively contacting groups to offer the opportunity to feedback collecting any carers concerns/queries. The Self-Help Hub ([www.carersselfhelphub.org.uk](http://www.carersselfhelphub.org.uk)) is still operational and will be updated as necessary.

For education sessions for young carers, although the group sessions are cancelled in person, the team are exploring offering these online instead.

**Targeted 3 – 6 month 1:1 & group support (young carers only):**

All partners are currently avoiding doing home visits, and are offering telephone support, as well as utilising other forms of communication such as email, text and online. Groups are now being set up online to continue offering sessions.

Please note, as the situation changes, we will continue to add to and develop our services for adult and young carers accordingly.

Further details on the services offered can be found on our adult carers website at ([www.carersmatternorfolk.org.uk/service-update-during-covid-19-coronavirus](http://www.carersmatternorfolk.org.uk/service-update-during-covid-19-coronavirus)) and on our young carers website at ([www.youngcarersmatternorfolk.org/service-update-during-coronavirus-covid-19/](http://www.youngcarersmatternorfolk.org/service-update-during-coronavirus-covid-19/)).

# Quick Links

## Active Norfolk

Here is our updated page focused on supporting children to stay active at home  
<https://www.activenorfolk.org/active-at-home-kids>

**Nelsons Journey** - Nelsons Journey has a reduced number of staff at the moment.

## What to do if you wish to seek bereavement support for a child or young person:

1. If you need some guidance on how to provide bereavement support for a child(ren) please call our **Support Line** on **01603 431788** to leave a message and our duty support worker will get back to you as soon as possible. Alternatively email us at [enquiries@nelsonsjourney.org.uk](mailto:enquiries@nelsonsjourney.org.uk) or go to our website and use the online referral form.
2. You can find resources on our website [www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk) or via our social media channels. We will keep this updated with information.
3. We recommend that children and young people (aged over 13 years or younger with parental supervision) download our smartphone app called Smiles & Tears offering interactive activities to help them remember the person who died.

## NSCP Covid19 webpage

Lots of information at

<https://www.norfolklscb.org/people-working-with-children/covid-19-update/>

## Parentzone

Click on the link for advice and information for parents <https://parentzone.org.uk>

## Is your child learning to read

For children who are beginning to read turning on the subtitles can have a big impact on reading and literacy. Click on link for details <https://turnonthesubtitles.org/>

## Free School Dinners

If you have families who are entitled to free school dinners they may still be entitled to these vouchers. The school should still be issuing them even if they closed/partially closed. If they haven't yet claimed and their school is shut there is a link on how to apply here:

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

**Fun and Free online courses for ALL the family.**

Click on link <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/family-learning-courses>

## Mencap

Easy read information about Covid-19



MENCAP Easy read  
Info about covid19 21

A Child-friendly explanation of pandemics



Pandemics-and-the-  
Coronavirus Social St

## Makaton

How to keep ourselves Safe



Makaton  
CoronavirusInfo.pdf

## Useful Numbers

**Norfolk County Council**  
0344 800 8020

**CALL YOUR LOCAL POLICE**  
101  
IN AN EMERGENCY ALWAYS CALL 999

**NHS Direct**  
**CALL 111**  
when it's less urgent than 999

**Here if you need us**  
Talk to us, we'll listen  
Call free day or night on **116 123**  
Email [jo@samaritans.org](mailto:jo@samaritans.org)  
**SAMARITANS**

**24-hour National Domestic Violence Freephone Helpline**  
**0808 2000 247**

**national breastfeeding helpline**  
0300 100 0212

**family lives**  
Listening, supportive and non-judgemental  
**0808 800 2222**  
Mon-Fri 9am-9pm  
Sat-Sun 10am-3pm

## Food Supplies

Go to <https://www.facebook.com/Vegboxbuhnorfolk/> for details of veg boxes that can be ordered for delivery – prices from £20

## Beareavement Services

Click on link <https://www.norfolk.gov.uk/children-and-families/send-local-offer/advice-and-support/advice-and-support-for-parents-and-carers/bereavement> to find advice and information from local organisations

# Educational Links

Site name	Link	Content overview	Age/ Key stage (UK)
BBC Learning	<a href="http://www.bbc.co.uk/learning/coursesearch/">http://www.bbc.co.uk/learning/coursesearch/</a>	UK curriculum content	All
BBC Bitesize	<a href="https://www.bbc.co.uk/bitesize">https://www.bbc.co.uk/bitesize</a>	UK curriculum content	All
CBeebies Radio	<a href="https://www.bbc.co.uk/cbeebies/radio">https://www.bbc.co.uk/cbeebies/radio</a>	Listening activities for children	Under 5s
Nature Detectives	<a href="https://naturedetectives.woodlandtrust.org.uk/NATUREDETECTIVES">https://naturedetectives.woodlandtrust.org.uk/NATUREDETECTIVES</a>	Activities that can be done in garden as a family	All
Mystery Science	<a href="https://mysteryscience.com/schoolclosure-planning">https://mysteryscience.com/schoolclosure-planning</a>	Home science ideas	All
The kids should see this	<a href="https://thekidshouldseethis.com/">https://thekidshouldseethis.com/</a>	Child friendly science videos that does not underestimate their ability	KS1+
Operation Ouch	<a href="https://www.youtube.com/channel/UCQJDFI9j8UeNoqra37p5OkA">https://www.youtube.com/channel/UCQJDFI9j8UeNoqra37p5OkA</a>	Engaging science and medical (STEM) videos for all ages – filter by topic	All
Crash Course Kids	<a href="https://www.youtube.com/user/crashcoursekids">https://www.youtube.com/user/crashcoursekids</a>	Educational videos – filter by age	Primary level (EYFS – KS2)
Crash course	<a href="https://www.youtube.com/user/crashcourse">https://www.youtube.com/user/crashcourse</a>	Educational videos – filter by age	Secondary KS3+
Geography Games	<a href="https://world-geography-games.com/">https://world-geography-games.com/</a>		All
National Geographic Kids	<a href="https://www.natgeokids.com/uk/">https://www.natgeokids.com/uk/</a>	Activities and quizzes	Primary level and EYFS
Duolingo	<a href="https://www.duolingo.com/">https://www.duolingo.com/</a>	Learn a language for free	All ages
Blockly	<a href="https://blockly.games/">https://blockly.games/</a>	Educational games that teach programming	For children new to computer programming
Scratch	<a href="https://scratch.mit.edu/">https://scratch.mit.edu/</a>	Computer programming	KS1+
Future Learn	<a href="https://www.futurelearn.com/">https://www.futurelearn.com/</a>	Free site – different courses	All
DK Find Out	<a href="https://www.dkfindout.com/uk/">https://www.dkfindout.com/uk/</a>	UK version – lots of games and quizzes.	KS1+
TinkerCad	<a href="https://www.tinkercad.com/">https://www.tinkercad.com/</a>	Free app for 3D Design, electronics & coding	KS1+
Prodigy Maths Games	<a href="https://www.prodigygame.com/">https://www.prodigygame.com/</a>	Free online maths	KS1+



# Anna Freud National Centre for Children and Families



 **Anna Freud**  
National Centre for  
Children and Families

If you're a young person who's worried about the coronavirus, visit our website for advice on looking after your mental health.

*"Feeling anxious is understandable right now, but try to keep this in perspective with the support of those you trust. Be kind to yourself."*



## I'm a young person who is worried about the coronavirus - what advice can you give me?



**Anna Freud**  
National Centre for  
Children and Families

Most of us are feeling concerned about the uncertainty of the current situation, and this will include young people. That is completely understandable.

**It's important that all of us to look to the people we trust to support us.** For you, this might include your family members or carers, your trusted friends, and perhaps your teachers if you are able to contact them. Reach out to them to help you make sense of things - be open if you have fears and seek answers. Your questions may be specific and feel trivial, but that's fine. If face-to-face contact is not always an option, find other ways to connect with people, including using technology.

**There is lots of information available at present, but some of it comes from more trusted sources than others.** Finding your way through this with someone you trust can help you to feel more on top of things. Watching the news and spending time on social media may help to an extent (and particularly if social media helps you to connect with those who are important to you). But focusing on the continuous flow of information about coronavirus may be unhelpful, and may have the negative effect of making people more anxious. Stepping away from it at times makes sense for us all.

**Young people are often fantastic sources of help to each other,** and you may turn to your friends for support – as well as being able to offer your own support to others. Looking after each other, being kind to those around us, can certainly help us to feel better in an unknown situation. But also be mindful that some people may speak in a way which alarms others unnecessarily, so 'protect' yourself where you can from conversations which you sense are not helpful to you and others.

**You may feel that your own mental health is being affected, and perhaps you already have mental health difficulties or are receiving treatment.** Talk to those you trust, it's really important to us as human beings that someone else understands how we feel. Even when life is disrupted, stick to your routines where possible, stay in touch with your close friends, and keep trying to do what you enjoy. All these things help give us a balanced sense of how we're feeling in ourselves. Perhaps ask your parents or carers to help you with this.

If there is a gap in your treatment, or it's disrupted in another way, talk to your parent or carer about what you're finding difficult and what could help you to feel better. This may be something practical, like making a call to a friend or listening to music. Ensure that a bit of this happens each day. It won't be a solution, but it may well help you through this time.

**There is lots of advice on 'On My Mind', our website for young people created with young people:** [www.annafreud.org/onmymind](http://www.annafreud.org/onmymind). This includes our self-care resource with over 90 simple strategies that young people have told us help them when they are feeling low or anxious. There is also an urgent help page with a list of organisations that offer 24 hour support via text, phone and email.



# Cup-O-T Wellness and Therapy Services



TELEPHONE / VIDEO  
CALL

## Mental Health Support

For those isolated due to  
COVID-19 restrictions

### Referral Criteria:

- \*Living in Norfolk
- \*Aged 16 +
- \*Mental health affected by Corona Virus, isolation or the restriction of day to day activities
- \*Have access to a telephone / internet

To refer someone for FREE support visit:  
[www.Cup-O-T.co.uk/covid-19-support](http://www.Cup-O-T.co.uk/covid-19-support)



# NHS Essential Services



## our Essential Services



Due to the current situation with Coronavirus (COVID-19), we have had to make some changes to the way we work in the community. We want ensure that the families, children and young people that really need our support can still access help.

As of Monday 23 March 2020, we will only be providing services that all the NHS have agreed are essential for families. In Norfolk these are:

### Just one Number

The Just One Number team can help you by providing health advice and information about your baby, child or young person. Just call **0300 300 0123** with any health questions or concerns you may have.

Mon – Fri 8am to 6pm (9am to 1pm on Sat)

**0300 300 0123**

### JustOneNorfolk.nhs.uk

Our digital platform which provides all sorts of advice, information and support for you, your baby, child and young person. It has advice on how to manage during the current coronavirus pandemic as well as links through to other services.

All this information is free, clinically approved by the NHS and available 24/7.

### Parentline

Text messaging advice service for Norfolk parents/carers of 0 - 19 year olds.

**07520 631590**

### ChatHealth

Text messaging advice service for 11- 19 year olds.

**07480 635060**

### Antenatal Visit

Universal Antenatal contacts by telephone/video



Vulnerable Antenatal by telephone/video

Safeguarding Antenatal contact by telephone/video/face to face with multi-agency assessment

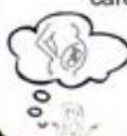
Health Visitor/Midwifery telephone liaison meetings to be prioritised - by telephone

No joint visits

### online Antenatal Programme

A digital antenatal programme for parents to be.

It helps you think about the development of your unborn baby and the first few weeks after birth. It includes how things may change and some of the practical skills to care for your baby.



Search for 'P2P' on JustOneNorfolk.nhs.uk

### New Birth Contact

10 - 14 Days

Universal New Birth contact telephone/video call

Universal Plus New Birth contact by telephone/video call

Safeguarding New Birth contact by telephone/video/face to face with multi agency contact plan

No Joint visits

### Safeguarding and Family Nurse Partnership

- Contact by telephone/video/face to face with multi agency contact plan
- Virtual conference attendance
- Reports discussed by phone with parents prior to conference
- No Joint visits

**Safeguarding CPC / RCPC reports:** Not to be hand delivered to families please. To be discussed via telephone consultation with parents. We are expecting virtual conferencing to be in place by Wednesday.

### Health Unlocked

HealthUnlocked.com/  
one-norfolk-parents

Our online parent support forum, where families can talk and support each other by sharing their individual experiences.



### 16 - 19 Health Passport

The Just1Norfolk Health Passport has been developed to support Norfolk 16-19 year olds make the transition into adulthood and to help young people become more independent with their own health needs. The app provides general health information and advice on a variety of topics!



**All other services will pause until the NHS tells us we can start them again.**

Norfolk Children and Young People's Services is provided by Cambridgeshire Community Services NHS Trust and commissioned by Norfolk County Council



# Domestic Abuse help

For advice call 0844 884 3140 or email [dawnsnewhorizon@yahoo.com](mailto:dawnsnewhorizon@yahoo.com) “



**Domestic Abuse  
is NEVER OK**

**Don't Suffer in Silence**

**We Are Here For You**

We offer FREE information &  
support on Domestic Abuse

**☎ 07854 044680**

**dawnsnewhorizon@yahoo.com**

**[www.dawnsnewhorizon.org.uk](http://www.dawnsnewhorizon.org.uk)**

