

January 2021

## Support for families during Lockdown

### Partner and Community Focus Team

Please visit the Community Focus Officer landing page:

[East Norfolk - Norfolk County Council](#)

Where you can find information on what is happening locally as well as a link to our Countywide pages.

#### FINANCIAL SUPPORT

 Norfolk County Council

### Free digital equipment

for vulnerable students

Reconditioned laptops, access to wifi, broadband dongles are just some of the items being distributed to struggling families unable to access the internet during the Coronavirus pandemic.

Make sure vulnerable students get the resources they need to help continue their learning at home, reduce isolation and connect with friends and family.

Contact Norfolk Assistance Scheme direct to apply today [www.norfolk.gov.uk/nas](http://www.norfolk.gov.uk/nas) - Tel 0344 800 8020

Individual applications accepted only.  
We are unable to accept bulk order applications



#### Who is eligible?

- Any student who does not currently have access to digital devices at home
- Pupils claiming pupil premium
- Families claiming universal credit, who are on a low wage or who may recently have been furloughed

[www.norfolk.gov.uk/nas](http://www.norfolk.gov.uk/nas)

or call: 0344 800 8020

Community Focus Officers can provide further information on this and advise on eligibility criteria.

[cspartnercommunityeast@norfolk.gov.uk](mailto:cspartnercommunityeast@norfolk.gov.uk)



**get connected**

Norfolk County Council

## Get connected with our free digital equipment scheme

**Does this sound like you?**

- On a low wage, or recently been furloughed?
- Claiming universal credit or other benefits?
- Struggling to apply for jobs without access to a laptop?
- Is your child finding it difficult to do home learning without a computer?

Reconditioned laptops, access to wifi, broadband dongles are just some of the items being distributed to families like you unable to access the internet during the Coronavirus pandemic.

Getting online at home can help with home learning, job applications and helps you to connect with friends and family.

**Find out what help is available from the Norfolk Assistance Scheme, give us a call on 0344 800 8020**

Laptops also available for adults in some circumstances e.g. to support with job applications

[www.norfolk.gov.uk/nas](http://www.norfolk.gov.uk/nas)

or call: 0344 800 8020



Norfolk County Council

## Finding this winter even harder because of Coronavirus?

### We are here to help.

Norfolk County Council's Covid Winter Support scheme can help with:

- Day to day living costs including food & energy bills
- Daily essentials such as toiletries & nappies
- Food vouchers for school holidays

Find out more online or call us now  
[www.norfolk.gov.uk/covidwintersupport](http://www.norfolk.gov.uk/covidwintersupport)  
**0344 800 8020**  
 Or visit your local library for help with applying

— ❄ —  
**Contact us today**

Families can seek support through the Covid Winter Support Scheme for things such as food, energy bills, toiletries and food vouchers.

[www.norfolk.gov.uk/nas](http://www.norfolk.gov.uk/nas)

or call: 0344 800 8020



Support for elderly and vulnerable. Money and Dept advice, Benefit support, Employment support, digital support, help with energy bills

Staff are available by telephone to help and support on a wide range of issues between 9am and 5pm Monday to Friday and appointments can still be made and will be conducted via the telephone.

Contact the office on [01493 856900](tel:01493856900)



Free independent debt advice, online or via telephone

[www.stepchange.org](http://www.stepchange.org)

0800 139 1111 Mon-Fri 8am to 8pm, Sat 8am to 4pm

## Apply for a Test and Trace Support Payment

From 28 September, you may be able to claim £500 if you have been told by NHS Test and Trace to self-isolate and you cannot do your work at home.

You can only claim the payment for up to 14 days after the end of your self-isolation period. So do not wait.

The scheme will run until 31 January 2021.

### Who can claim

To receive the Test and Trace Support Payment, you must:

- Be asked to self-isolate by NHS Test and Trace from the 28 September
- Be employed or self-employed
- Be losing income because you are unable to work from home
- Be currently receiving one or more of the following benefits:
  - Universal Credit
  - Working Tax Credit
  - Income-based Employment and Support Allowance
  - Income-based Jobseeker's Allowance
  - Income Support
  - Housing Benefit
  - Pension Credit

### How to apply

You must complete our online form to apply.

[Apply for a Test and Trace Support Payment - Norfolk County Council](#)

Click link above for further information

## FOOD PROVISION

### Foodbank Support

[OPENING TIMES - Great Yarmouth Foodbank, Norfolk](#)



Please check the local Foodbank website direct for up to date information on the latest food bank openings. Offering regular food bank sessions as well as meals

## Support for households in Norfolk

# FREE household meals kit this winter

The kit provides the ingredients for four meals for a household to cook and enjoy together plus other essential household items.

Order yours today via our website  
[www.pinkorange.co.uk](http://www.pinkorange.co.uk)

Need assistance? Call or Text 07553 894233



FREE household meal kits delivered direct to your door for families who may need additional support.

[www.pinkorange.co.uk](http://www.pinkorange.co.uk)

07553 894233

### Mandalay Wellbeing CIC

Providing food parcels to the most vulnerable.  
Please enquire in advance.

MANDALAY



WELLBEING

67-70 Victoria Arcade

See Facebook: [Mandalay Wellbeing CIC | Facebook](https://www.facebook.com/MandalayWellbeingCIC/)

### Tribal Trust

A foodbank run from home for vulnerable residents of Great Yarmouth

01493 490229

See Facebook:

<https://www.facebook.com/TblTrust>

**Our Doorstep Delivery service is now available to anyone self-isolating.\***

Give us a call on 0345 611 6111 and select option 5 to place your grocery order, and we'll deliver it the very next day.

**Delivery Charges:**  
Elderly and Vulnerable: FREE  
Students: £2  
Standard: £4.50

Morrisons offering next day delivery on food orders for those who need it.  
Need to call: 0345 611 611

Please note: people accessing this service must live within a 10 mile radius of a Morrisons store



	<p>Kingsgate Church hot food delivery service for both individuals and families living in Great Yarmouth or Gorleston who are vulnerable, have no access to cooking a regular hot meal, or are isolating. Providing a FREE hot delivered meal twice per week (Tuesdays and Thursdays) through until April.</p> <p>Referral application can be requested, completed and returned to Cheryl : <a href="mailto:cheryl@wearekingsgate.org">cheryl@wearekingsgate.org</a></p> <p>Families can self refer or have a professional refer them to this support offer.</p>
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\*Please also consider your families local church as they may be operating their own support offer \*

#### HOUSING SUPPORT

Great Yarmouth Borough Council Housing Options

01493 846140

[Housing Options Team - Great Yarmouth Borough Council \(great-yarmouth.gov.uk\)](mailto:HousingOptionsTeam@great-yarmouth.gov.uk)

#### HEALTH AND WELLBEING SUPPORT

Just One Norfolk - 0-25 Children & Young People Service

0300 300 0123

[www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)



Supporting both young people as well as parents/carers with information such as emotional, physical and mental health, chat health, online parent/carer courses, behaviour support, test and trace, illnesses, staying safe and much more..



**First Response / Call: 0808 196 3494**






A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

Get the support that's right for you  
by calling the Norfolk First Response line.

0808 196 3494

[Find help- Norfolk and Suffolk NHS Foundation Trust \(nsft.nhs.uk\)](http://nsft.nhs.uk)

This service is ultimately a for anyone in crisis with their mental health and may have been affected by COVID-19 in some way. The service is for anyone who is experiencing something that makes them feel unsafe, distressed or worried about their mental health.

<p><b>MIND</b></p>  <p>Currently offering online resources. If in desperate need, please refer to First Response as listed above.</p>	<p><a href="#">Norfolk and Waveney Mind - Coronavirus and your wellbeing</a></p>
<p><b>Norfolk and Waveney Wellbeing Service</b></p>  <p>Mental Health Support Service for those 16+</p>	<p><a href="#">Mental Health, Wellbeing and Emotional Support - Wellbeing Norfolk &amp; Waveney (wellbeingnands.co.uk)</a></p>
<p><b>Samaritans</b></p> 	<p>Free phone: 116123  <a href="https://www.samaritans.org/branches/great-yarmouth/">https://www.samaritans.org/branches/great-yarmouth/</a></p>
<p><b>Better Together Norfolk</b></p>  <p>Support with loneliness and social isolation for people who find themselves unexpectedly isolated. Currently offering telephone support, video chat and signposting to other support. For people who do not have online access, they can offer regular phone calls</p>	<p>Freephone Better Together Helpline remains open from Monday – Friday 9am-5pm so if you would like information, advice, support or just a friendly chat, please call them on 0300 303 3920  <a href="#">About us   Better Together Norfolk</a></p>
<p><b>Get me Out the Four Walls</b></p> <p>Currently offering support via their facebook group page only. For parents feeling isolated and want to chat with other parents/carers. Would usually meet up outside – but under current circumstances can chat on their FB Page</p>	<p><a href="mailto:info@getmeout.org.uk">info@getmeout.org.uk</a>  <a href="http://www.getmeout.org.uk">www.getmeout.org.uk</a>  Search : 'Get me Out the Four Walls' on FB.  <a href="#">Get Me Out The Four Walls   Facebook</a></p>
<p><b>kooth</b></p>  <p>Mental wellbeing support for 11-25's  Kooth offers 11 to 25-year-olds across Norfolk and Suffolk access to online counselling delivered by qualified counsellors 365 days a year, either on a drop-in basis or through bookable chat sessions. The website also gives young people the chance to benefit from peer support and a wide range of self-help materials, as well as contribute to moderated forums.</p>	<p><a href="http://www.kooth.com">www.kooth.com</a></p>

**YOUNG PERSON'S LOCAL SUPPORT SERVICE**



Support for Young People age 11-19 (25 with SEN) offering advice around things such as : housing, employment, education and training, activities, relationships, sex, sexual health, understanding gender, benefits and much more

Please call 01493 854839 or 08000744454 for over the phone advice.  
[COVID-19 What does that mean for MAP? | Map](#)

**EARLY YEARS**

**Early childhood and family service (ECFS)**

The Early Childhood and Family Service (ECFS), offers support to 0-5-year-olds and their families in Norfolk.

- [You can join a virtual group activity session](#)
- You can [request a place on one of our free virtual courses for parents](#). Course topics include parenting 0-5s, keeping children safe and improving your mental health
- We can support you over the phone or online
- Where it is safe to do so, we can arrange to meet with you
- We can put you in touch with other people who can help, such as our [early help and family support service](#)
- If you are in financial hardship, we have a family support fund that we could use

[Early Childhood and Family Service \(ECFS\) - Norfolk County Council](#)

To ask for extra help call 0344 800 8020

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

**Home-Start 0-5 Service**



Home-Start is a local community network of trained volunteers and expert support helping families and young children through their challenging times. See website for further details. Self referrals can also be made.

[www.homestartnorfolk.org](http://www.homestartnorfolk.org)  
01603 977040





**SEND Support**

**ASD Helping Hands**




ASD Support for children and adults

Queries are now being answered via email :  
Contact:[asdhelpinghands@gmail.com](mailto:asdhelpinghands@gmail.com)

SEND Local Offer – Norfolk County Council	<a href="#">SEND Local Offer – Norfolk County Council</a>
<b>Slice of Advice</b> Facebook group. Support network for parents/carers of children/adolescents with Autism (& related spectrum disorders).	Search: <a href="#">Slice of Advice   Facebook</a>
<b>DRUGS AND ALCOHOL SUPPORT</b>	
<b>CGL Drugs and Alcohol Support Service (Adults)</b>    Currently offering a telephone support service. Call for more information.	01603 514096 – press 3 for Great Yarmouth
<b>Matthew Project (Young People)</b>    Specialist Drugs and Alcohol Support Service for Young People and their Families across Norfolk	<a href="#">Drug and alcohol recovery   The Matthew Project   England</a>
<b>SAFEGUARDING AND DOMESTIC ABUSE</b>	
<b>Leeway Domestic Abuse Support Service</b>  	<a href="#">Leeway Launches Live Chat Service (leewayssupport.org)</a> email: <a href="mailto:adviceandsupport@leewaynwa.org.uk">adviceandsupport@leewaynwa.org.uk</a> Domestic Abuse Helpline : 0300 561 0077
Norfolk County Council – Children’s Advice and Duty Service (CADS), and Multi Agency Safeguarding Hub – Adults	0344 800 8020  Young Person’s CADS line 0344 800 8029
<b>KEEPING ACTIVE</b>	
<b>Active Norfolk</b>    Staying Active and Healthy at Home	<a href="#">Active Norfolk - Coronavirus (COVID-19) updates and resources</a>



LEARNING AND EDUCATION	
<p><b>Increase of data for home learning : Please note that parents would need to contact School for this support as Schools would need apply:</b> Schools, trusts and local authorities can request mobile data increases for children and young people who meet all 3 of these criteria:</p> <ul style="list-style-type: none"> <li>• do not have fixed broadband at home</li> <li>• cannot afford additional data for their devices</li> <li>• are experiencing disruption to their face-to-face education</li> </ul> <p>Children with access to a mobile phone on one of the following networks might be able to benefit: EE, O2, Sky Mobile, SMARTY, Tesco Mobile, Three, Virgin, Vodafone</p>	<p><a href="https://www.gov.uk/get-help-with-technology">Increasing data allowances on mobile devices to support disadvantaged children - Get help with technology - GOV.UK (education.gov.uk)</a></p> <p>Queries to : COVID.TECHNOLOGY@education.gov.uk</p>
<p><b>Help You Choose</b>, Norfolk County Council Support for 16-19 year olds. Education, employment and training support</p>	<p><a href="http://www.helpyouchoose.org">www.helpyouchoose.org</a> 0344 800 8022</p>
<p><b>On Track</b> Help for young people with multiple and complex needs aged between 16-24 year olds. Educational, employment and training support and advice.</p>	<p><a href="http://www.ontracknorfolk.org">www.ontracknorfolk.org</a> 01603 723845</p>
<p><b>ESF Project for various Great Yarmouth wards including Job Club in Gorleston</b></p>	<p>Lana Iljiciova 07917 050770 Lana.iljiciova@great-yarmouth.gov.uk</p>
<p>Norfolk Community College</p>  <p>Supporting those age 25+ who have been out of work for some time and for example need extra support to find employment, want to learn new skills, retrain or become self employed.</p>	<p><a href="http://www.norfolkcommunitycollege.co.uk">www.norfolkcommunitycollege.co.uk</a> 01493 419255</p>
<p><b>Adult Community Learning Services</b> Including various Free courses</p>	<p><a href="https://www.norfolk.gov.uk/education-and-learning/adult-learning">https://www.norfolk.gov.uk/education-and-learning/adult-learning</a></p>
<p><b>Local libraries are in Great Yarmouth, Caister and Gorleston.</b> Currently continuing with online services, such as new parent zoom meetings, bounce and rhyme, reading sessions and much more.</p>	<p><a href="https://www.norfolk.gov.uk/what-s-on-in-norfolk-libraries">What's on in Norfolk Libraries - Norfolk County Council</a></p>

### **Using Xbox or PlayStation to access Office 365**

Accessing your remote learning. An alternative method of accessing remote learning during times of lockdown.

#### **Xbox**

1. Plug a keyboard in to the Xbox USB slot (less than £10 from Amazon)
2. Go in to my games and apps
3. Find Microsoft Edge and select
4. Type in [Office 365](#) and log in as you would in school
5. You can then access your work and use key packages including:
  - Word
  - Excel
  - PowerPoint
  - Teams
  - Your emails
6. To move around you use the Xbox controller or plug in a mouse

#### **PlayStation**

1. Identify the PlayStation internet browser icon (it is WWW with dots around it)
2. Press the PlayStation logo on the controller
3. Go to the library and find options for games and applications
4. Go in to applications and you will find the internet browser
5. Type in [Office 365](#) and log in as you would in school
6. You can then access your work and use key packages including:
  - Word
  - Excel
  - PowerPoint
  - Teams
  - Your emails

Information on how to access Office 365 from both XBOX console and Playstation