

Support for families during the Summer Holidays

Partner and Community Focus Team

Please request to join our new Facebook page for family information, service support and events going on in Norfolk:

Norfolk Family & Community Connections | Facebook

There is also a Great Yarmouth subgroup:

Great Yarmouth Family & Community Connections | Facebook

FINANCIAL SUPPORT

Families can seek support through the Norfolk Assistance Scheme (NAS) for things such as food, energy bills, toiletries and food vouchers. If you have a Practitioner/Social Worker- please ask them for assistance on applying on your behalf. If not you can either call or apply online.

www.norfolk.gov.uk/nas
or call: 0344 800 8020

Money and Dept advice, Benefit support, Employment support, digital support, help with energy bills. Also specific support is available for help in getting online/attending appointments, women's groups for chat and general support.



Staff are available to help and support on a wide range of issues between 9am and 5pm Monday to Friday. Please call the office to enquire

Contact the office on 01493 856900

Free independent debt advice, online or via telephone



www.stepchange.org
0800 139 1111
Mon-Fri 8am to 8pm,
Sat 8am to 4pm

FOOD PROVISION

Norfolk County Council Food Support Webpage

To include: information for those clinically isolating, Pink Orange food delivery (usually available near school holidays), NAS, Foodbanks, Free School Meals (FSM), home deliveries and supermarket vouchers and more...

Accessing food
- Norfolk County Council

Foodbank Support (if you ever need help from a Food Bank, you will require a referral form to be completed By your Family Practitioner/ Social Worker (please ask them to refer you)

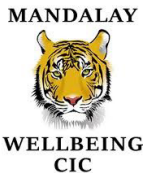

OPENING TIMES
- Great Yarmouth Foodbank, Norfolk



Please check the local Foodbank website direct for up to date information on the latest food bank openings and telephone contacts. Offering regular food bank sessions as well as meals. Salvation Army are currently offering some additional support groups.





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FINANCIAL SUPPORT	
<p>Mandalay Wellbeing CIC Providing food parcels, clothing, sanitary Products, baby essentials. Women’s drop in to those living in and around the Great Yarmouth area</p> 	<p>67-70 Victoria Arcade See Facebook: Mandalay Wellbeing CIC Facebook</p>
<p>Tribal Trust A foodbank run from home for vulnerable residents of Great Yarmouth</p>	<p>01493 490229 See Facebook: https://www.facebook.com/TblTrust</p>
 <p>Our Doorstep Delivery service is now available to anyone self-isolating.*</p> <p>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.</p> <p>Delivery Charges: Elderly and Vulnerable: FREE Students: £ Standard: £4.50</p>	<p>Morrisons offering next day delivery on food orders for those who need it. Need to call: 0345 611 611</p> <p>Please note: people accessing this service must live within a 10 mile radius of a Morrisons store</p> <p>Please see for updated information: Doorstep Deliveries - Morrisons</p>

***Please also consider your families local church as they may be operating their own support offer ***

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HOUSING SUPPORT	
<p>Great Yarmouth Borough Council Housing Options</p>	<p>01493 846140 Housing Options Team - Great Yarmouth Borough Council (great-yarmouth.gov.uk)</p>
HEALTH AND WELLBEING SUPPORT	
<p>Just One Norfolk - 0-25 Children & Young People Service 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...</p> 	<p>0300 300 0123 www.justonenorfolk.nhs.uk</p> <p>Parent Support Text Line (Parentline): 07520 631590</p> <p>Chat Health (for age 11-19) 07480 635060 (concerns such as anxiety, safety and health)</p>
<p>Get the support that's right for you by calling the Norfolk First Response line.</p>  <p>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.</p>	<p>0808 196 3494</p> <p>First Response helpline. Norfolk and Suffolk NHS (nsft.nhs.uk)</p> <p>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>
<p>MIND Currently offering online resources. If in desperate need, please refer to First Response as listed above.</p> 	<p>Norfolk and Waveney Mind - Coronavirus and your wellbeing</p> <p>Please enquire as some services may be currently suspended. 0300 330 5488 enquiries@norfolkandwaveneymind.org.uk</p>
<p>Norfolk and Waveney Wellbeing Service Mental Health Support Service for those 16+</p> 	<p>Mental Health, Wellbeing and Emotional Support - Wellbeing Norfolk & Waveney (wellbeingnands.co.uk)</p>

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HEALTH AND WELLBEING SUPPORT	
<p>Samaritans</p> 	<p>Free phone: 116123 https://www.samaritans.org/branches/great-yarmouth/</p>
<p>Better Together Norfolk 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><small>Creating Connections Building Communities</small></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</p> <p>About us Better Together Norfolk</p>
<p>Get me Out the Four Walls Currently offering support via their facebook group page and `meet up`s at various locations across the County. For parents feeling isolated and want to chat with other parents/carers. Please join their Facebook page for further information and support.</p>	<p>info@getmeout.org.uk www.getmeout.org.uk Search: `Get me Out the Four Walls` on FB.</p> <p>Get Me Out The Four Walls Facebook</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>www.kooth.com</p>

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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. They also have a group of Young People on their Youth Advisory Board and are always keen to hear from young people interested in joining to 'voice' positive changes in the Borough.



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

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 **(for families with children aged 0-5)**. See website for further details. Self referrals can also be made.



www.homestartnorfolk.org
01603 977040

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Community
Focus Team

SEND SUPPORT	
<p>ASD Helping Hands ASD Support for children and adults. Offering information, advice, support and training.</p> 	<p>Email: asdhelpinghands@gmail.com HOME — ASD Helping Hands ASD Helping Hands (facebook.com)</p>
<p>Special Educational Needs and Disabilities (SEND) Local Offer – Norfolk County Council Access to advice and support on health, money, education and training, learning, preparing for adult life and more...</p>	<p>SEND Local Offer – Norfolk County Council</p>
<p>Slice of Advice Facebook group only. Support network for parents/carers of children/adolescents with Autism (& related spectrum disorders).</p>	<p>Search: Slice of Advice Facebook</p>
DRUGS AND ALCOHOL SUPPORT	
<p>CGL Drugs and Alcohol Support Service (Adults) Please enquire for further information. Self and professional referrals can be made via telephone or online support enquiry form.</p>  <p>CGL Norfolk Alcohol & drug behaviour change service</p>	<p>Our hubs Alcohol & Drug Behaviour Change Service (changegrowlive.org) 01603 514096 – press 3 for Great Yarmouth</p>
<p>Matthew Project (‘Unity’ for Young People) Specialist Drugs and Alcohol Support Service for Young People up to age 19 and their Families across Norfolk (consent required if under 13)</p> 	<p>Drug and alcohol recovery The Matthew Project England</p>

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SAFEGUARDING AND DOMESTIC ABUSE	
<p>Leeway Domestic Abuse Support Service</p> 	<p>Leeway Launches Live Chat Service (leewayssupport.org)</p> <p>email: adviceandsupport@leewaynwa.org.uk</p> <p>Domestic Abuse Helpline : 0300 561 0077</p>
<p>Norfolk County Council - Children's Advice and Duty Service (CADS), and Multi Agency Safeguarding Hub - Adults</p>	<p>0344 800 8020</p> <p>Young Person's CADS line 0344 800 8029</p>
KEEPING ACTIVE	
<p>Active Norfolk Staying Active and Healthy at Home and in the Community</p> 	<p>For the Public - Getting Physically Active In Norfolk - Active Norfolk</p>
LEARNING AND EDUCATION (please note that some of this information may not be relevant to your family - please check on age groups)	
<p>Help You Choose, Norfolk County Council Support for 16-19 year olds. Education, employment and training support</p>	<p>www.helpyouchoose.org 0344 800 8022</p>
<p>Apprenticeship Vacancies</p>	<p>Find an apprenticeship - GOV.UK (www.gov.uk)</p>
<p>National Careers Service Various support and information to include : careers support, help with putting together a CV, writing covering letters, interview techniques, finding training courses and much more...</p>	<p>Careers advice - job profiles, information and resources National Careers Service</p>

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LEARNING AND EDUCATION

(please note that some of this information may not be relevant to your family – please check on age groups)

<p>Dial Employment Support</p> <p>Skills Connect for young people aged 16-24 who are Not in Education, Employment or Training (NEET)</p> <p>Routes to Work for those aged 19+ for those who need support in getting into work/getting back to work</p>	<p>Skills Connect 01493 419255</p> <p>Route to Work 01493 856900</p>
<p>Chances (Voluntary Norfolk)</p> <p>For those aged 18+. One to One support, confidence building, CV support, access to training and more...</p>	<p>CHANCES Voluntary Norfolk</p> <p>See website for further information and online referral information</p>
<p>On Track</p> <p>Help for young people with multiple and complex needs aged between 16-24 year olds. Educational, employment and training support and advice.</p>	<p>www.ontracknorfolk.org 01603 723845</p>
<p>ESF Project for various Great Yarmouth wards including Job Club in Gorleston – support for adults.</p>	<p>Lana Iljiciova 07917 050770 Lana.iljiciova@great-yarmouth.gov.uk</p>
<p>Norfolk Community College 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>www.norfolkcommunitycollege.co.uk 01493 419255</p>

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<p>Adult Community Learning Services Including various Free courses & Family Learning Courses</p>	<p>https://www.norfolk.gov.uk/education-and-learning/adult-learning</p>
<p>Local libraries are in Great Yarmouth, Caister and Gorleston. Currently continuing with online services, such as new parent zoom meetings, bounce and rhyme, reading sessions and much more. Please note that our local libraries may now be starting to resume some support groups face to face. Check your local Library information</p>	<p>What's on in Norfolk Libraries - Norfolk County Council Great Yarmouth Library Facebook Gorleston Library Facebook Caister Library Facebook</p>