

Norwich Bulletin



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Due to the current situation we are sharing some information which you might find helpful.

If you would like to update us on your own organisation, current operating capacity, contingency plans for your service users or any other information then please do contact us at

CommunityFocusCityandSouth@norfolk.gov.uk

Norfolk County Council Coronavirus toolkit for professionals (includes posters in other languages)

We have created an online campaign page that will offer you some helpful coronavirus campaign materials as a local complement to the Public Health England and NHS advice on hand washing. The key message for this toolkit is about washing hands regularly, for 20 seconds, using soap and hot water.

We're making these materials, which include social media images and posters, available to all our partners. Please do make use of these on your own channels and share them with your staff. We will add additional information that may be useful to share with your staff and local communities as the situation develops.

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/coronavirus-toolkit-for-professionals>

Coronavirus Adult Learning Class Updates from NCC

All classes postponed for one week. At the same time, based on the latest guidance about managing coronavirus, and in order to protect both our staff and learners, we are ceasing the classroom delivery of our courses from Wednesday 18th March. This includes all classes due to take place on Wednesday. After this week, we will re-commence every course that we can, using online and distance learning methods. Your tutor will be in contact with you to explain how this will work and what you need to do.

For those on an apprenticeship, it is business as usual, except that all workshops, teaching and assessment will be online. If the company that you work for temporarily shuts down, we are able to extend end dates to support this break in learning. Please make contact with your assessor to discuss this further.

Following government guidance on gatherings of people, unfortunately all exams between now and Easter will be cancelled with immediate effect. Your tutor will be in contact with you as this situation develops and things change. We appreciate this is very disappointing for all our learners who have

worked so hard to prepare for these exams, and that this will cause anxiety for many, but we hope you will see this as an opportunity to revise further and access online support.

In some cases we will not be able to continue your class, for example pottery, silversmithing and some painting and drawing classes. As such, we will be offering learners the option to retain their booking/remaining sessions on their account as a credit, or receive a refund. Once again, your tutor will be in contact with you to arrange this.

How to get in contact

Social media – please follow us on social media to keep up to date with all messages, the development of our online programmes and how to access them. You can also send messages to us on Facebook, however please bear in mind that it may take us longer to reply at this time.

- [Facebook](#)
- [Twitter](#)

Visit the [adult learning online page](#) or email nclsadmissions@norfolk.gov.uk

Telephone: please do not contact our call centre, we are experiencing an unprecedented number of calls and need to protect front line call resource to handle social care and other emergency calls for the foreseeable future.

Wensum Lodge will be closed for this period so please do not visit the site during this time.

For existing learners – tutors will be in touch to discuss the continuation of the programme or credits/refunds where applicable.

Libraries Updates

Norfolk's libraries are to close from 4pm on Saturday, as part of the county council's ongoing response to coronavirus.

With the Government advising people to avoid group contact, the county council has decided to close library buildings – with the exception of libraries offering registration appointments.

Councillor Margaret Dewsbury, the cabinet member responsible for libraries, said: ““We have kept our libraries open for as long as possible, as crucial community hubs – but the fast moving situation and updated Government advice means we now have to close them, from 4pm on Saturday. We will maintain online services and will keep people posted on our website.”

The council has also announced the closure of the Norfolk records office and the Holt and Whitlingham outdoor centres and adult learning centres, for the same reason.

To keep up to date on service changes, please see [Service disruptions page](#).

For the latest advice on coronavirus, please see our [Coronavirus pages](#).

<https://www.norfolk.gov.uk/news/2020/03/libraries-to-close-from-saturday-to-curb-coronavirus-risk>

Norfolk and Suffolk Victim Care Service Update

We would like to share that although our offices are now closed, we will continue to provide telephone support to anyone who has been impacted by any crime - if the crime has been reported or not.

You can contact us on 0300 303 3706 between 8am-5pm

Outside of these hours contact the National Victim Support 24-hour helpline on 0808 168 9111

Or you can email us to: nsvictimcare@victimsupport.org.uk

Visit www.nsvictimcare.org - for further information about the service

Take care everyone and stay safe

Kind regards from the team at Norfolk and Suffolk Victim Care

Notice on behalf of the NCAN Steering Group agencies (Age UK Norwich, Age UK Norfolk, Norfolk Citizen's Advice, Diss and Thetford Citizens Advice, Equal Lives, MAP, Norfolk Community Law Service, Shelter)

In response to COVID-19 and in accordance with the Government's recommendations we are reacting as appropriately as possible by taking seriously the health and wellbeing of staff, volunteers and the people who need our help.

We are adapting to this difficult situation and are continuing to work together in partnership to ensure that people can access quality information, advice, and specialist legal help. We are concerned about the social and financial impact this unprecedented situation will have on people's lives, and that many will be pushed into or further into poverty. The full knock on effects are yet to be seen but we predict that there will be an increase in people needing advice and support due to a number of factors including loss of wages, increased debts, relationship breakdowns, potential evictions and homelessness.

Below is a summary of the current service provision from our individual organisations. If anything changes we will share as widely as possible.

| Charity | Telephone | Email/Web Chat/Referral System | Face-to-face |
|--------------------------------|--|---|---|
| Age UK Norwich | Advice line remains open: 01603 496333. | Referral System currently open. enquiries@ageuknorwich.org.uk | Suspended. |
| Age UK Norfolk | Advice line remains open: 0300 500 1217. Money Matters service will be contacting each client to check needs. | Referral System currently open. advice@ageuknorfolk.org.uk | Suspended. |
| Shelter | Advice line remains open: 03445151860. | Referral System currently open. norfolk@shelter.org.uk | Office and face-to-face appointments suspended. For the Pathways project |

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|---|---|--|--|
| | | | two staff members will be conducting 2 hours a day street outreach. |
| Equal Lives | Telephone line remains open: 01508491210 | Referral System currently open. info@equallives.org.uk | Continuing with some pre-booked appointments and running a very limited face-to-face service where possible. |
| MAP | Telephone line remains open: 01603 766994 | Referral System currently open. info@map.uk.net | Drop in advice service remains open but screenings will be conducted at the door and strict hygiene procedures in place. |
| Norfolk Community Law Service | Telephone line remains open and advice will be provided via telephone when possible: 01603 496623 | Referral System currently open. info@ncls.co.uk | Suspended. |
| Diss and Thetford Citizens Advice | Telephone line remains open: 03444 111 444. | Email, webchat, Skype and phones will be available. Referral System currently open. https://www.cadat.org.uk/email-advice/ | Closed from Friday 20 th March. |
| Norfolk Citizens Advice | Telephone line remains open: 03444111444 | Referral System currently open. www.ncab.org.uk and click 'email advice'. Webchat available. | Limited service for clients in emergencies but telephone and digital encouraged if possible. |

Free 20 minutes Online Therapy Service

An online therapy service is to offer free 20-minute sessions aimed at vulnerable older people and others who are self-isolating or struggling, after therapists across the UK volunteered their help.

The Help Hub was originally intended to serve a small area in west Oxfordshire but will expand nationally when it launches this week following an influx of support.

“Thanks to the kindness of therapists right across the country willing to work for free, the idea snowballed in the space of less than a fortnight to the extent that we can now cover the whole of the

UK,” said Ruth Chaloner, the founder of the service, who is asking therapists to email her at info@helphub.co.uk if they want to get involved.

Chaloner is now setting up a second scheme to help the hardest-to-reach members of her local community. She hopes this is another idea that could be extended nationally.”

<https://www.theguardian.com/world/2020/mar/18/coronavirus-online-therapy-service-to-offer-free-sessions-across-uk-self-isolating>

Norfolk Museums Closure

Following careful consideration of recent developments of the Coronavirus / COVID-19 pandemic, and following national government guidance, we have taken the difficult decision to close all ten of our museum sites to protect the welfare of our visitors, volunteers and staff. All our museums will remain closed until further notice.

All events have now been cancelled for the foreseeable future. If you have pre-booked for any events during this time, we will be in touch.

www.museums.norfolk.gov.uk

Covid-19 update from Norfolk Community Foundation

We understand that some of the projects and activities we have funded will be affected by Covid-19, and if that means you need to postpone or re-design your work, we aim to support you to do that in the most appropriate way. That includes extending the period that your funding is available to you where needed, or agreeing an alternative use for your grant.

Please use your judgement, and apply current Government guidance, to consider whether your planned events and activities should go ahead. If you decide to cancel your activity, or cannot re-arrange within a reasonable timescale, please talk to us and we'll decide the best way forward together.

At this time, our offices and all services remain operational. So if you have submitted an application, or are working on one now, please be reassured that it will be processed in the usual way. While it may not be sensible in some cases for decision making panels to meet, we will encourage a remote response to ensure that funding notifications are not delayed. Grant payments are being processed normally at this time.

While we have taken steps to ensure we can continue our services, we're monitoring the situation closely and we'll keep you updated if things change.

Contact the Grants Team

Tel: 01603 623958 or email grants@norfolkfoundation.com

Service update for the Norwich Mobility Aids Service

The British Red Cross Mobility Aids Service is supporting colleagues in health and social care through extended opening hours to assist with 'Winter Pressures'.

The Norwich team are now offering a home delivery service on Tuesdays and Fridays to support hospital discharges. Where this is applicable the normal charge for this service is being waived.

We would be very grateful if you could share this with other colleagues/agencies across the county. These revised times will remain in place until the 31st of May 2020. If there are any further revisions to our opening times, we will inform you.

For more information call 01603 253403 or 0300 456 1915 Option 3

British red cross scamming

British Red Cross brand potentially being used by scammers as a way in to vulnerable communities through using branded postcards (similar to what is proposed by EDP and via the spontaneous mutual aid groups). There have been reports of people purporting to be from BRC knocking the doors of the elderly and vulnerable and taking their money to do shopping – and not returning. People are also charging for coming into people's home with testing kits (that don't exist).

British Red Cross staff and volunteers all have clear and recognisable ID and uniforms. What's more people need to be vigilant generally with regards to strangers appearing and offering assistance, and never to give over card details or money.

British Red Cross are NOT utilising a postcard system currently in connection to Covid19 and any distribution of these cards locally needs to be reported to the authorities immediately.

LUMI Coronavirus: help & guidance

We've gathered information to help guide you on the Coronavirus whether you are a community organisation, an individual resident or a group of neighbours looking to help others.

Information for community organisations and residents who want to lend a helping hand is beginning to surface but is still pretty scattered. As we start to come across reliable guidance or toolkits that may help we'll add it to our resource section.

Visit: <https://www.lumi.org.uk/resources/resources-and-toolkits/coronavirus-help-and-guidance/>

If you want to add any useful guidance or documents to it, please email lumi@norwich.gov.uk and speak with Emma.

CANCELLED - Norfolk Virtual School Conference for Post 16 Designated Teachers and Personal Advisors

COURSE CANCELLED - Norfolk Virtual School Conference for Post 16 Designated Teachers and Personal Advisors 25th March - COVID-19

We are pausing all continuous professional development purchased through Educator Solutions as of Wednesday 18 March and up until after the Easter holidays.

Our usual cancellation terms will not apply for your booking. You do not need to contact us. We will cancel your booking and automatically reimburse you (if applicable) through the SLA Online system.

We will be in contact with you again after the Easter holidays to arrange rebooking of your training for a future date. If you have bookings from 20 April onwards that are affected we will be in contact again about those after Easter. Our aim is to support you at this time and we will continue to keep you updated.

Healthwatch Norfolk COVID-19 update

Postponing all public engagement events until further notice, including visits to hospitals, surgeries, care homes and community groups or forums.

Although we will not be engaging face-to-face with service users, you can still share your experience of health and social services via our [feedback centre](#), or by contacting us by email or phone.

We are also keen to help isolated individuals receive useful public health information as local and national messages develop. If you are worried about anyone who might not be getting the information they need, please get in touch.

Contact details:

Telephone: 01953 856029

Email: enquiries@healthwatchnorfolk.co.uk

Update from The Feed

We have made the difficult decision to stand down all work experience trainees and volunteers from our service for the time being.

The café remains open to support people in crisis or in need of food and we will continue to do so until we are told we are not allowed to. Please if any of your clients are struggling to pay for food please send them to The Feed café on Prince of Wales Road.

We will continue to accept referrals onto our Supported Work Experience and Bloom projects, The Bloom Project will most likely be postponed. Please email lucy@thefeed.org.uk. Those will be dealt with by phone initially with a view to being able to commence work experience once we are in a position to do so.

Silver Road Community Centre Update

Silver road community centre is closed until further notice. They are hoping to collect food items for the food bank over the next weeks

Event cancellations (various locations and organisations)

- Dying Matters 7th May The Forum
- NOPF working group Tues 24th March City Hall
- NASP Steering group 24th March County Hall
- Autism Awareness Day 31/03/2020
- NOPSP all meetings up until 15th June at least, pending future situation
- N&WDP all meetings up until 15th June at least, pending future situation
- CCC 6th April King's Lynn
- NHS Norfolk and Waveney Clinical Commissioning Group Wed 1st April King's Lynn
- Carers Information Day Mon 8th June The Forum

Useful links:

Easy read leaflet, available in an electronic format through the Mencap website

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

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

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

Community Action Norfolk's General Guidance for VCSE organisations

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

Guidance for employees, employers and business

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

Tax Helpline to support small business and self-employed

<https://www.gov.uk/government/news/tax-helpline-to-support-businesses-affected-by-coronavirus-covid-19>

EDP and Norfolk County Council have launched the Here to Help campaign, in a bid to create an army of helpers to step in to offer that extra support. Drop your Here to Help card through your neighbour's letterbox to let them know you're there.



If you are self-isolating, I can help

My name is.....

I live locally at

My phone number is

My email address is

**Contact me and
I'll do my best
to help you!**

If you are self-isolating due to Coronavirus, I can help with

- Picking up urgent supplies/prescriptions
- Picking up urgent shopping
- A friendly phone call
- Posting mail

