

Edition 3: Covid 19 Information and Advice Guide

Date: 21/04/2020

Information is accurate at publication – please check sites for latest updates

Food Resource list	Partner Support Pack App 1
Educational Links	Partner Support Pack App 2
Domestic Abuse Support (Norfolk and national support)	Partner Support Pack App 3
NHS Services Advice	Partner Support Pack App 4
Support for Business (COVID-19 specific advice)	Partner Support Pack App 5
Other Services updates (includes Age UK, Citizens Advice, local groups etc.)	Partner Support Pack App 6
Bereavement Directory (local and national contacts for those who have been bereaved)	Partner Support Pack App 7
Norfolk Supported Housing List (includes information on Shelter, YMCA etc.)	Partner Support Pack App 8
Wellbeing Newsletter and resources	Partner Support Pack App 9

Links to Official Sites for Advice and Guidance

Latest information and advice can be found at: <https://www.gov.uk/coronavirus>

See Something – Hear Something – Say Something

Campaign run by NSCP and NCC. 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 on **0344 800 8020**, or dial 999 in an emergency.

Help us to keep Norfolk's Children safe.

You can help spread the message by using @NorfolkLSCP on Twitter.

Health Advice - For health information and advice, read NHS pages on

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://brochure.norfolklivingwell.org.uk/product/coronavirus-wash-your-hands-more-often-for-20-seconds-a4-poster>

<https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/>

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

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

Children and Young People's Health Service – Essential Services (leaflet) – See Appendix 4:

Just One Number - JustoneNorfolk – Parentline – Antenatal Visits – Online Antenatal Programme – New Birth Visit – Health Unlocked – ChatHealth (Text messaging for 11-19 year olds) 16-19 Health Passport

Guidance for employees, employers and business

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

Guidance for education settings

<https://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19/guidance-to-educational-settings-about-covid-19>

Travel Advice

<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

Community Action Norfolk's General Guidance for VCSE organisations

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

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

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

Children and Family Court Advisory and Support Service

<https://www.cafcass.gov.uk/grown-ups/parents-and-carers/covid-19-guidance-for-children-and-families/>

Information from Local Early Help hubs / District and Borough Councils

1. Support for the vulnerable:

The Government announced on Sunday that it would be stepping up to directly support about 1.5m people identified as vulnerable in communities across the country.

Some people will already have received letters which asks them to contact a national helpline so support can be arranged for them. It is essential that we shield these people from the virus. As a county, we are aware this list will not identify all the people in our communities that need assistance.

Therefore, if you are reading this letter and are classed as vulnerable or you need support, either now or in the coming weeks, please contact our designated phone line on 0344 8008020 or visit Norfolk.gov.uk/coronavirus and we will provide help. This line will be open from Monday (30th March).

2. Volunteering:

Our community volunteers, local charities and council staff stand by to assist you. We ask that if you are able to volunteer some of your time to assist others in your community, we really need your help. If you are a business and can help with services, vehicles or other resources, we would love to hear from you, as together we really can make a difference.

Individuals who want to volunteer should visit www.voluntarynorfolk.org.uk and businesses should email covidbusinessresponse@voluntarynorfolk.org.uk

3. Financial help:

The Government has also provided a Hardship Fund and is putting in measures to help people if they need this support. Please see your local council website and follow the advice. Please *do not* visit your council offices - you will be able to access the information and ask for assistance either online or by phone - visit www.south-norfolk.gov.uk/coronavirus or call 01508 533933.

4. Help for businesses:

If you are a business in need of help, please visit the New Anglia Growth Hub website for free support Growthhub@newanglia.co.uk or call on 0300 333 6536.

5. Donations:

Finally, working with the Norfolk Community Foundation, we have launched a Norfolk Appeal Fund, which will be directed to charities on the front line of caring for people across the county. This fund will help us to support the people in our county who need it and is critical to our collective response.

If you are able to support those in need in Norfolk, you can either go online to www.norfolkfoundation.com/givingphilanthropy/covid19communityresponsefund/ or through the post to: Covid-19 Response, Norfolk, Community Foundation, St James Mill, Whitefriars, Norwich, NR31TN. Cheques should be made out to Norfolk Community Foundation.

6. Government directive:

It is essential that we take the direction we have been given by the Prime Minister and stay at home.

The advice was clear – leave home only for

- Shopping for basic necessities
- One form of exercise a day (on your own or in household groups)
- Any medical need or to care for a vulnerable person
- Travelling to and from work, only if absolutely necessary

Community Response Offer

There is a community hub in each of Norfolk’s seven districts which are working with the voluntary sector at a local level to ensure that residents can access community support detailed in the diagram below.



If you feel that someone you are working with needs the support on offer the contact details of the community hubs are listed below:

South Norfolk & Broadland - 01508 533933 - communities@s-norfolk.gov.uk

Norwich - 0344 980 3333 (option 2) - community@norwich.gov.uk

North Norfolk - 01263 516000 - nndccovid19@north-norfolk.gov.uk

Great Yarmouth – 08081962238 - earlyhelphub@great-yarmouth.gov.uk

Kings Lynn and West Norfolk - 01553 616200 Option 6 - asklily@west-norfolk.gov.uk

Breckland - 01362 656306 - communitysupport@breckland.gov.uk

District councils are co-ordinating food and medicine deliveries for those who are most vulnerable, including those with a serious health issue and those self-isolating who are unable to leave the house. Families have been asked to call our Customer Service Centre (CSC) on 0344 800 8020 or visit www.norfolk.gov.uk/coronavirus if they need local support. The call will be triaged to check if the family has an existing allocated worker and that worker will then be contacted.

If they need community support, the family's details will be passed to the relevant District Community hub. This support does not replace normal social care and safeguarding for children and families. If you are actively supporting children, families that are unable to call the CSC themselves, you should contact the district hubs for community support. The details of what's available for families and contact details for each of the hubs are attached to this email.

We are also changing the way we filter and triage contacts about vulnerable children and our referral pathways. This is to respond to new needs evolving as a result of people shielding, self-isolating and social distancing during the Coronavirus lockdown. It means our roles and functions, at different points in the system, will change until further notice.

The causes of vulnerability at this time extend beyond those which we would normally support through our social care system and we are responding to this change.

From now on the **Customer Service Centre** will:

- Use existing processes to refer contacts which relate to an existing case with an allocated worker
- Transfer all callers who are worried about a child at risk of harm to a social worker in the Children's Advice and Duty Service (CADS)

CADS will:

- Take all calls about children who are considered a risk, including calls from the public. A social worker in CADS will then determine if a statutory response is required.
- Transfer calls where a statutory response is not required to Early Help Pathway Advisers.
- Early Help Pathway Advisers will assist to ensure referrals reach the correct resource either through family support processes, information advice and guidance, and linking to district support.

Recently, the government announced further plans to support children receiving free school meals. The government is asking schools to continue to provide meals where possible but has now made a national voucher scheme available for schools that can't produce or distribute meals. Parents who don't receive free school meals currently but might be eligible can apply here. <https://fiso.norfolk.gov.uk/synergy/Enquiries/Citizen/FreeSchoolMeals.aspx/>

Benefits and Financial information

Universal Credit - Information for Partners on Coronavirus

Essential information on Coronavirus has been issued on the Understanding Universal Credit website - <https://www.understandinguniversalcredit.gov.uk/coronavirus/>. The page contains information about coronavirus and claiming benefits. It will be updated regularly with information on what to do if someone receiving benefits is affected by coronavirus.

It has information on what to do if people are in work and not claiming benefits, with sections about sick pay eligibility and how to apply for Universal Credit - <https://www.gov.uk/apply-universal-credit> - and/or New Style Employment and Support Allowance - <https://www.gov.uk/employment-support-allowance/eligibility>. It also has information for those already claiming UC who may need to self-isolate and re-arrange appointments with work coaches.

For more information about any aspect of UC, including how to make a claim, visit the homepage - <https://www.understandinguniversalcredit.gov.uk/>.

UC Guide Finder

Information about UC can be found on GOV.UK. There are lots of detailed guides covering specific topics which provide additional information to help claimants, landlords, stakeholders and advisers who support our claimants.

It's not always easy to find the information you need, so we've published a 'Universal Credit guide finder' which provides links to all the current guidance available to make it easier for you. You can find it on the first page of the Helping someone claim section on the Understanding UC website - <https://www.understandinguniversalcredit.gov.uk/helping-someone-claim/how-to-use-this-section/>.

If circumstances have changed and families need to contact someone, they should update the information using their online journal.

For complex enquiries you can seek support from The Complex Needs Team;
Norwich.complexneedsteam@dwp.gov.uk

Money Advice Hub

Money Advice Hub have created a Coronavirus Advice Hub:

Link: <https://sites.google.com/moneyadvicehub.org.uk/coronavirus-advice-hub>

Activities for children and families

Remote teaching: safeguarding children and young people

Visit NSPCC Learning's webpage: [Undertaking remote teaching safely](#) where they have published resources to help keep children and young people safe while teaching remotely or in unusual settings: consent; contacting children at home; child protection concerns; online safety and mental health and wellbeing.

Links to resources for talking to children about COVID-19

- <https://www.bps.org.uk/news-and-policy/talking-children-about-coronavirus>
- <https://www.bbc.co.uk/newsround/51861089>
- <https://www.zerotothree.org/resources/3210-tips-for-families-coronavirus>
- <https://www.thedadsnet.com/this-free-book-is-great-for-explaining-covid-19-coronavirus-to-your-children>
- <https://carolgraysocialstories.com/wp-content/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf?fbclid=IwAR23zxNlbEumpw4oKlM7Xy3VlKnA25b8Gi53N6YiFleKB9Vx0LQypSPYzzg>
- <https://krisepsykologi.no/what-can-we-say-to-children-about-coronavirus/>
- <https://www.brainpop.com/health/diseasesinjuriesandconditions/coronavirus/>
- <https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus?t=1584464333506>
- <https://www.adamspsychologyservices.co.uk/coronavirus.html>
- <https://www.specialneedsjungle.com/calming-coronavirus-anxiety-children-everyone-else/#Update>
- <https://childmind.org/article/talking-to-kids-about-the-coronavirus/>
- <https://www.elsa-support.co.uk/coronavirus-story-for-children/>
- [https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-\(coronavirus\)-a-parent-resource](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource)
- <https://www.mencap.org.uk/sites/default/files/2020-03/Information%20about%20Coronavirus%20ER%20UPDATED%20130320%20SD%20editsAH.pdf>
- <https://www.childrenscommissioner.gov.uk/wp-content/uploads/2020/03/cco-childrens-guide-to-coronavirus.pdf>
- <https://cup-o-t.co.uk/covid-19-support/>

Links to mental health resources

- <https://www.goodschoolsguide.co.uk/special-educational-needs/mental-health/apps-for-mental-health>
- https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2
- <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>
- <https://www.apa.org/news/apa/2020/03/covid-19-research-findings>
- https://www.apa.org/practice/programs/dmhi/research-information/pandemics?utm_source=linkedin&utm_medium=social&utm_campaign=apa-pandemics&utm_content=pandemics-resources
- <https://www.annafreud.org/selfcare/>
- <https://www.bbc.co.uk/news/health-51873799>
- <https://www.gozen.com>
- <https://copingskillsforkids.com/deep-breathing-exercises-for-kids>
- <https://www.gonoodle.com/>

Free education links for children - Further resources linked to your child's Key Stage can be found in Appendix 2

Generic learning –

- <https://www.twinkl.co.uk/resources/lovely-premium-resources>
- <https://www.home-education.org.uk/resources-educational.htm>
- <https://www.bbc.co.uk/bitesize>
- <http://www.bbc.co.uk/learning/coursesearch/>
- <https://ed.ted.com>
- <https://www.2simple.com>
- <https://www.abcya.com/>
- <https://www.carmensandiego.com/resources/>
- <https://www.izzit.org/index.php>
- <https://www.khanacademy.org>
- <https://www.funbrain.com/>
- <https://www.senecalearning.com>
- <https://www.open.edu/openlearn/>
- <https://www.oxfordowl.co.uk/for-home/>
- <https://www.kidsactivitiesblog.com/135609/list-of-education-companies-offering-free-subscriptions/>
- <https://www.natgeokids.com/uk/>
- <https://www.risingstars-uk.com/subjects/digital>
- <https://uk.ixl.com/>

Maths –

- <https://www.dreambox.com/at-home>
- www.themathsfactor.com
- <https://www.hmhco.com/math-at-work>
- <https://www.mangahigh.com/en-gb/>
- <https://www.prodigygame.com>
- <https://www.myhomeschoolmath.com/visualperception.html>
- <http://www.amathsdictionaryforkids.com/>
- <https://www.10ticks.co.uk/>

Literacy –

- <https://thestorystarter.com/>
- <https://www.britishcouncil.org/school-resources/find>
- <https://www.nessy.com/uk/virtualschool/>
- <https://www.freechildrenstories.com/>
- <https://www.storylineonline.net/>
- <https://www.researchify.co.uk/audiobooks.html>
- <https://www.seussville.com/>
- http://www.expressumpoetics.org.uk/wpcontent/uploads/2016/07/04_c_creative_writing_exercises.pdf

Science -

- <https://elementalscience.com/blogs/news/80-free-science-activities>
<https://human.biodigital.com/login?returnUrl=/dashboard>
- <https://mysteryscience.com>
- <https://naturedetectives.woodlandtrust.org.uk/naturedetectives/>
- <https://thekidshouldseethis.com>
- <https://www.biologysimulations.com/>
- <https://www.chemicool.com/>
- <https://www.nasa.gov/kidsclub/index.html>
<https://www.dkfindout.com/uk/?fbclid=IwAR2wJdpSJSeITf4do6aPhff8A3tAktmnpaxqZbkgudD49I71ep8-sjXmrac>
- <https://www.crestawards.org>
- <https://www.everyday-earth.com/>
- <https://www.playmadagames.com/>

History –

- <https://britishmuseum.withgoogle.com/>
- <https://www.bunkhistory.org/>
- <https://www.bighistoryproject.com/home>

Geography –

- <https://earthquake.usgs.gov/learn/kids/>
- <https://kids.nationalgeographic.com/>
- <https://world-geography-games.com/world.html>

IT & Coding –

- <https://blockly.games>
- <https://scratch.mit.edu/explore/projects/games/>
- <https://www.codecademy.com/>
- <https://www.kodable.com/>

Typing –

- <https://www.nitrotype.com/>
- <https://www.typingclub.com/>
- <https://www.bbc.co.uk/bitesize/topics/zf2f9j6/articles/z3c6tfr>

Music –

- <https://trainer.thetamusic.com/en>
- <https://www.musictheory.net/>
- <https://www.smartmusic.com/>
- <https://www.thewell.world/mindful-music/mindful-poetry-moments>
- <https://www.quavermusic.com/info/at-home-resources/>

Languages –

- <https://rockalingua.com/>
- <https://www.duolingo.com>

General –

- <https://chatterpack.net/blogs/blog/resources-list-for-home-learning>
- <https://littletwistersyoga.com/online-store/>
- <https://fluencyandfitness.com/register/school-closures/>
- <https://toytheater.com/>
- <https://www.bbc.co.uk/cbeebies/radio>
- <https://thecrashcourse.com>
- <https://m.youtube.com/user/crashcoursekids>
- <https://classroommagazines.scholastic.com/support/learnathome.html>
- <https://www.khanacademy.org>
- <https://www.udemy.com/>
- <https://freddiesmummyuk.com/homeschooling-websites-uk/>
- <https://www.overdrive.com/apps/libby/> Free online books from the library
- <http://napa-activities.co.uk/membership/free-resources>

Subscription resources

- <https://www.edplace.com/worksheets>
- <https://uk.ixl.com/>
- <https://myonlineschooling.co.uk/>

Exercise games and indoor activities for kids

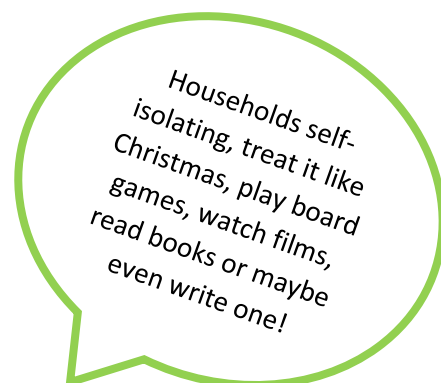
- <https://www.activenorfolk.org/active-at-home>
- <https://mommypoppins.com/newyorkciykids/25-exercise-games-indoor-activities-for-kids>
- <https://www.todayparent.com/family/activities/15-ways-to-keep-kids-active-indoors-even-if-you-dont-have-much-space/>
- The Thrive Approach – a Facebook page supporting all affected by school closures for this crisis time only. Links to resources, support and ideas for anyone who has an interest in working with children and young people. <https://www.facebook.com/groups/145621073473221/>

Free colouring pages

- <https://www.crayola.com/featured/free-coloring-pages/>
- <http://coloring-4kids.com/>
- <https://www.twinkl.co.uk/resource/t-t-751-easter-colouring-posters>

Crafting ideas:

- <https://www.crayola.com/crafts/trending-crafts/>



General fun:

- <https://www.5minutefun.com/>
- <https://fiveminutemum.com/>
- <https://www.facebook.com/Norfolk-Portage-Service-1009022632441587/> for lots of stories, song, sensory ideas, balloon modelling (!) and general merriment particularly for children with SEND.
- <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/search?searchterm=family0to4>

Information regarding food and supplies

Parents who don't receive free school meals currently but might be eligible can apply at

- <https://fiso.norfolk.gov.uk/synergy/Enquiries/Citizen/FreeSchoolMeals.aspx/>

Cheap meal and store cupboard ideas

- <https://cookingonabootstrap.com>
- https://www.bbc.co.uk/food/collections/raid_the_storecupboard
- <https://www.goodtoknow.co.uk/food/recipe-collections/cheap-family-meals-recipes-under-1-per-head-33813>
- <http://www.foodnetwork.co.uk/article/budget-family-recipes.html>
- <http://www.fyf20quid.co.uk> Feed your family for £20 a week have recipes online and on Facebook

Struggling and need help?

Please be aware links below may close or change operating hours, so please contact first.

- Find a community fridge <https://www.hubbub.org.uk/the-community-fridge>
- Download the free Olio App (like Freecycle, but for food sharing) <https://olioex.com/>
- The Feed (Norwich) have this list of Food assistance on their website <https://thefeed.org.uk/foodassistance/>
- Deliver Norfolk – find out which local businesses are delivering during the COVID-19 outbreak <https://delivernorfolk.co.uk/>

See table in Appendix 1 for local Foodbanks and Food resources

Finally, try websites like this one for shopping and budgeting advice:

Money supermarket shopping tips

<https://www.moneysavingexpert.com/shopping/cheap-supermarket-shopping/>

We are being forced to change our lives and how we live/eat dramatically, so embrace it, change some of the bad habits and adopt new, healthier, less wasteful habits.

Community help /Local offers/Links to posters and other useful media

For updates on what is going on in your area – <https://covidmutualaid.org/local-groups/>

Find information about your Early Help Hub via the Norfolk County Council Website:

- <https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service>

How to support your local community

- <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/how-you-can-help>
- <https://www.norfolkfoundation.com/giving-philanthropy/covid19communityresponsefund/>

Domestic Abuse Support Service (See Appendix 3 for further support groups)

Telephone: 0808 200 0247 Male Victim's Advice Line: 0808 801 0327

<https://www.womensaid.org.uk/information-support/>

Posters in other languages

Coronavirus poster - Afrikaans	Coronavirus poster - Bengali
Coronavirus poster - Bulgarian	Coronavirus poster - Cantonese
Coronavirus poster - French	Coronavirus poster - Hungarian
Coronavirus poster - Kurdish	Coronavirus poster - Latvian
Coronavirus poster - Lithuanian	Coronavirus poster - Mandarin
Coronavirus poster - Polish	Coronavirus poster - Portuguese
Coronavirus poster - Perian Farsi	Coronavirus poster - Romanian
Coronavirus poster - Slovak	Coronavirus poster - Spanish
Coronavirus poster - Tigrinya	Coronavirus poster - Turkish



Disclaimer: The information provided in our pack is sent to us from various sources. We try to ensure the information is correct at the time of publication but there may be some inadvertent errors. Publication in our pack does not necessarily constitute an endorsement of a service / organisation and we would advise you to take reasonable steps to check the services offered and organisation prior to using them – especially if you are referring children, young people and vulnerable adults to a service. Norfolk County Council cannot accept any liability for any services provided by a third party.