

Partner and
Community
Focus Team



West Norfolk Services

September 2022

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Please click on the Heading to jump to the detail

Parent & Child

1. [Early Childhood and Family Service](#)
2. [Children and Young People's Health Services Norfolk](#)
3. [Childcare and Early Learning](#)
4. [Childcare Choices](#)
5. [Children's Health and Wellbeing](#)
6. [Home-Start Norfolk](#)
7. [Childline](#)
8. [Baby Buddy Free App](#)
9. [Family Information Service](#)
10. [Family Action Swaffham Services](#)
11. [BBC Tiny Happy People](#)
12. [50 Things To Do Before You're Five Norfolk](#)
13. [Baby Basics West Norfolk](#)
14. [NCT West Norfolk Clothes Bank](#)
15. [Southery Baby Bank](#)
16. [Separated Parents Information Programme](#)
17. [Children affected by Imprisonment](#)
18. [Family Line](#)
19. [Family lives – Confidential Help Line](#)
20. [Mpower](#)
21. [Get Me Out the Four Walls](#)
22. [Kinship](#)

Additional needs & disability

23. [Norfolk SENDIASS](#)
24. [Norfolk SEND Local Offer Website](#)
25. [Family Voice Norfolk](#)
26. [Community Dental Services](#)
27. [Supported Internships](#)
28. [Match and Mentor](#)
29. [Family Action ASD/ADHD Support](#)
30. [Plan Bee Course](#)
31. [ADHD Norfolk](#)
32. [ADHD Norfolk West Norfolk Hub](#)
33. [Health Passport for Autism](#)
34. [National Autistic Society West Norfolk Branch](#)
35. [West Norfolk Autism Group](#)
36. [ASD Helping Hands](#)
37. [Annual Health Checks – Learning disabilities](#)
38. [Disabled Students Allowance](#)
39. [West Norfolk Mencap](#)
40. [Nansa](#)
41. [Personalised Travel Payments](#)
42. [TITAN Travel Training](#)
43. [Mobility Aids Service](#)
44. [WN Disability Information Service](#)

West Norfolk Services

September 2022

Carers

- 45. [West Norfolk Carers](#)
- 46. [Carers Matter Norfolk](#)
- 47. [Caring Together](#)
- 48. [Carer's assessments](#)
- 49. [Guide to Care and Support for Adults](#)
- 50. [Carer's Emergency Card](#)
- 51. [Short Breaks](#)

Health & Wellbeing

- 52. [NHS 111 online](#)
- 53. [Self-harm App](#)
- 54. [Suicide Prevention App](#)
- 55. [Samaritans](#)
- 56. [Shout](#)
- 57. [Reading Well](#)
- 58. [Screen-Free Learning](#)
- 59. [Support Line](#)
- 60. [The Big C](#)
- 61. [Nelson's Journey](#)
- 62. [Time Norfolk The Pregnancy Loss Charity](#)
- 63. [West Norfolk Fertility Support Network](#)
- 64. [Norfolk and Waveney Mind](#)
- 65. [Wellbeing Service](#)
- 66. [Yana](#)
- 67. [OCD Action](#)
- 68. [Rethink](#)
- 69. [Minded for Families](#)
- 70. [Young Minds](#)
- 71. [Kooth](#)
- 72. [Quell](#)
- 73. [Family Mediation](#)
- 74. [Talk ED](#)
- 75. [Neglect](#)
- 76. [Self-neglect and hoarding](#)
- 77. [The Tricky Period and Toiletries to Go](#)
- 78. [The Hygiene Bank](#)
- 79. [Food Banks](#)
- 80. [The Food Pantry Feltwell](#)
- 81. [Hunstanton Community Fridge](#)
- 82. [Coastal Community Supermarket](#)
- 83. [Breckland Mobile Food Store](#)
- 84. [Downham Market Clothing Bank](#)

- 85. [iCaSH](#)
- 86. [Relationships, Sex and Health Education Guides for Parents](#)
- 87. [Understanding Sexual Behaviours](#)
- 88. [Vision Norfolk](#)
- 89. [West Norfolk Deaf Association \(WNDA\)](#)
- 90. [Parkinson's King's Lynn Support Group](#)
- 91. [Stroke Support in West Norfolk](#)
- 92. [Breathe Easy King's Lynn support group](#)
- 93. [Healthy Aging Toolkit](#)
- 94. [Coroners Court Support Service](#)
- 95. [Norfolk Alcohol and Drug Behaviour Change Service](#)
- 96. [Matthew Project](#)
- 97. [Guides for children affected by parental drug use](#)
- 98. [Alcoholics Anonymous](#)
- 99. [National Association for Children of Alcoholics](#)
- 100. [Re-Solv](#)
- 101. [Steam House Café](#)
- 102. [King's Lynn Night Shelter](#)

Domestic Abuse & Victim Support

- 103. [Sexual Assault Referral Centre](#)
- 104. [Emergency Injunction Service](#)
- 105. [Pandora Project](#)
- 106. [Norfolk Community Law Service](#)
- 107. [Equality Advisory & Support Service](#)
- 108. [Leeway Domestic Abuse Services](#)
- 109. [St Giles Wonder Plus](#)
- 110. [Norfolk & Suffolk Victim Care](#)
- 111. [Respect Men's Advice Line](#)
- 112. [Unseen](#)
- 113. [Norfolk Trading Standards](#)
- 114. [Gamcare](#)
- 115. [SOS Bus in Kings Lynn \(Project Safe Haven\)](#)
- 116. [County Lines Briefing](#)

Groups

- 117. [West Norfolk Borough Charity](#)
- 118. [Early Childhood Community Fund](#)

West Norfolk Services

September 2022

- 119. [Friend in Deed](#)
- 120. [Coram Voice](#)
- 121. [Hanseatic Union](#)
- 122. [Norfolk LGBT+ Project](#)
- 123. [Switchboard LGBT+ helpline](#)
- 124. [Targeted Activities for Young People](#)
- 125. [Benjamin Foundation Youth Clubs](#)
- 126. [SWAN Youth Project](#)
- 127. [The Workshop Kings Lynn](#)
- 128. [Methwold Youth Centre](#)
- 129. [Access Migrant Support](#)
- 130. [Kings Lynn Men's Shed](#)
- 131. [Downham Market Men's Shed](#)
- 132. [Hunstanton & District Men's Shed](#)
- 133. [West Norfolk Befriending](#)
- 134. [Musical Keys Services](#)
- 135. [Fensong Youth Theatre Group](#)
- 136. [The Youth Advisory Board](#)
- 137. [Scouts](#)
- 138. [Girlguiding](#)
- 139. [King's Lynn Sea Cadets](#)
- 140. [Services in Norfolk Libraries](#)

Transport

- 141. [West Norfolk Community Transport](#)
- 142. [Transport Plus Community Transport](#)
- 143. [Rural moped scheme](#)
- 144. [Wheels to Work Scheme](#)
- 145. [Independent Travel Training](#)
- 146. [Find your Transport](#)
- 147. [Help with Transport](#)

Housing & Finance

- 148. [West Norfolk Housing](#)
- 149. [Assistive Technology in the Home](#)
- 150. [Careline Alarms & Assistive Technology](#)
- 151. [Care & Repair](#)
- 152. [Norfolk Recycles](#)
- 153. [Purfleet Trust](#)
- 154. [Shelter Services](#)
- 155. [Norfolk Assistance Scheme](#)
- 156. [Mental Health Money Advice](#)
- 157. [Mental Health & Debt Guide](#)
- 158. [E.ON](#)

- 159. [Warm Home Discount Scheme](#)
- 160. [Anglian Water Priority Care Register and Extra Care Support](#)
- 161. [Warm Home Fund](#)
- 162. [Rent deposit Scheme](#)
- 163. [Help during Power cuts](#)
- 164. [Benefits Advice and Review Team](#)
- 165. [Help to make a Universal Credit Claim](#)
- 166. [Universal Credit Useful links](#)
- 167. [Childcare Benefits for Grandparents](#)
- 168. [Cost of Living Support](#)
- 169. [Money Advice Hub](#)
- 170. [Money Support Service](#)
- 171. [Christians Against Poverty](#)

Training and Employment

- 172. [Young Women's Trust](#)
- 173. [Students Withdrawing From Courses](#)
- 174. [On Track Training and Employment](#)
- 175. [Apprenticeship Opportunities](#)
- 176. [TrAC Apprenticeships Norfolk](#)
- 177. [Help You Chose careers advice](#)
- 178. [Icanbea Website](#)
- 179. [Nova Training](#)
- 180. [Adult Learning Services](#)
- 181. [Norfolk Community College](#)
- 182. [Steering a teenager toward a job](#)
- 183. [Open Road Bursary Fund](#)
- 184. [TEAM Programme](#)
- 185. [Discretionary Learners Support Fund](#)
- 186. [Princes Trust On line](#)
- 187. [Princes Trust Development Award](#)
- 188. [New Horizons Employment Support](#)
- 189. [Independent Living Skills](#)
- 190. [Free Computer Help in Libraries](#)
- 191. [Norfolk Reading Pathway](#)

Links to useful resources

- 192. [Norfolk Community Directory](#)
- 193. [Lily](#)
- 194. [Care & Support Jargon Buster](#)
- 195. [NHS Self-Help Leaflets](#)
- 196. [Leaflets and Poster Service](#)

Children and families

1. Early Childhood and Family Service

The Early Childhood and Family Service supports 0–5-year-olds and their families by offering play sessions, courses and one to one support:

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

To access information sessions please visit:

[ECFS Virtual sessions - Norfolk County Council](#)

To ask for extra help, call 0344 800 8020, email ecfs-families@actionforchildren.org.uk, or
[Request support from the Early Childhood and Family Service](#)

2. Children and Young People's Health Services Norfolk

Norfolk & Waveney Children & Young People's Health Services provide a wide range of health support and services for children and young people. This includes The Norfolk Healthy Child Programme and Norfolk & Waveney Children's Speech and Language Therapy Service.

Services include:

- Just One Number and Parentline
- Chathealth for young people aged 11-19
- Weekly online Child Health Drop-ins
- Free online learning
- Just One Norfolk website [Health Advice & Support for Children - Just One Norfolk](#)

[NHS Norfolk and Waveney Children & Young People's Health Services | Facebook](#)

You can call Just One Number on 0300 300 0123 or text Parentline on 07520 631590.

3. Childcare and Early Learning

To find information about childcare, finding childcare, early education and home learning in Norfolk visit:

[Childcare and early learning - Norfolk County Council](#)

4. Childcare Choices

The website [Childcare Choices](#) sets out all current and upcoming Government childcare offers and support available to parents, including the Tax-Free Childcare for 0-11s, the 15 hours free childcare for 2, 3 and 4 year olds, 30 hours free childcare for 3 and 4 year olds, tax credits for childcare for 0-15 year olds, Universal Credit for childcare and Support while you study.

5. Children's Health and Wellbeing

Visit [Children's health and wellbeing - Norfolk County Council](#) for information on:

- Sport and activity options for youngsters
- Healthy Child Programme 0-18 – health visiting, school nursing and Just One Norfolk
- Being 2 in Norfolk – child development guidance and information on 'The Shared Review'
- Being 3 in Norfolk – help to get your child ready for school and the school readiness health check
- Mental health services for 0-25s
- Speech and Language
- Pregnancy and breastfeeding
- Safer sleeping – advice for parents and carers of young babies
- Drug and alcohol use – help for children for drug and alcohol abuse or those with family members with a problem
- Protecting your child from infection
- Healthy Start Vouchers
- Joy of Food – free support sessions to help families eat healthily
- Just One Norfolk website – NHS health resource website for families

6. Home-Start Norfolk

Home-Start Norfolk supports parents to grow in confidence, strengthen their relationships with their children, learn to cope with the challenges they face and widen their links with the local community. In doing so, parents are empowered to function effectively and independently in their day to day lives, building better lives for their children.



Home-Start Norfolk provides support to address many local issues and needs, including:

- School readiness
- Mental health
- Social and rural isolation
- Healthy eating

Families that are struggling with these, and many other issues receive the support of a volunteer who will spend around two hours a week in a family's home supporting them in the ways they need. www.homestartnorfolk.org

7. Childline

Childline helps anyone under 19 in the UK with any issue they're going through.

You can talk about anything. Whether it's something big or small, trained counsellors are here to support you.

West Norfolk Services

September 2022

Childline is free, confidential and available any time, day or night. You can talk to us:

- by calling 0800 1111
- by email
- through 1-2-1 counsellor chat

[Childline](#) | [Childline](#)

8. Baby Buddy App

Baby Buddy aims to empower parents and caregivers to build their knowledge and confidence for the crucial first five years of their child's life, when foundations are laid.

Baby Buddy has:

- Fun, engaging interactive features to 'learn without the burn'
- A huge video library – including tips on breastfeeding and the Small Wonders Change Programme for premature and low birthweight babies
- Out of the Blue – videos promoting mental health
- Support and advice particularly tailored to dads
- 'Today's information' - personalised, bite-size daily updates

<https://www.bestbeginnings.org.uk/>

9. Family Information Service

The Family Information Service provide free, confidential and impartial advice and guidance on funded early education and childcare, home learning and related services in Norfolk, including:

- Funded early education and childcare for 2-year-olds
- Funded early education and childcare for all 3 and 4-year-olds
- The 30 hours entitlement for working parents
- Help you can get with childcare costs, including childcare for working parents
- Types of early education and childcare providers, including childminders, pre-schools, nurseries and out of school childcare
- Help finding childcare - we maintain and update the details of registered providers in the county in the Norfolk Community Directory
- Playing and learning at home and activities for children and young people

[Family Information Service - Norfolk County Council](#)

10. Family Action Swaffham Services

West Norfolk Services

September 2022

Our Swaffham services include our WellFamily Service, Social Prescribing, ASD and ADHD Support Service, Wellbeing Group, Lily, ESCAPE Allotment & Discovery Garden. We provide practical and emotional support to people struggling with life's challenges.



01760 720302 swaffham@family-action.org.uk
www.family-action.org.uk
[Family Action Swaffham Services | Facebook](#)

11. BBC Tiny Happy People

Tiny Happy People is here to help you develop your child's language skills. Explore the simple activities and play ideas and find out about babies and toddlers' amazing early development. [Children's language development and parenting advice - BBC Tiny Happy People](#)

12. 50 Things To Do Before You're Five Norfolk

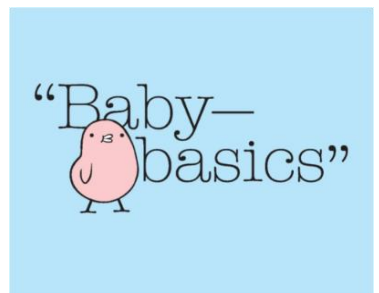
50 Things To Do Before You're Five gives you 50 activities that parents and carers can support their children to try out and repeat. Each of the 50 Things have been carefully developed by education experts and early years practitioners following consultation with parents, and we've made sure that children with special education needs are included and that each of the 50 Things means something across our culturally diverse communities. [50 Things to Do Before You're Five in Norfolk](#)

13. Baby Basics West Norfolk

Baby Basics exists to provide essential equipment, clothing and toiletries free of charge to families who are unable to provide for themselves.

Requests must come from a professional who works alongside the family and not directly from the individual in need. If you identify a family who is in need please follow this process:

- Ask them if they would like to receive items from Baby Basics
- Identify specifically what items are needed
- Email or call your local Baby Basics team to make the referral



You will be asked for the following information:

- You: name, agency and your contact details
- Your client: name, due date of baby, gender (if known) and items needed
- Any other information you think is important for us to know
- The team will be able to let you know if the items needed are available and will give you an indication of how long it will take to prepare
- You will be notified when the items are ready for collection

West Norfolk Services

September 2022

- Make arrangements with the Baby Basics team about collecting the items. Items must be delivered to the client by the referrer or other professional
- Baby Basics is unable to offer a delivery service.

E-mail babybasicswestnorfolk@gmail.com

Website www.facebook.com/BabyBasicsWestNorfolk

14. NCT West Norfolk Toddler Clothes Bank

NCT West Norfolk coordinate a clothing bank for children aged 3 months to approximately 5 years (although it's worth asking as they do have some bits for older children too).

They take donations of new and good quality preloved clothing items from local families (also shoes and blankets/cot bedding). They use the donations to make up bundles for each individual case referred. They pass the bundles to professionals who work with the families and they, in turn, pass them on to the families in need. The service is free of charge.

[NCT West Norfolk Clothes Bank | Facebook](#)

15. Southery Baby Bank

We gift baby essentials e.g. Moses baskets, bedding blankets, bottles, sterilizers, clothing from 0-5yrs, toys. Also not forgetting expectant mothers e.g. maternity clothing.

[Southery Baby Bank | Facebook](#)

16. Separated Parents Information Programme

The Separated Parents Information Programme (SPIP) is a course which helps you understand how to put your children first while you are separating, even though you may be in dispute with your child's other parent or carer. The course helps parents learn the fundamental principles of how to manage conflict and difficulties – including how to put this in practice.

You will not attend the same session as your ex-partner. In some areas it is free to attend – you can contact your [local provider](#) for more information.

The Separated Parents Information Programme encourages you to take steps for yourselves; this may include developing agreements that do not need court intervention.

The Programme will give you ideas and signpost ways in which you can get help outside court. Most parents that go on the course find it very helpful.

[Separated Parents Information Programme - Cafcass - Children and Family Court Advisory and Support Service](#)

17. Children affected by Imprisonment

Ormiston Families' Breaking Barriers service provides support for children and young people affected by the imprisonment of a close family member.



Tailored one-to-one support reduces anxiety around prison, supports emotional wellbeing and school attendance.

[Breaking Barriers - Ormiston Families](#)

18. Family Line

The free Family Line service uses a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.

The service aims to:

- provide both immediate and long-term support
- help with practical information and guidance
- provide emotional and listening support
- help with understanding and accessing relevant services and information
- provide regular one-to-one befriending support to service users feeling isolated
- access to short term telephone counselling
- a referral into our many projects across England and Wales, where relevant.

<https://www.family-action.org.uk/what-we-do/children-families/familyline/>

19. Family Lives – Confidential Help Line

Family Lives offers a confidential and free helpline service for families in England and Wales (previously known as Parentline). Please call on 0808 800 2222 for emotional support, information, advice and guidance on any aspect of parenting and family life.

<https://www.familylives.org.uk/how-we-can-help/confidential-helpline/>

20. Mpower

Mpower supports women whose child/ren have been removed into care and who want to rebuild their lives.

We build supportive relationships, so that women feel safe to address the issues that led to removal. Empathy and understanding are core to how we work, as this loss is not widely understood. In contrast, Mpower is non-judgemental.

Practitioners support women to:

- Set and work towards personal goals
- Improve emotional health and wellbeing
- Improve sexual and reproductive health, including accessing contraception and STI screening
- Address practical difficulties, such as housing or debt
- Access other services they need—such as debt, mental health or housing—walking alongside them every step of the way

Mpower can support women who are currently in care proceedings and can occasionally support their partners. However, the service is unable to help reunite parents with their children.

Mpower is available in Ipswich, Great Yarmouth, Norwich, King's Lynn, and Fenland.

[YouCanBe and Mpower - Ormiston Families](#)

21. Get Me Out the Four Walls

Get Me Out The Four Walls was created to ensure that no mother, father or carer feels alone and isolated at home after the birth of their children. By creating informal social meets, we aim to give as many people the opportunity to escape their house and meet others which we believe helps prevent the on-set of perinatal mental illnesses such as postnatal depression and helps aid stabilisation of mental health.

We also strive to support parents that are struggling with a mental illness by offering peer support and social meets delivered by our friendly non-judgemental Ambassadors.

<https://www.getmeout.org.uk/>

22. Kinship

Kinship is the leading kinship care charity in England and Wales. We're here for all kinship carers – the grandparents and siblings, the aunts, uncles, and family friends who step up to raise children when their parents can't.

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

Additional needs and disability

23. Norfolk SENDIASS

We provide free and impartial information, advice and support about special educational needs & disabilities (SEND) for children, young people, parents and carers.

[Norfolk SEND Partnership Home Page \(norfolksendiass.org.uk\)](http://norfolksendiass.org.uk)

24. Norfolk SEND Local Offer Website

This website is for anyone in the life of a child or young person aged 0-25 who has a special educational need and/or disability (SEND) in Norfolk.

The website can help you:

- Find information on support in education
- Learn about special needs services that can help children, young people and their families
- Find a support network - parents, groups and organisations

- Get guidance and advice about how to help a young person plan their adult life
<https://www.norfolk.gov.uk/children-and-families/send-local-offer>

25. Family Voice Norfolk

We are parents and carers of children and young people with special educational needs and/or disabilities (SEND) in Norfolk.

Our aim is to improve services for our children and young people by ensuring that families' voices are heard by planners and decision-makers.

[Home – Family Voice Norfolk](#)

26. Community Dental Services

CDS in Norfolk and Waveney accept referrals for patients with additional needs and anxious patients requiring care under sedation or general anaesthesia.

[Norfolk & Waveney - Clinics - Community Dental Services](#)

27. Supported Internships

If you are 16-24 years old, have an education, health and care (EHC) plan and want to work, a supported internship will provide you with the extra support you need to achieve your goal.

A supported internship is a one-year study programme that will help you to get the skills and experience you need to succeed.

On a supported internship, you will spend at least six months in an unpaid work placement with an employer. You will also have a personal study programme. This gives you the chance to gain useful qualifications, which could include English and maths.

<https://www.norfolk.gov.uk/children-and-families/send-local-offer/education-and-training-0-25/post-16/internships-and-supported-internships>

28. Match and Mentor

Match and Mentor, provides personalised, supported volunteering opportunities and other community-based activities, for people with a learning disability, or additional support needs.

[Match and Mentor - Project by Volunteering Matters](#)



29. Family Action ASD/ADHD Support Service

West Norfolk Services

September 2022

Family Action is a national charity which is working in partnership with local health services to provide support to the families of children awaiting assessment for, or recently diagnosed with, ASD or ADHD.

What can we offer?

- We run courses to help families understand and manage their child's challenging behaviour.
- Drop-in support groups - come and meet other parents coping with their child's autism or ADHD and so really 'get it'.
- Helpline for 18-25 year olds with a diagnosed neurodevelopmental difference

To contact us for advice and support, or to book a place on one of our courses or information sessions, please phone Swaffham 01760 725801/720302 or email swaffham@family-action.org.uk

30. Plan Bee Support course

'Plan Bee' is a FREE 3-week course (2hrs per week) written by two Clinical Psychologists working in Norfolk and is aimed at parents or carers of children or young people with additional needs including suspected or diagnosed ASD or ADHD.



During the three-week course, we will explore:

- Behaviour as communication.
- Understanding the full range of needs your child may have.
- Developing a plan to support behaviour in difficult situations which can then be shared with grandparents, schools and others.
- Strategies for creating an environment in which your child or young person can thrive.
- Sharing experiences, challenges and successes with other parents experiencing similar issues and learning from these.

Contact Swaffham 01760 725801/720302 or email swaffham@family-action.org.uk

31. ADHD Norfolk

ADHD Norfolk ADHD Norfolk recognises ADHD/ADD as a complex but easily treatable condition, which can have a profound effect on individuals, families, schools and society. We aim to raise awareness and reduce the stigma surrounding ADHD, whilst providing support and advice for anyone affected by ADHD/ADD in Norfolk.



<https://www.adhdnorfolk.org.uk/>

32. ADHD Norfolk West Norfolk Hub

Our monthly drop-in sessions are free to come to and are for anyone affected by ADHD – and we mean anyone! Our team are on hand, ready to listen and signpost you in the right direction. There is plenty of information to take away too and meet others in a similar situation. Children are always welcome too!

West Norfolk Drop-in Hub

Discovery Centre

North Lynn King's Lynn PE30 2LAF

Monthly drop-in sessions to support you and others like you

Third Thursday of the Month 6pm-8pm.

33. Health Passport for Autism

'My Hospital Passport' is a resource for people with autism who might need hospital treatment. The passport is designed to help autistic people to communicate their needs to doctors, nurses and other healthcare professionals.

Before making your passport, please read our guidance to assist in completing and using it.

Please either complete the passport online and print it or print it out and complete in writing.

Once you have completed the passport, you should either:
staple the pages together to form a booklet; or keep them in a clear plastic folder.

You might find it useful to make a spare copy for your own records.

When admitted to hospital for treatment overnight or for a long stay, you should:

- give the passport to the doctor or nurse responsible for your care
- ask them to make sure the passport is kept with the patient notes at the end of your bed.

[My health passport \(autism.org.uk\)](https://www.autism.org.uk/health-passport)

34. National Autistic Society West Norfolk Branch

The National Autistic Society's West Norfolk branch is run voluntarily by parents/carers, all of whom have autistic children/young people. It provides coffee mornings which regularly have professionals attending and gives families an opportunity to socialise and has a library of autism spectrum disorder (ASD) related books. It also holds workshops and seminars, a fortnightly teenage group, a monthly Saturday Club, music sessions, a Lego Club and holiday activities including gym sessions, roller skating sessions, soft play sessions and swimming sessions.



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

35. West Norfolk Autism Group

The West Norfolk Autism Group provides support to individuals of all ages with autism, and their families and carers, and campaigns for better local services for those living with autism in West Norfolk.

The charity is run entirely by volunteers with lived or family experience of autism and we work tirelessly to deliver a vast range of social events and activities for our members.

[West Norfolk Autism Group | Supporting Autistic Children & Adults – Independent West Norfolk charity supporting autistic children, adults and their families](#)

36. ASD Helping Hands

ASD Helping Hands services include a Family support service, offering support on an individual basis to parents/carers, children and adults. Support groups provide ongoing support to those in need, as well as Residential Holidays and Activity Days. They can also provide accredited training to parents/carers and professionals.

To access the service you do not need a diagnosis, a certain age bracket or a specific location.

<https://www.asdhelpinghands.org.uk/>



37. Annual Health Checks – Learning disabilities

People with a learning disability often have poorer physical and mental health than other people. This does not need to be the case.

It is important that everyone over the age of 14 who is on their doctor's learning disability register has an annual health check.

An annual health check can help you stay well by talking to a doctor or nurse about your health and finding any problems early, so they can be sorted out.

You do not have to be ill to have a health check – in fact, most people have their annual health check when they are feeling well.

If you are worried about seeing a doctor, or there is anything they can do to make your appointment better, let the doctor or nurse know.

They can make changes to help you. These are called reasonable adjustments.

<https://www.nhs.uk/conditions/learning-disabilities/annual-health-checks/>

38. Disabled Students Allowance

If you have a disability or specific learning difficulty and are studying in higher education, you may be eligible for Disabled Students' Allowance (DSA). This allowance covers the extra disability-related costs or expenses you have while studying which are over and above those provided as reasonable adjustments by the college or university

<https://www.disabilityrightsuk.org/applying-disabled-students%E2%80%99-allowances-dsas>

39. West Norfolk Mencap

We run two Gateway Clubs – one for adults and one for youngsters. Both aim to provide a safe, enjoyable environment in which members can have fun but also develop their social skills at the same time.

Members range from 5-18 years for Junior Gateway and 18 upwards for the Senior club. They have a broad range of needs including severe and mild Learning Disabilities, Down's Syndrome, Autism, Cerebral Palsy, Challenging Behaviour and Attention Deficit Disorder.

Our Befriender Scheme runs both one to one and group activities and trips. Its aim is to organise events to help our members enjoy a full social life and reduce the risk of social isolation. More information is given on the Befriender page of this site – just click on the link.

We also have a large Beach Hut located at Old Hunstanton which we make available to our members and to other learning disability organisations and individuals. We make no charge for its use but donations are always welcome. Just click on the Beach Hut page to find out more and to make a booking.

We are always available to give Help and Support to our members. We work closely with local social services departments, with Royal Mencap and with other bodies so if we don't know we can always find someone who does! In addition, we provide Independent Advocacy support if any of our members need help in dealing with whole variety of problems including benefits matters, problems with care etc. Just look at the Help & Support page by clicking on the link.

[West Norfolk Mencap | Supporting and Promoting People \(wnmencap.org.uk\)](http://wnmencap.org.uk)

40. Nansa

Nansa is the Norfolk and Norwich SEND Association. We aim to be a catalyst for real change, across the region, for those living with, or caring for others with, special educational needs and/or disabilities.

We provide support from infancy; often working alongside families prior to any formal diagnosis of their child's condition. We collaborate with every family to ensure their child's specific needs are met, promoting development and progression through an innovative and therapeutic programme of early intervention and support.

The DRAGONS (Disability Real Action Group of Norfolk) are a group of young people with disabilities that are looking to make sure that SEND opportunities, in Norfolk, are accessible and that young people are enjoying their services.

SENsational Families is a free service offered by Nansa. You will be put in contact with one of our Family Support Advisors (FSA's) to offer support and guidance, from parental guidance to EHCP's and much more.

Our FSA's work directly with families and support through telephone calls, face to face support groups or attending meetings at schools or regards to health and social care.

Nansa

41. Personalised Travel Payments

This scheme offers a sum of money to parents and carers with a child or young person who has Special Educational Needs or Disabilities (SEND) to enable them to make their own arrangements to take their child or young person to and from school. This is an alternative to other Local Authority provided transport such as a taxi or a minibus.

[Personalised Travel Scheme - Norfolk County Council](#)

42. TITAN Travel Training

TITAN (Travel Independence Training across Norfolk) offers young people with special educational needs and disabilities (SEND) support to help them to become confident independent travellers.

We offer a range of opportunities for young people aged 10 (Year 6) to 25, both in school and the community, supporting effective transition to travelling independently.

<https://www.norfolk.gov.uk/education-and-learning/school-and-college-transport/titan-travel-training>

43. Mobility Aids Service

British Red Cross Mobility Aids Service in Norfolk; - A short term loan service of mobility and independent living aids.

Services include:

- child, adult and heavy-duty wheelchairs
- wheelchair accessories
- commodes and toilet aids

Nelson House,
Bergen Way,
North Lynn Industrial Estate,
King's Lynn,
PE30 2DE
01553 766969

<https://www.redcross.org.uk/get-help/hire-a-wheelchair/>

44. West Norfolk Disability Information Service



Why are you not receiving the right benefits?
Need any information on equipment, accessible holidays etc?
Do you want advice on access?
Is it support you need at work or at school?
School or firm could do with some awareness training?
www.wndis.org.uk

Carers

45. West Norfolk Carers

Supporting carers of all ages who care for someone with a physical disability, illness, frailty, mental ill health or substance misuse.

We run several carer's groups for both young and adult carers. These groups provide a point of contact to answer your queries. Whether you need guidance, advice or just a listening ear, we are here to help. If we can't help, we certainly know someone who can.

Our Young Carers groups provide support and a break from your child's caring role. Our five groups help to arrange fun days out and short breaks away from home. We provide 1-1 individual support to help build confidence and give time to talk.

West Norfolk Carers



46. Carers Matter Norfolk

Are you looking after a friend or family member who due to illness, disability, mental health or addiction cannot manage without your support?

If so, Carers Matter Norfolk is here to support you via our advice line, community support, carers breaks and education and training. We also support young carers and families.

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



47. Caring Together

Caring Together support carers of all ages across Cambridgeshire, Peterborough and Norfolk. They run a young carers awareness-raising project across Norfolk known as the Norfolk Young Carers Forum.

For more information about the Norfolk Young Carers Forum (NYCF) visit www.caringtogether.org/support/norfolk-young-carers-forum

Forum members have created a new Quality Standard for schools, colleges and universities, the 'Young Carers Friendly Tick' Award.

48. Carer's assessment

Carer's assessments are for adults who provide unpaid care and support to someone who:

Lives in Norfolk and

- Is aged 18 or over and;
- Is disabled, ill or elderly

You can have a carer's assessment even if the person you care for doesn't get any help for their care and support from us.

There are separate assessments for parent carers and young carers:



If you're looking after a child or young person (aged under 18), you can request a parent carer needs assessment.

If you're a child or young person (aged under 18) who helps to look after or support someone, you can request a young carer's needs assessment.

<https://www.norfolk.gov.uk/care-support-and-health/looking-after-someone/carers-assessment>

49. Guide to Care and Support for Adults

This comprehensive guide to adult social care in Norfolk provides you with information covering falls prevention, safety in the home, accessing help from social care and much more.

<https://www.carechoices.co.uk/publication/norfolk-care-and-support-guide/>

50. Carers Emergency Plan

An emergency plan provides key information about the person you support. This makes it easier for someone else to support them if you are unable to.

Information in your emergency plan should include:

- Your details
- The details of the person(s) your support, including any conditions they have
- The type of support you provide and how often you provide it

- Details of 2 or more people who can be contacted in an emergency and the support they will be able to provide
- How to access the property of the person you support. For example, do they have a keysafe?
- Details of any assistive technology the person you care for uses, such as a pendant alarm
- If you or the person you support have pets, you should include details of who will care for your pets in an emergency

If you are a young carer, the Young Carers and Families Support Service provide support for making a young carer's emergency plan.

<https://www.norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/prepare-for-emergencies/emergency-carers-card>

51. Short Breaks

A Short Break gives children and young people the chance to spend time away from their parents/carers, letting them take part in new activities, make friends, learn new skills, become more independent and have fun. At the same time, parents/carers can have a break.

[Short breaks - Norfolk County Council](#)

Health and Wellbeing

52. NHS 111 online

111 online can tell you:

- where to get help for your symptoms, if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

[Get medical help - NHS 111](#)

53. Self-harm App

The Calm Harm app provides some immediate activities and techniques to help you break the cycle of self-harm behaviour and explore underlying trigger factors; the app supports you in building a 'safety net' of helpful thoughts, behaviours, and access to supportive people, as well as providing the opportunity to journal and self-reflect. The Calm Harm app also signposts to help.

[Home - Calm Harm App](#)

54. Suicide Prevention App

West Norfolk Services

September 2022

The Stay Alive app is a pocket suicide prevention resource for the UK, packed full of useful information to help you stay safe. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

[Stay Alive App - Grassroots Suicide Prevention \(prevent-suicide.org.uk\)](https://prevent-suicide.org.uk/)

55. Samaritans

Samaritans is a unique charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide.

[Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)

56. Shout

If you are struggling to cope and need to talk, our trained Shout Volunteers are here for you, day or night.

Shout 85258 is a free, confidential, anonymous text support service. You can text from wherever you are in the UK.

<https://giveusashout.org/>

57. Reading Well

Reading Well supports people to understand and manage their health and wellbeing using helpful reading. The books are all recommended and endorsed by health experts, as well as by people living with the conditions covered and their relatives and carers.

There are currently five Reading Well booklists for adults, young people and children. For more information visit The Reading Agency's Books page.

<https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/library-services/health-and-wellbeing/online-resources/reading-well>

58. Screen-Free Learning

While digital devices have become commonplace during family time in most homes, studies show that screen-free activities have a positive impact on children's development and health in a wide range of areas, including social skills, physical exercise, sleep and academic performance.

Kettler have posted on-line some guidance and advice around screen-free learning

<https://www.kettler.co.uk/screen-free-learning/>

59. Support Line

We offer confidential emotional support to children, young adults and adults by telephone, email and post. We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life.

<http://www.supportline.org.uk/>

60. The Big C

We are a local, people-first charity, committed to working collectively to provide outstanding cancer support when and where people need it, now and for the future.

[Home - Big C \(big-c.co.uk\)](http://big-c.co.uk)

61. Nelson's Journey

Nelson's Journey supports children and young people in Norfolk who've experienced the death of a significant person. We provide a range of resources and services, and accept referrals from families and professionals for those who may need our support.

www.nelsonsjourney.org.uk



62. TimeNorfolk – The Pregnancy Loss Charity

We provide support to anyone...

- Who has experienced pregnancy loss through miscarriage, termination, ectopic pregnancy or stillbirth
- With an unplanned pregnancy
- Needing support through their pregnancy
- Experiencing infertility or secondary infertility
- Experiencing perinatal mental health problems



We provide inclusive support across Norfolk to anyone who has been affected by pregnancy loss. To make an appointment or speak to someone, please contact us.

www.timenorfolk.org.uk

63. West Norfolk Fertility Support Network

We are a small charity serving West Norfolk and surrounding areas. We aim to provide peer support for people trying to conceive.

We have a drop-in on the first Thursday of the month from 6 PM - 8 PM at the Discovery Centre, Columbia Way, PE30 2LA <https://www.facebook.com/FertilitySupportKL>

64. Norfolk and Waveney Mind

We offer a wide range of services including 1:1 talking therapies, gardening projects, access to employment services, mental health training and education for businesses, schools and individuals, residential care and support programmes.

We also work in our communities to raise awareness and challenge stigma and discrimination. Our services support young people aged 14-25, adults and carers affected by mental ill health.

<https://www.norfolkandwaveneymind.org.uk/support-information/about-us>

65. Wellbeing Service

The Wellbeing Service offers help and support to improve wellbeing and manage stress, low mood, and anxiety. We aim to reduce the onset of mental ill-health, prevent deterioration and promote recovery by offering a range of flexible services tailored to meet your specific needs.



Our services, provided in community settings throughout the region, include a wide range of workshops and courses, talking therapies, including counselling and cognitive behavioural therapy. Alongside this, we also offer social support within the community including peer support work, employment advice and social events.

66. YANA

If you are involved with farming or another rural business in any way and are feeling low or if you are worried about a member of your family, a colleague or a friend, YANA can help. Call our helpline 0300 323 0400 for confidential support or email helpline@yanahelp.org.

www.yanahelp.org

67. OCD Action

The OCD Action Helpline and Email Service is a confidential and unbiased service offering help, information and support for people with OCD, carers and anyone who is concerned that they, or their friends or relatives, may have OCD or a related disorder. OCD Action also run online support groups and have an OCD youth website.

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

68. Rethink

The Rethink Mental Illness advice and information service offers practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, and carers rights. We also offer general information on living with mental illness, medication and care.

<https://www.rethink.org/>

69. Minded for Families

Safe and reliable advice about young people's mental health, created by experts and parents together

<https://mindedforfamilies.org.uk/young-people/>

70. Young Minds

We provide young people with tools to look after their mental health. Our website is full of advice and information on what to do if you're struggling with how you feel. We empower parents and adults who work with young people, to be the best support they can be to the young people in their lives. And we give young people the space and confidence to get their voices heard and change the world we live in. Together, we can create a world where no young person feels alone with their mental health.

<https://www.youngminds.org.uk/>

71. Kooth

Free online mental health and well-being support for young people aged 18-25

[Home - Kooth](#)

72. Quell

Free, safe and anonymous mental wellbeing support for adults across the UK

[Home - Quell](#)

73. Family Mediation

Our mediators help families to resolve and prevent disputes through joint decision making, minimising the use of courts in a timely and cost-effective approach.

[East of England Family Mediation \(thefamilymediationtrust.org\)](http://thefamilymediationtrust.org)

74. Talk ED

If you or someone you care for is affected by an eating disorder or eating distress, we are here for you. Wherever you are in your journey, we have a range of services to help.

<https://www.talk-ed.org.uk/>

75. Neglect

Neglect means not being looked after properly. It can be hard to work out if you're being neglected.

[Neglect Matters: What you need to know about neglect; a guide for parents, carers and professionals \(booklet\) - Free Social Work Tools and Resources: SocialWorkersToolbox.com](#)

[What is Neglect? Information on Neglect for Children \(norfolkscb.org\)](http://norfolkscb.org)

76. Self-neglect & Hoarding

Advice and information about hoarding, how it can affect you and how to get support.

[Hoarding disorder - NHS \(www.nhs.uk\)](https://www.nhs.uk)

77. The Tricky Period and Toiletries to Go

Norfolk Libraries have free bags of sanitary products available to grab and go. If you're struggling to afford these necessities, please help yourself to a bag. There is no need to ask. These are available at all Norfolk Libraries.



Toiletries To Go - Grab and Go bags of toiletries which contain deodorant, toothbrush, toothpaste, shower gel, shampoo, hand gel and soap.

These are available at Kings Lynn Library. For more information about Tricky Period and Toiletries To Go, email libraries@norfolk.gov.uk

78. The Hygiene Bank

We believe no-one should be left struggling to wash their hair, brush their teeth, change their baby's nappy as often as needed or be unable to afford sanitary protection because of low wages, high housing costs, benefit cuts, illness, bereavement or situations like abuse.

The Hygiene Bank is a registered charity, made possible by volunteers. We encourage the local community to donate hygiene essentials, beauty and personal care products. We then collect, sort and distribute products to those that can't afford them via charity partners.

For more information, please contact Katie Mathers - Project Coordinator King's Lynn thbkingslynn@gmail.com or visit the website www.thehygienebank.com

79. Food Banks

We have food banks in the following areas:

- Downham Market
- King's Lynn
- Hunstanton

[Find a Food Bank - The Trussell Trust](https://www.trusselltrust.org)

80. The Food Pantry Feltwell

We work alongside St Mary's Church in Feltwell to bring you The Food Pantry Feltwell, a local food bank.

[The Food Pantry Feltwell | Facebook](https://www.facebook.com/foodpantryfeltwell)

81. Hunstanton Community Fridge

West Norfolk Services

September 2022

The Community Fridge is open every Wednesday from 10.15am until everything is gone (usually within the hour). You can find it at Hunstanton Community Centre, Avenue Road. Everyone is welcome.

[Hunstanton Community Fridge | Facebook](#)

82. Coastal Community Supermarket

The Coastal Community Supermarket is a mobile pop-up shop run by Wells Community Hospital Trust. It offers heavily discounted and free food, personal care and household products to those in need around the North and west Norfolk coastal area. In Hunstanton it will be in the Community Hub, lower floor Hunstanton Town Hall (lift available) from October. This will be run alongside the Helping Hands Cafe

[Wells Community Hospital, Wells-next-the-sea, Norfolk. Home page \(wellshospital.org.uk\)](#)

83. Breckland Mobile Food Store

The Breckland Mobile Food Store supplies good quality, affordable food to its' members. After showing proof of address and paying a one-off joining fee of £3 per household, members can buy fresh, dried, and tinned food, alongside toiletries and personal care items at a discounted price. The mobile food store stops every Friday in The Row, Weeting (10:30-11:30)

[Breckland Mobile Food Store | Facebook](#)

84. Downham Market Clothing Bank

Clothes'n'More are based at the Salvation Army Hall in Bridge Street, Downham Market on Mondays and Fridays 9-11. Everything is free, except for some new items that a donation is asked for.

[Downham Market | The Salvation Army](#)

85. iCaSH

The iCaSH (integrated Contraception and Sexual Health) service provides all aspects of sexual and reproductive health, including contraception, sexually transmitted infection (STI) and HIV testing and treatment.

iCaSH clinics are available at locations across Bedfordshire, Cambridgeshire, Milton Keynes, Norfolk, Peterborough and Suffolk.

www.icash.nhs.uk

86. Relationships, Sex and Health Education Guides for Parents

Guides for parents to understand how schools are teaching about Relationships, Sex and Health Education: <https://www.gov.uk/government/publications/relationships-sex-and-health-education-guides-for-schools>

87. Understanding Sexual Behaviours

Advice for parents on healthy and unhealthy sexual behaviour in children and teenagers, including what to do if you're worried.

[Understanding Sexual Behaviour in Children | NSPCC](#)

88. Vision Norfolk

Vision Norfolk help people living with sight loss to enjoy independent and fulfilled lives. They have a community hub in King's Lynn which is a base from which they provide services. Everyone is welcome to gain information, advice and support from hub staff, take part in social and wellbeing activities and to use screen readers and specialist equipment. It is also used as a meeting venue and for various activities.

They provide one-to-one support and assess the needs of those with any degree of sight loss to determine how best they can help and support them. They provide support and access to equipment to help around the house, help you and your loved ones to develop strategies to adapt to daily life and signpost you to other services.

<https://www.visionnorfolk.org.uk/supporting-you/community-hubs/>

89. West Norfolk Deaf Association (WNDA)

WNDA supports Deaf and hard of hearing adults and children to lead independent lives. They provide a range of services for people of all ages and with all levels of hearing loss including hearing support, social groups, ear wax clinics, deaf support, and training courses.

www.wnda.org.uk



90. Parkinson's King's Lynn and West Norfolk Support Group

Our group offers friendship and support locally to people with Parkinson's, their families and carers, contact us to find out more.

[Kings Lynn and West Norfolk Support Group | Parkinson's local support finder \(parkinsons.org.uk\)](#)



91. Stroke Support in West Norfolk

Stroke support groups are a safe and supportive space to try things again, to learn more about stroke and self-care and to build your confidence as you rebuild your life after stroke. There are local groups in King's Lynn, Downham Market and Hunstanton as well as Tai Chi and art classes.

[Support in your area | Stroke Association](#)

92. Breathe Easy King's Lynn support group

Make new friends who know what you're going through and learn more about living with a lung condition. We meet on the last Monday of every month, 1.30pm - 3.30pm at Gaywood Church Rooms. Gayton Road, Kings Lynn, PE30 4DZ

Call 0300 303 0253 for more information



93. Healthy Ageing Toolkit

The Healthy Ageing toolkit is designed for anybody who is supporting older people in the community, including families, carers and older people themselves. The toolkit outlines key information about how to:

- Proactively recognise people living with frailty and/or dementia at an early stage
- Signpost older people to information and advice about these conditions and healthy ageing in general
- Work together to link older people, especially those with frailty and/or dementia, into local services that can help them to enjoy the best possible quality of life and remain safe and well at home

The Healthy Ageing Toolkit forms part of NHS and Public Health England's Help Us Help You Stay Well This Winter campaign www.norfolk.gov.uk/healthyageingtoolkit

94. Coroners Court Support Service

The Coroners' Courts Support Service (CCSS) is an independent voluntary organisation whose trained volunteers offer emotional support and practical help to bereaved families, witnesses and others attending an Inquest at a Coroner's Court.

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

95. Norfolk Alcohol and Drug Behaviour Change Service

We can help you break free from harmful patterns of behaviour and feel happier and healthier. We tailor the drug and alcohol support we offer to fit your needs. Whether it's one to one working or group sessions, we will help you work towards your goals. We want you to unlock your full potential.

Our services include medical treatment. This might include substitute prescribing or medication that helps prevent relapse.

We have needle exchanges where you can find harm reduction advice. There is also blood-borne virus testing, naloxone training and access to other services.

We have a hub in King's Lynn but we also see people in the community. This means we can support you wherever you live.

[How we can help | Change Grow Live Norfolk | Drug and alcohol support](#)

96. Matthew Project

West Norfolk Services

September 2022

The Matthew Project focuses on reducing drug and/or alcohol misuse with young people under 18, providing support for both young people and adults in recovery, and improving individuals' mental wellbeing. Services include:

- The Unity Service - a specialist Drug and Alcohol Service for children, young people and their families
- Early Intervention - Support for individuals and groups on a range of issues including well-being and substance misuse.
- On Track - Clearing barriers to employment for young people in Norfolk.
- Outside the Wire - A specialist service for Armed Forces veterans, current serving personnel and their families.
- Next Steps - Supporting people in recovery from substance misuse, building community, support and skills.

<https://www.matthewproject.org/>

97. Guides for children affected by parental drug Use

[Drug and alcohol recovery | The Matthew Project | England](#)

[Parents, Pints & Pills: Booklet for young people who live with someone with a drug or alcohol problem - Free Social Work Tools and Resources: SocialWorkersToolbox.com](#)

98. Alcoholics Anonymous

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

Groups meet weekly at Downham Market Salvation Army

[Downham Market | The Salvation Army](#)

<https://www.al-anonuk.org.uk/>

99. National Association for Children of Alcoholics

Providing information, advice and support for everyone affected by a parent's drinking

<http://www.nacoa.org.uk/>

100. Re-Solv

Re-Solv is a charity working to end solvent abuse and support all those whose lives are affected by it. Solvent abuse includes gases, aerosols, nitrous oxide ('laughing gas'), poppers, petrol, glues, solvents and other volatile substances.

<https://www.re-solv.org/>

101. Steam House Café

West Norfolk Services

September 2022

The fully trained team in this drop-in café provide a range of 1:1 training and group sessions that focus on building and maintaining your wellbeing.

[\(5\) STEAM House Cafe - King's Lynn | Facebook](#)
[Home - Access Community Trust \(accessct.org\)](https://www.accessct.org/)

102. King's Lynn Night Shelter

The King's Lynn Night Shelter was established as an independent charity by Churches Together in King's Lynn in 2017 and is open for nine months of the year offering 24-hour emergency accommodation in single rooms to anyone with nowhere safe to stay.

[Home \(klnightshelter.org.uk\)](https://www.klnightshelter.org.uk/)

Domestic Abuse & Victim Support

103. Sexual Assault Referral Centre

The Harbour Centre Sexual Assault Referral Centre (SARC) offers free support and practical help to all people, regardless of age, disability, race, gender, religion, or sexual orientation. If you have been raped or sexually assaulted (including penetration) either recently or in the past, we encourage you to contact us.

[The Harbour Centre |](https://www.theharbourcentre.org.uk/)



104. Emergency Injunction Service

Our free service allows anyone who has recently suffered or been threatened with domestic abuse or violence to apply for an emergency court injunction.

This can sometimes be issued within 24 hours of making contact with us. We work in close partnership with the police, solicitors and other support agencies (Refuge, Women's Aid etc) to help victims obtain speedy protection.

For more information or to start the injunction process go to.

<http://www.ncdv.org.uk/>

105. Pandora Project

Pandora Project provides emotional and practical support to women affected by domestic abuse in West Norfolk. We work with children and young people as they are truly the hidden victims in abusive households. We also offer group support, safe accommodation and our own recovery programme called Open The Box. This 10-week course includes not only an understanding of domestic abuse but also confidence and self-esteem work, an essential part of the recovery journey.

<https://www.pandoraproject.org.uk>

106. Norfolk Community Law Service

We are a registered charity dedicated to providing access to justice and equality in Norfolk.

We target our services at individuals and groups, particularly those who cannot afford access to justice and representation. This includes, for example, those with long term physical and/or mental ill-health, physical and sensory disabilities and/or learning difficulties, offenders, ex-offenders, migrant workers and others who are disadvantaged. The advice we offer is non-discriminatory and confidential.

We provide the following services which are all free, independent and confidential. Please click on the links for more information and contact details.

- Free Legal Advice 15 minutes free initial telephone advice with a solicitor on employment, family & general issues.
- Debt Advice for vulnerable people and those with complex needs
- Welfare Benefits Advice and representation at Tribunal
- Legal Advice for Victims of Domestic Abuse
- Immigration Advice on residence in the UK and help with Home Office applications. We can also offer help with challenging Welfare Benefits Habitual Residence decisions.
- Help For Ukrainians
- The UK Government has announced concessions to allow Ukrainians to join family members in the UK. These applications are free of charge. NCLS are offering priority advice for these applications and will guide you through the whole process. Please contact the Immigration Advice Service, immigration@ncls.co.uk or call: 01603 851247. All our services are free.
- Family Court Support for private law child contact matters
- Discrimination Advice

<https://www.ncls.co.uk/>

107. Equality Advisory & Support Service

Do you need advice? Have you been...

- Made redundant because of your age or disability?
- Refused housing because of your race?
- Treated differently because of pregnancy & maternity, religious beliefs or your sexual orientation?

<http://www.equalityadvisoryservice.com/app/home>

108. Leeway Domestic Abuse Services

We provide specialist domestic abuse support in Norfolk and Suffolk. We provide a range of services including:

West Norfolk Services

September 2022

- Helpline
- Male Victim service
- Temporary safe accommodation
- Children and young people service
- Training and consultancy
- Part of the delivery of NIDAS (Norfolk Integrated Domestic Abuse Service)
- Safe houses
- Vulnerable adult independent worker

<https://www.leewayssupport.org>



109. St Giles Wonder Plus

Through the Wonder Plus Project, we provide holistic care and support for women in the community who are involved in or at risk of involvement in the criminal justice system.

<https://www.stgilestrust.org.uk/what-we-do/womens-services/>

110. Norfolk & Suffolk Victim Care

Covering the whole of Norfolk and Suffolk, we're a free, confidential support service specifically designed to help victims and witnesses of crime.

Whatever has happened to you, whatever you may have witnessed and whenever it took place, our trained support staff will work with you to make sure you receive the help you need to cope and recover.

It doesn't matter if you have reported the crime to the police or not, or previously turned down offers of support – support is available if you need it.

<https://www.nsvictimcare.org>

111. Respect Men's Advice Line

Men's Advice Line is a team of friendly advisors who will listen and believe you. Our team are available to offer you non-judgmental support, practical advice and information.

Our focus is to increase the safety of men experiencing domestic abuse (and the safety of any children) by providing confidential support.

<https://mensadvice.org.uk>

112. Unseen

Unseen provide safehouses and support in the community for survivors of trafficking and modern slavery. They also run the UK Modern Slavery & Exploitation Helpline and work with individuals, communities, business, governments, other charities and statutory agencies to stamp out slavery for good.

[Home - Unseen \(unseenuk.org\)](https://unseenuk.org)

113. Norfolk Trading Standards

Norfolk County Council Trading Standards offer a range of schemes to improve Community Safety:

- No Cold Calling Zones

A no cold calling zone is a designated area where the residents declare they will no longer accept traders calling at their homes without an appointment.

<https://www.norfolk.gov.uk/business/trading-standards/consumer-advice/no-cold-calling-zones>

- Consumer Advice:

For advice on your consumer rights, to report a scam or doorstep rogue trader contact Citizens Advice consumer helpline on 0808 223 1133

- Friends Against Scams

Friends Against Scams aims to protect and prevent people from becoming victims of scams by empowering communities to "Take a Stand Against Scams".

A scam is a dishonest scheme designed to cheat people out of money. There are many scams with new ones appearing constantly. You can sign up to receive email consumer or business scam alerts

[Scams - Norfolk County Council](#)

114. Gamcare

GamCare is the leading provider of information, advice and support for anyone affected by gambling harms. We operate the National Gambling Helpline, provide treatment for anyone who is harmed by gambling, create awareness about safer gambling and treatment, and encourage an effective approach to safer gambling within the gambling industry.

<https://www.gamcare.org.uk/>

115. SOS Bus in Kings Lynn (Project Safe Haven)

Project Safe Haven operates every Friday and Saturday night from 9pm until late within the night-time economy of Kings Lynn town centre.

Services include:

- First aid
- Promotion of Safe Sex
- C-Card
- Flip flops
- Stay Warm
- Refreshments
- Needle Exchange
- Information & Advice

[SOS Bus - YMCA Norfolk](#)

Groups

116. King's Lynn and West Norfolk Borough Charity

The object of the charity is to try to relieve hardship or distress by paying for, or contributing to, items, services or facilities calculated to help those in need who apply for help. Recent forms of assistance have included: the purchase of cookers, washing machines, dryers, fridges and fridge freezers; the purchase of carpeting and other flooring; provision of furniture and bedding; assistance with heating and utility costs; and help with relocation costs with the Borough.

The Trustees meet quarterly to consider applications for assistance in March, June, September and December. In addition, urgent applications may be considered between meetings.

<https://www.kingslynnwncharitytrust.co.uk/>

117. Norfolk Early Childhood Community Fund

You can apply for a grant from the Early Childhood Community Fund to set up a new parent and toddler group. You can also apply for a grant if you want to expand an existing group. Groups can apply for up to £2,500 each financial year.

[Norfolk Early Childhood Community Fund - Norfolk County Council](#)

118. Turn2us

Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services. The Benefits Calculator takes less than 10 minutes to complete, and it will tell you which means-tested benefits you may be entitled to, including tax credits.

The Grants Search can help you look for funds that might be able to give you a grant or other types of help.

<https://www.turn2us.org.uk/>

119. Friend in Deed

Friend in Deed is a Norfolk based charity that creates friendship across generations through various intergenerational schemes. We aim to reduce loneliness and promote kindness. We offer a range of activities and events that help bring older and younger people together to form friendships across generations.

<https://www.friendindeed.org.uk/>

120. Coram Voice

West Norfolk Services

September 2022

Coram Voice will help you if you are in care, leaving care, have or need a social worker.

We will get your voice heard, tell you about your rights, give you the support you need through our advocates and work with you to improve the care system.

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



121. Hanseatic Union

Hanseatic Union supports the migrant population in King's Lynn and West Norfolk. They provide English language classes, employment support and children's activities. All their staff speak Eastern European languages.

admin@hanseaticunion.co.uk



122. Norfolk LGBT + Project

Norfolk LGBT+ Project is a registered charity, providing support, information and advice to all age groups that is relevant to the health and wellbeing of the lesbian, gay, bisexual and transgender community in Norfolk and Waveney. Services include one to one support, drop-in groups and family support.

[Norfolk LGBT+ Project | Support, Information, Advice](#)

123. Switchboard LGBT+ helpline

At Switchboard we provide an information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity.

<https://switchboard.lgbt/help/>

124. Targeted Activities for Young People

Prospects is a service commissioned by Norfolk County Council for young people. The criteria for referral is that the young person must be aged 13-19 and "at risk of statutory intervention" which can include a risk of youth offending; mental health difficulties; risk of school exclusion; health referrals, etc. In addition, they are keen to support the Early Help Team and others with their 'step-down' of young people who may need additional support to manage exiting services and gaining their independence. Referral is by the Request for Support form on the Early Help page of the Norfolk County Council.

More information from Gary Murray Gary.Murray@prospects.co.uk

125. Benjamin Foundation

West Norfolk Services September 2022

We provide positive activities for young people in North West Norfolk in a safe, supportive environment where our staff offer support and opportunities to learn, socialise and be a positive part of the local community.



Hunstanton

Both groups take place at The Basement, Hunstanton Town Hall, PE36 6BQ:

Mondays (term time) 4.15pm – 5.45pm – Youth Group: This group session is open to anyone in Years 6-9 (Aged 10-14), with activities / games to get involved in.

Mondays (term time) 6pm – 7.30pm – Hang Out: This session offers a safe place to meet up with friends and chat. Open to Year 10 and over (14+ years)

Dersingham

Dersingham Youth Group, Dersingham Village Hall, 83 Manor Road, Dersingham, PE31 6LN. FREE to attend.

Wednesdays 4.30pm – 6pm (term time) for ages 8-11.

King's Lynn

Discovery Centre, Columbia Way, King's Lynn, PE30 2LA

Tuesdays 4pm – 5.45pm – Junior Youth Group Years 3-7 (8-12 years)

Tuesdays 6pm-7.45pm – Senior Youth Group Years 8 and over (13-17 years)

<https://benjaminfoundation.co.uk/service/north-west-norfolk-youth-groups/>

126. SWAN Youth Project

We support young people between 8 – 18 years of age with a variety of activities, groups and courses.

This includes:

- Open access sessions
- 1:1 support
- Family support
- Young carers
- Community liaison
- Small groups

[Swan Project - Support for Young People in Downham Market \(swanyouthproject.org\)](http://swanyouthproject.org)

127. The Workshop Kings Lynn

The Workshop, located in King's Lynn, is a hub for performing arts, a creative playground – from first steps to professionals. We work with local and national partners to provide high quality performing arts programming, participation, education and training for all ages. It is a place for everyone but has a particular focus on young people from all backgrounds. The

West Norfolk Services

September 2022

Charity has a strong emphasis on engaging those who face challenging circumstances and use the arts as an intervention. We work particularly young people and their families and use the arts to change their lives.

www.theworkshop.org.uk

128. Methwold Youth Centre

Methwold Youth Centre (The Hive) is based in the Community building on the Iceni Academy site. It is open to children in the village from any school and runs 3 sessions a week for different age groups. They have a dedicated area where the children can come play games, craft, play on consoles, quiet room, hang out with their friends and loads of other activities! They also have use of the MUGA (all weather practice hall) and a tuck shop available to buy snacks.

[Methwold Youth Centre | Facebook](#)

129. Access Migrant Support

ACCESS exists to help migrants settle into their local communities. We work in partnership with stakeholders to further community cohesion, to offer multi-lingual advice services and to provide practical support to overcome language barriers for our clients.

[Access | Supporting Migrants in East Anglia \(accessmigrantsupport.org.uk\)](http://accessmigrantsupport.org.uk)



130. King's Lynn Men's Shed

This is a social group of men of any age to share (or not) chew the fat (no political chats) do some woodwork or crafts drink tea or coffee or just socialise. All welcome!

[King's Lynn Men's Shed, King's Lynn \(kingslynnmensshed.co.uk\)](http://kingslynnmensshed.co.uk)

131. Downham Market Men's Shed

Our group is for a coffee and chat, stopping the isolation that comes with ageing. Perhaps revisiting old skills and interests, perhaps discovering new ones.

[Downham Market Men's Shed | Facebook](#)

132. Hunstanton & District Men's Shed

The Hunstanton Men's Shed is a community group aimed at, but not limited to, men of all ages. The group's function is to allow people the opportunity to engage and socialise with other members of the community in a safe and supportive environment.

[Hunstanton & District Men's Shed \(wordpress.com\)](http://wordpress.com)

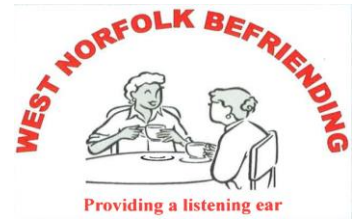
133. West Norfolk Befriending

West Norfolk Services

September 2022

West Norfolk Befriending aims to reduce social isolation by providing a link to the outside world. We match isolated older people with trained volunteer Befrienders who will visit on a regular basis.

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



134. Musical Keys Services

Equaliser

For: children and young people with autism.

What: Age and ability appropriate group music activities, with a focus on music technology.



Where and When: Every other Saturday 2 - 3.30pm (call for dates on 01603 766690)

At King's Lynn Scout Hut, Beulah Street, King's Lynn, PE30 4DN. Please note that referral for this group must be made via West Norfolk branch of National Autistic Society [here](#).

[Music Therapy Groups & Workshops in Norwich — Musical Keys](#)

135. Fensong Youth Theatre Group

Fensong is a group for all ages to find friends, faith, and fun, through the Arts, Drama, Music and Dance. Fensong is based in Nordelph.

[FenSong | Facebook](#)

136. West Norfolk Youth Advisory Board

The Youth Advisory Board (YAB) is open to all young people aged 11-19 (up to 25 with a disability) who live or study in West Norfolk. Each year members ask young people in West Norfolk about issues that matter to them.

The YAB take action through campaigning, lobbying, advocacy, hosting events and commissioning services.

They work with adult professionals in our community to ensure that young people have a say in decisions that affect them.

[West Norfolk Youth Advisory Board \(YAB\) – Map](#)

137. Scouts

Scouts have groups for all ages ranging from 4-18. Go camping, hiking, swimming, abseiling, cycling and canoeing. Or get to hang out with friends every week – having fun, playing games, working in a team and taking on new challenges.

[Find your local Scout Group | Scouts](#)

[Scouts](#)

138. Girlguiding

Guides have groups for all ages ranging from 4-18. Girls take what they do in guiding with them as they grow up. Everything from working in a team, to taking the lead, to speaking out on issues they care about. It helps them develop the skills and confidence to become the young women they want to be. And to make a difference to the world around them.

[Girlguiding | The Leading UK Charity for Girls & Young Women | Girlguiding](#)

139. King's Lynn Sea Cadets

Kings Lynn Sea Cadets aim to give young people an experience that will help them grow into the person they want to be in a safe and friendly environment. Through various activities and adventures, they learn teamwork, respect, loyalty, self-confidence, commitment, self-discipline, honesty and how to be the best version of themselves.

[Home - Sea Cadets Kings Lynn \(sea-cadets.org\)](#)

140. Services in Norfolk Libraries

Our libraries are so much more than a place to borrow a book:

- Access online resources including magazines and newspapers
- Take free online IT courses
- Join free clubs and activities for all ages
- Weigh your baby
- Borrow puzzles and board games
- Get support at the bereavement café
- Attend an NHS health check
- Get 1:1 tech support at Job Club
- Attend a variety of drop-in information sessions from local groups

Open library – Your key to your library

Did you know you can borrow books, use computers, access free Wi-Fi, printers and quiet creative spaces to meet or study, even at times when the library is unstaffed?

We're making it easier for you to get things done, by opening our libraries for longer.

Libraries running Open Library:

- Dersingham
- Downham Market
- Gaywood
- Hunstanton
- Kings Lynn

www.norfolk.gov.uk/OpenLibrary

www.norfolk.gov.uk/libraries

Transport

141. West Norfolk Community Transport

West Norfolk Community Transport (WNCT) was set up to provide a range of safe, affordable door to door transport services for people who are unable to access public transport due to location, age or mobility issues. The aim of WNCT is to provide services for people which contribute to increased levels of social inclusion. Our vehicles have low steps and tailgate lifts for people in wheelchairs.

Services include:

- Dial a Bus
- Go To Town
- Shopmobility
- Community Car Scheme
- Group Hire

[West Norfolk Community Transport | Go to town, Dial-a-Bus, Flexibus | Community Bus Services in West Norfolk \(wnct.co.uk\)](https://www.wnct.co.uk)

142. Transport Plus Community Transport

Our community transport service helps eligible adults get to essential health, social and wellbeing services. We mostly use volunteer car drivers. A driver will pick you up at your house, or the nearest safe place, and provide a door-to-door service. There is a charge per mile for the service.

Who is eligible to use this volunteer community transport service?

Adults who:

- Have a specific health or social need, but are not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends
- Need a journey for their essential shopping, e.g. food or medication
- Are **not** in receipt of any higher rate of disability payment or have a score above 8 points for mobility if in receipt of PIP
- Have recently had a heart attack, stroke or uncontrolled seizures in the last 3 months, they will need to be accompanied by a friend or relative

[Transport Plus - Norfolk County Council](https://www.norfolk.gov.uk/transport-plus)

143. Rural moped scheme

Whether you are unemployed, a student, an apprentice, attending training or in employment, Kickstart Norfolk could help you if transport is a problem. They have mopeds and scooters available to hire.



[Home - Kickstart Moped Hire \(kickstartmopeds.org.uk\)](https://kickstartmopeds.org.uk)

144. Wheels to Work Scheme

Scoots Hire wheels to work scheme has a fleet of mopeds/scooters/motorbikes available to hire to assist individuals with access to apprenticeships, employment & education/training.

<https://www.scoots-hire.com>

145. Independent Travel Training

TITAN (Travel Independence Training across Norfolk) offers young people with special educational needs and disabilities (SEND) support to help them to become confident independent travellers.

This free service offered by Children's Services provides a range of opportunities for young people aged 10 (Year 6) to 25, both in school and the community, supporting effective transition to travelling independently.

[TITAN travel training - Norfolk County Council](#)

146. Find your Transport

This tool helps you find out which transport services operate in your area, and how to access them. Enter the postcode and address from which you want to travel, and the tool will provide you with information about bus services, rail services, dial-a-ride services, and community car schemes in your area.

<https://maps.norfolk.gov.uk/findyourtransport/>

147. Help with Transport

There are lots of schemes and travel options that could make your access to services easier, save you money, or even open up a new route altogether:

<https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at-home/help-with-transport>

Housing and Finance

148. West Norfolk Housing

Information about looking for a home (private renting or via the housing register) and advice for tenants and landlords.

[Housing | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](https://west-norfolk.gov.uk)

149. Assistive Technology in the Home

Assistive technology is a range of electronic gadgets that can help you to live independently in your own home:

- Sensors/detectors that link to a monitoring centre (via your rented community 'pendant' alarm). For example smoke, low temperature, falls, and property exit sensors
- Global Positioning System (GPS) location devices that use a mobile network to raise an alert to a carer or monitoring centre, e.g. the buddi GPS device
- Triggers/sensors that can support a person or their carer in and around the home. For example pendant buttons, door contacts or motion sensors linked to a pager

This service is for adults over 18 years living in their own home (excluding residential/care homes).

The Assistive Technology team will carry out a free assessment to see if you would benefit from having any electronic gadgets that would help you to stay independent and/or provide support for your carer.

[Assistive technology - Norfolk County Council](#)

150. Careline Alarms & Assistive Technology

Careline Community Service can provide and install equipment within the home to support people to live independently;

- Careline Alarm – 24/7 assistance at the press of a button
- Key safe – Providing secure access to your home (e.g. for carers/paramedics)
- Assistive Technology – Linked smoke/CO2 detectors, GPS trackers, activity monitoring devices

[Careline Community Service \(careline-cs.org.uk\)](#)



151. Care & Repair

Care and Repair West Norfolk is the local Home Improvement Agency (HIA) for King's Lynn and West Norfolk and Fenland. The main aim of the Home Improvement Agency is to help clients to adapt and repair their homes, enabling anyone with disabilities, older people and those on low incomes, to live independently in their own homes in comfort, warmth and safety.

Services include:

- Adaptations and repairs
- A handyman service
- Energy efficiency support- The ECO scheme allows local authorities to identify the most vulnerable households who could benefit from energy efficiency



West Norfolk Services

September 2022

improvements; this scheme is called ECO Flexible Eligibility (also known as the Help to Heat scheme).

<https://www.careandrepair-wn.org/>

152. Norfolk Recycles

Norfolk Recycles has created a bespoke to Norfolk recycling locator tool, to give users various options of what to do with their waste before considering disposal:

<https://www.norfolkrecycles.com/where-can-i-recycle/bingenie/>

153. Purfleet Trust

The Purfleet Trust was set up as a charity in 1993 to provide help for single homeless people in King's Lynn and West Norfolk. Its services include:

- Homelessness support
- A Health and Wellbeing Centre
- Housing Support
- Purfleet Pantry

The Trust offers housing advice to help people find accommodation, support to help them maintain their tenancies, and can provide a daily hot meal and the opportunity to gain some essential life skills. The centre can be used as a postal address and there is free access to both computers and the telephone.

[About Us | The Purfleet Trust](#)

154. Shelter Services

Shelter in King's Lynn aid if you are homeless or threatened with homelessness. The team are also able to offer a range of free of housing advice, including liaison with environmental health if your rented accommodation is in such a state of disrepair it poses a risk to your health or safety.

They can also discuss help that may be available to maintain your independence at home, as well as considering your options if you feel that it is time to move to alternative accommodation.

Contact Shelter on 0344 515 1860 or visit [Shelter Eastern Counties \(Kings Lynn\) : HousingCare](#) and https://england.shelter.org.uk/housing_advice

155. Norfolk Assistance Scheme

The Norfolk Assistance Scheme (NAS) helps people who are in financial hardship and cannot pay their living costs.

If you are eligible they can:

- Provide emergency financial help

West Norfolk Services

September 2022

- Supply essential household goods and furniture
- Give support, guidance and advice

To receive help from the Norfolk Assistance Scheme (NAS) you must:

- Be 16–years-old or over
- Live in Norfolk or have been moved out of Norfolk by a government department in the past three months
- Be in financial hardship or receive a means-tested benefit

[Norfolk Assistance Scheme \(NAS\) - Norfolk County Council](#)

156. Mental Health Money Advice

The Mental Health and Money Advice website has been specifically designed to offer clear and impartial advice to people experiencing both mental health and financial issues.

Together these problems create an ongoing cycle that affects all aspects of our lives.

[Mental health and money : Mental Health & Money Advice](#)
(mentalhealthandmoneyadvice.org)

157. Mental Health & Debt Guide

This free PDF booklet is supported by Mind, Rethink, CAPUK and others, for people with mental health problems and those caring for them.

It covers how to handle debts when unwell, work with banks, free debt counselling, specific tips for bipolar disorder or depression sufferers, whether to declare a condition and more.

[Free Mental Health and Debt booklet - MSE \(moneysavingexpert.com\)](#)

158. E.ON

If you're a vulnerable customer and feel like you need some extra help with managing your energy account, we can add you to our Priority Services Register (PSR). You can add yourself to the register or update your circumstances any time through your [online account](#) or by emailing us at hi@eonnext.com.

When you're on the PSR, there are extra things we can do for you to make life easier:

- If your energy supply stops unexpectedly, we'll prioritise reconnecting you straight away.
- If you're struggling to read your bill or statement, let us know and we can help.
- You can choose someone to look after your account for you. If they're happy to do this, we'll send them your bills or statements.
- If you're worried about security, you can choose a password our team will use to identify themselves.

E.ON Next Energy Fund:

The E.ON Next Energy Fund initiative has been set up to help our customers receive extra support. If you meet the criteria, the Energy Fund could help you pay your current or final

West Norfolk Services

September 2022

E.ON Next energy bills and even replace old appliances. The E.ON Next Energy Fund is funded by E.ON Next and is run on our behalf by Charis Grants, you can [apply online now](#).
[Extra help – our policies](#) | [E.ON Next \(eonnext.com\)](#)

159. Warm Home Discount Scheme

You could get £140 off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your [Cold Weather Payment](#) or [Winter Fuel Payment](#).

Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the [Guarantee Credit element of Pension Credit](#) - known as the 'core group'
- [you're on a low income](#) and meet your energy supplier's criteria for the scheme - known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Park (mobile) homes

You apply a different way if you live in a park home.

Park homes applications open in the autumn. Find out [how to apply for the Park Homes Warm Home Discount](#).

[Warm Home Discount Scheme: Overview - GOV.UK \(www.gov.uk\)](#)

160. Anglian Water Priority Services Register and Extra Care Support

The Priority Services Register is completely free, and once you've signed up, you can stay on it for as long as you like. There is help available if you have sight, hearing, or mobility difficulties or are a parent with babies under 12 months old. There is a wide range of support, from reading your meter for you (if you find this difficult), to sending out bills in other formats. It's all part of the [WaterCare service](#).
[Priority services \(anglianwater.co.uk\)](#) and 03457 919 155



Extra Care Support will make sure you are on the best tariff, look at payment plans, help maximise your income by advising what benefits your household may be entitled to and about any additional support you may be entitled to such as the Warm Home Discount Scheme.

West Norfolk Services

September 2022

The easiest way to get started is by completing the [Extra Care Assessment](#) online. Or you can speak to the Extra Care Support team on 0800 169 3630.

161. Warm Home Fund

By working to improve the energy-efficiency of homes with the lowest EPC ratings of E, F and G we can reduce energy bills. We take a 'whole home' approach, first installing insulation and then potentially other measures including energy efficient air source heat pumps, depending on the suitability of your property.

We also provide expert advice and support to improve people's energy efficiency, helping people to live in a warmer home and reduce energy usage. Less energy used means a smaller energy bill.

Am I eligible?

You can get help from Norfolk Warm Homes if you have a gross household income of under £30,000. We particularly want to hear from people who live in homes that have a low energy rating (band E, F or G).

[Homeowners — Norfolk Warm Homes](#)

[Tenants — Norfolk Warm Homes](#)

162. Rent Deposit Scheme

The Benjamin Foundation Rent Deposit Scheme helps young people aged 18-25 who have previously faced homelessness and are now ready to live independently to gain access to the private rented sector.

You can self-refer to the scheme by completing this form:

[Rent Deposit Scheme - The Benjamin Foundation](#)

www.benjaminfoundation.co.uk

163. Help during power cuts

Do you need extra support during a power cut or do you know someone else that might? **UK POWER NETWORKS** services are free to vulnerable customers.

Being on the Priority Services Register (PSR) will ensure you will receive extra support if you experience a power cut:

- A priority number that you can call 24 hours a day
- Text and voice message alerts, letting you know when we are aware of a large power cut in your area
- Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- Where possible we will send you text and voice messages when we expect severe weather to help you prepare

West Norfolk Services

September 2022

- In certain scenarios we may also offer a free hotel overnight and transport to the hotel
- For complex power cuts our community welfare teams provide on-site support which includes hot drinks, hot meals, a Wi-Fi connection and charge points

For more information about eligibility and to register please visit

www.ukpowernetworks.co.uk/priority

Email psr@ukpowernetworks.co.uk

Call 0800 169 9970

Text phone 18001 0800 31 63 105

164. Benefits Advice and Review Team

The Benefits Advice and Review Team can offer advice, and at times, completion of certain benefit applications if you're:

- of pension age
- disabled
- caring for someone

They can help you complete the following applications:

- Housing Benefit and Council Tax Support
- Discretionary Housing Payment
- Attendance Allowance
- Disability Living Allowance for children

For help email the **Revenues Visiting Team** revenuesvisitingteam@west-norfolk.gov.uk or call [0800 7312253](tel:08007312253)

[Benefits Advice and Review Team | Benefits Advice and Review Team | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](#)

165. Help to make a Universal Credit Claim

Norfolk Citizens Advice offer a service called 'Help to Claim' which offers support with making a new claim for Universal Credit.

Help to Claim advisers can help you with the early stages of your Universal Credit claim. You can talk to them on the phone, or online over chat.

They can help you:

- work out if you can get Universal Credit
- fill in the Universal Credit application
- prepare for your first Jobcentre appointment
- check your first payment is correct

If you're not sure what help you need [Contact us about applying for Universal Credit - Citizens Advice](#) or call Freephone 0800 1448848

West Norfolk Services

September 2022

You can find more information on Universal Credit [on the Citizens Advice website](#)
Or use the Advice link on the Norfolk Citizens Advice website www.ncab.org.uk
Kings Lynn Citizens Advice is at Hanse House, South Quay, King's Lynn PE30 5GN
(Open Mon, Tues & Thurs 10:00–14:00)

166. Universal Credit Useful links

<https://www.gov.uk/universal-credit>

New Style Employment and Support Allowance for People too ill to work

<https://www.gov.uk/guidance/new-style-employment-and-support-allowance>

New Style Job Seekers Allowance

<https://www.gov.uk/guidance/new-style-jobseekers-allowance>

Universal Credit and Homeless People Guide for Supporting Organisations

<https://www.gov.uk/government/publications/universal-credit-and-homeless-people>

Independent Benefit Calculator to find out Entitlement

<https://www.gov.uk/benefits-calculators>

167. Childcare Benefits for Grandparents

Specified Adult Childcare Credits

You may be entitled to receive these NI credits if you are a grandparent who cares for a child under 12, usually whilst their parent (or main carer) is working, if Child Benefit has been claimed for the child.

What you'll get:

Specified Adult Childcare credits will help build up your National Insurance contributions.

- you will receive a Class 3 NI credit for each week or part week you cared for the child (Class 3 NI credits help to build entitlement to the State Pension and, until April 2017, certain bereavement benefits)
- it can help to stop gaps in your National Insurance record

Eligibility:

You can apply for Specified Adult Childcare credits if:

- you are a grandparent, caring for a child under 12
- you were over 16, and under state pension age when you cared for the child
- you are ordinarily resident in the United Kingdom, meaning England, Scotland, Wales and Northern Ireland, but not the Channel Islands or the Isle of Man
- the child's parent (or main carer) is entitled to Child Benefit and has a qualifying year for National Insurance without needing the parent's class 3 NI credits which they receive automatically from Child Benefit

How to apply

To apply for Specified Adult Childcare credits, you will need to complete an application form.

<https://www.gov.uk/government/publications/national-insurance-credits-for-adults-who-care-for-a-child-under-12-fact-sheet/specified-adult-childcare-credits-fact-sheet>

168. Cost of Living Support



This website has links to local information about food, energy, debt, money and mental health advice and services.

[Cost of Living Support \(yourownplace.org.uk\)](https://yourownplace.org.uk)

169. Debt & Welfare Benefits Advice Service

Money Advice Hub is a not-for-profit community interest company based in King's Lynn, with charitable objectives to provide genuinely free, regulated debt advice and other related services to the community.

The hub is based in King's Lynn Innovation Centre, Innovation Way, King's Lynn Norfolk PE30 5BY with outreach locations:



- King's Lynn - Broadland Housing Association - Pleasant Ct, King's Lynn PE30 5PR
- King's Lynn Town Centre (various)

[Money Advice Hub](https://moneyadvicehub.org.uk)

170. Money Support Service

The Money Support Service is here for you if you're a Norfolk County Council service user who needs help with budgeting. We can offer help and advice over the phone, or face-to-face support in your own home if needed.

How we can support you

We offer budget training, where we'll help you to work out your income and outgoings to give you a better understanding of your finances.

- Money advice
- Support to reduce high bills
- Support with referral to debt management agencies
- Support with Disability Related Expenses within financial assessments
- Referrals to the Welfare Rights team to help with benefit issues where appropriate

[Money Support Service - Norfolk County Council](https://www.norfolk.gov.uk/money-support-service)

171. Christians Against Poverty

Christians Against Poverty offer a free debt support service in King's Lynn. Lines are open from:

- Monday to Thursday 9:30am to 5pm

West Norfolk Services

September 2022

- Friday 9:30am to 3:30pm

Call the enquires team on 0800 328 0006 to access the service to be linked up with a Debt Coach. Calls are free from landlines and mobiles in the UK.

[CAP UK](#) | [CAP Debt Help](#)

Training and Employment

172. Young Women's Trust

Young Women's Trust offers support to young women aged 18 to 30, who are living on low or no pay and want to build a better future.

They campaign for young women's equality in the workplace and young women are at the centre of the charity's work: leading, designing and participating.

Work It Out is a free service that offers support for women aged 18 to 30 unlocking potential by building skills, strong mental health and opening opportunities for the future.

There are two parts to Work It Out, coaching and job application feedback.

Who can use Work It Out?

If you are

- A woman
- Aged 18 to 30
 - Living in England or Wales

https://www.youngwomenstrust.org/what_we_do

173. Students Withdrawing From Courses

If you're thinking about withdrawing from your course, speak to your university or college first. They'll give you advice to help you make the best decision.

If you leave or suspend your studies you must:

- stop your student finance
- repay any student finance you are not entitled to

Your student finance includes:

- Maintenance Loans
- Tuition Fee Loans
- grants and bursaries

How much you need to repay and when you need to repay it depends on:

- what type of student finance you have
- when in the academic year you leave your course
- whether you're planning to return to your course or not

You might be able to get an extra year of tuition fee support if you withdrew because of compelling personal reasons, such as bereavement or illness.

<https://www.gov.uk/guidance/withdrawing-from-uni-or-college>

174. On Track Training and Employment

On Track helps young people aged 16-24 get into work, education or training.

To take part in On Track you must:

- Be aged between 16-24
- Not be in paid work
- Not be in education or training
- Be living in Norfolk
- Have the right to work in the UK
- Have barriers to education, training and employment.



Drop-in sessions are held in King's Lynn at Providence Street Community Centre, PE30 5ET on Tuesdays 2:00-4:00pm.

[Young People » On Track \(ontracknorfolk.org\)](https://ontracknorfolk.org)

175. Apprenticeship Opportunities

Browse by category, keyword or location to find an apprenticeship.

<https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch>

Boost your career & earn whilst learning and applying new knowledge, skills & professional behaviours. Visit the website for guides about how apprenticeships work, eligibility and more [Individuals | Apprenticeships Norfolk](#) and <https://www.apprenticeshipsnorfolk.org/>

176. TrAC Apprenticeships Norfolk



TrAC Apprenticeship Mentors give young people support to secure an Apprenticeship in local companies helping them to get onto the first step of their career ladder.

[About Us \(apprenticeshipsnewanglia.co.uk\)](https://apprenticeshipsnewanglia.co.uk)

177. Help You Chose careers advice



The information, advice and careers guidance website for young people in Norfolk including information about your choices from Year 8, apprenticeship, traineeship and job vacancies.

Find full-time courses or short courses and SEND opportunities.

www.helpyouchoose.org

178. Icanbea Website

- Use the Career Wizard to find a job or career in Norfolk based on your specific interests.
- Use the CV Wizard to build your CV.
- Find information on local companies and the opportunities they have to offer

www.icanbea.org.uk

179. Nova Training

NOVA's Vocational Learning Hub offers an in-house training programme and situated in the heart of King's Lynn town centre. The site is easily accessible via public transport for learners residing in King's Lynn and surrounding areas.

The centre has a large motor vehicle and construction work shops along with training suites equipped with ICT, LCD screens and interactive white boards. NOVA support young people aged 16 – 18 (24 with an Education and Health Care Plan (EHCP)

www.novatrainng.co.uk

180. Adult Learning

Adult learning offer a huge range of courses including free GCSE Maths and English and functional skills courses, apprenticeship opportunities, ESOL (English for Speakers of Other Languages) courses.

They also offer free family learning courses that involve all family members exploring, discovering and learning together and independent living skills courses to help people with learning difficulties and/or disabilities learn everything they need to know to get along in their day to day lives.

www.norfolk.gov.uk/adultlearning

181. Norfolk Community College

We aim to provide support to people aged 25 and above who have been out of work for a long period of time, and who need extra support to find employment. This might include support to learn new skills, to retrain for a new jobs, or to become self-employed.

Home - Norfolk Community College



182. Steering a Teenager toward a job

West Norfolk Services

September 2022

A guide for parents – Steering your teenager toward a job and career has been put together by Jon Gregory founder of Win-That-Job and Nick Newman of National Careers Week with additional contributions from the John Lewis | partnership

With Advice on how to

- Choose a career
- Access careers services
- Develop employability skills
- Find employment prospects
- Build compelling applications
- Win through at interviews

Copies can be downloaded <http://win-that-job.com/parents-guide>

183. Open Road Bursary Fund

Open Road West Norfolk is a modern, well-equipped state of the art automotive workshop and training facility, a safe place of learning, while at the same time being fun and exciting.



We have secured sufficient grant funding to enable 5 young people aged between 16 to 18 to attend the centre and gain a qualification either in Automotive Maintenance or Construction.

[Bursary Fund Places available from September 2022 – Open Road West Norfolk \(openroadtraining.co.uk\)](http://openroadtraining.co.uk)

184. Team Programme

Team aims to help young people get back into education or work. It's also a great opportunity to build confidence and self-esteem, gain new skills, and meet new people.

The course is full-time and runs over 12 weeks. Courses start in January, May and September each year. During the course you will:

- Go on an exciting residential week where you'll do team-building activities like raft building, abseiling and orienteering
- Choose a community project to make a positive difference to your local area, and work on it with your Team mates
- Go on a work experience placement
- Write a CV, practice interview skills, and set goals for your future
- Take on a team challenge to help people in the local community
- Get an Emergency First Aid at Work qualification
- Have information sessions about wellbeing and planning for the future
- Meet our fire crews and experience firefighting equipment

Everyone who completes Team will get a Prince's Trust Certificate in Employment, Teamwork and Community Skills. You can join Team if you are:

West Norfolk Services

September 2022

- 16 to 25 years old, and
- Not in full-time employment, education, or training

Team is a free course, and it won't affect any benefits that you receive. All travel costs will be reimbursed.

Email fireyouthdev@norfolk.gov.uk or visit [Prince's Trust Team programme - Norfolk County Council](#) for more information



185. Princes Trust

Prince's Trust Online provides tailored learning and one-to-one support for young people aged 18-30 who are unemployed or underemployed.

They have 3 programmes available for young people to access via online resources or through a short course online or in a centre near you.

- Start Your Business
- Get a Job
- Build Your Business

[Help for young people | The Prince's Trust \(princes-trust.org.uk\)](#)

186. Princes Trust Development Award

Our Development Awards can cover the cost of course fees, tools or equipment to help you achieve your goals.

Individuals could be eligible for a Development Award if they are:

- Aged 16 to 30 and living in the UK
- Studying less than 14 hours a week or not in compulsory education
- Unemployed or working less than 16 hours a week

[Get funding to train and learn | Help for young people | The Prince's Trust \(princes-trust.org.uk\)](#)

187. New Horizons Employment Support

If you live in King's Lynn & West Norfolk and are not working, we can help you with your money issues, help you to get online and help you to get closer to finding paid work.



- One to one support and mentoring at local venues
- Coaching and advice on money, work and getting online
- Guidance and training on areas such as interview skills, CV writing and job applications

The project is for people who are furthest from the labour market and are at most risk of social exclusion. To refer either yourself please complete the online referral form:

[Employment Referral Form | Voluntary Norfolk](#)
[New Horizons | Voluntary Norfolk](#)

188. Independent Living Skills

These courses help you live independently. You will learn skills to stay healthy and well.

You will meet new people, make friends and gain confidence.

You will learn skills that will help you to get a job.

We run three different courses:

- Live healthy - learn how to cook meals that are good for you
- Live creatively - learn how to draw, paint and play music
- Live positively - learn ways to exercise and do some daily activity, even if it's just walking the dog

[Independent Living Skills - Norfolk County Council](#)

189. Free Computer Help in Libraries

Anyone in Norfolk who needs help to use computers can learn how in their local library for free. Norfolk libraries are working with the Good Things Foundation to help Norfolk people get the most out of life online. We welcome absolute beginners and people who want to take the next step online. Our friendly staff and volunteers will help you to learn at your own pace – and to focus on the things which interest you most. So, whether you want to use the internet to keep in touch with friends and family, or to start banking or shopping online, we've got courses to help you.

[Computers and wifi - Norfolk County Council](#)

190. Norfolk Reading Pathway

Free 1-2-1 support to help people across Norfolk be better readers.

The Norfolk Reading Pathway is a free programme which is available across Norfolk and is open to any adult who would like support to become a more confident reader.

We match learners with one of our volunteer coaches and they work through the 'Yes we can read' handbook together. Coaching sessions are usually weekly for up to an hour.

The Pathway is available in all Norfolk Libraries.

[Norfolk Reading Pathway - Norfolk County Council](#)



Links to useful resources

191. Norfolk Community Directory

Norfolk Community Directory contains activities, services and groups to help all Norfolk residents live healthy, active and fulfilling lives.

[Home | Norfolk Community Directory](#)

192. Lily

Lily provides a comprehensive range of support in west Norfolk to combat loneliness and social isolation in adults of all ages.

Social Isolation & Loneliness Support Service

Lily provides a Social Isolation & Loneliness Support Service to all adults in our local community. Trained Lily Advisors will work with clients to consider how engaging with the community can support their health and wellbeing and help to tackle their feelings of loneliness and social isolation. Use this form to access the service:

[Lily referral form - West Norfolk district only \(west-norfolk.gov.uk\)](#)



The Lily Online Directory

The Lily online directory provides a comprehensive range of organizations, services and activities to help all adults to live healthy, active and independent lives.

[LILY \(asklily.org.uk\)](#)

193. Care & Support Jargon Buster

There is a lot of jargon in social care and 'think local act personal' is committed to busting it. Our Care and Support Jargon Buster is an A-Z directory of Plain English definitions of the most commonly used words and phrases in health, social care and housing. Winner of the Plain English Campaign Award 2013, it has remained, year on year, our most popular product.

[TLAP Care and Support Jargon Buster \(thinklocalactpersonal.org.uk\)](http://thinklocalactpersonal.org.uk)

194. NHS Self-Help Leaflets

There are a wide range of self-help leaflets available which cover several issues, including mental health and common experiences (e.g. health anxiety, and sleeping problems). Each leaflet is available in a wide range of formats, including easy read, large print, British Sign Language and Audio.

<https://web.nrw.nhs.uk/selfhelp/>

195. Leaflets and Poster Service

Norfolk's living Well website offers **a wide range of free, high quality health promotion materials to display and distribute in your community.**

Printed materials such as leaflets and posters act as handy visual prompts and are a useful way to complement information given verbally.

Most items also have a downloadable file, so you can view the content before you order (we'll always try to keep items in stock but if for reasons beyond our control an item is unavailable, you may wish to print this file off as an alternative).

<http://brochure.norfolklivingwell.org.uk/leaflets-and-posters>