

### **Financial Support**

Through no fault of our own, our finances are likely to be affected by the current situation. If you believe your child may now be eligible for Free School Meals (FSM), please visit the [Norfolk FSM Information page](#) to view the criteria and apply online. The Universal Free School Meals which all infant children receive in school is not included in the government FSM voucher scheme so even if your child is in the Infants, you will still need to apply for FSM if your family is eligible.

### **Employment & Benefits Support**

The DWP have published additional information. These pages can be accessed [here](#).

### **Children & Young People's Health Services**

The Just One Norfolk team can help you by providing health advice and information about your baby, child or young person. Just call **0300 300 0123** with any health questions or concerns you may have or Visit [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk) or text

### **Help with Food & Medicine Deliveries**

There is now a central contact point in place for all residents in Norfolk requiring support. Individuals in need should call 0344 8008020. More details can be found by clicking [here](#).

A team at the County Council will assess calls, identifying existing Children's and Adult's Social Care clients and passing other requests through to district community hubs to implement the support needed.

### **Support for Carers**

All services with Carers Matter Norfolk for both adult and young carers remain open to new referrals to carers and their families. Particularly at such a time of extreme isolation and vulnerability it is more important than ever to refer adult and young carers into these services for support

Advice Line (adult and young carers) (0800 0831148 and Live Chat via [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk) or [www.youngcarersmatternorfolk.org](http://www.youngcarersmatternorfolk.org)): The Advice Line is the main front door to our Carers Services for adult and young carers and is still operating normally.

<b>Charity</b>	<b>Remit</b>	<b>Telephone</b>	<b>Email/Web Chat</b>
<a href="#">Age UK Norfolk</a>	For age 50 and over (excluding Norwich area)	0300 500 1217	<a href="mailto:advice@ageuknorfolk.org.uk">advice@ageuknorfolk.org.uk</a>
<a href="#">Shelter</a>	Housing advice including tenancies, private/social housing, evictions, contracts, homelessness	03445151860	<a href="mailto:norfolk@shelter.org.uk">norfolk@shelter.org.uk</a>
<a href="#">Equal Lives</a>	For people with mental and/or physical disabilities	01508491210	<a href="mailto:info@equallives.org.uk">info@equallives.org.uk</a>
<a href="#">Norfolk Community Law Service</a>	legal advice: employment law, family law, domestic abuse, debt, immigration	01603 496623 or 07900153753	<a href="mailto:info@ncls.co.uk">info@ncls.co.uk</a> WhatsApp can also be used to send documents 07900153753 (manned Tues, Wed & Fri)
<a href="#">Norfolk Citizens Advice</a>	range of advice including applying for benefits	03444 111 444. For Universal Credit 'Help to Claim' contact 0800 1448444	<a href="http://www.ncab.org.uk">www.ncab.org.uk</a> and click 'email advice' Webchat available.

## Bereavement

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

**Support Line: 01603 431788** enabling families to speak directly with a Child Bereavement Support Worker or email [enquiries@nelsonsjourney.org.uk](mailto:enquiries@nelsonsjourney.org.uk)

**Child Bereavement UK** help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves or when a child dies. They have lots of helpful films providing information on supporting children and looking after yourself as well as a support line. **Support line** open, Monday - Friday, 9am - 5pm (except Bank Holidays). Support line:

**0800 02 888 40** or email

[support@childbereavementuk.org](mailto:support@childbereavementuk.org) Referrals welcome from families and individuals of all backgrounds.

## Internet Safety

Young people have been born into the 'digital age'. They use computers, mobile phones, video games consoles etc., as part of their everyday lives. They often seem 'expert' compared to parents! But, young people do not have the 'life experience' of adults and need your support. You can provide this by talking to your child about what they are doing.

Here are some useful websites to help you.

Child-net International: [www.childnet-int.org](http://www.childnet-int.org)

Think U Know: [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

UK Safer Internet Centre: [www.saferinternet.org.uk](http://www.saferinternet.org.uk)

NSPCC:

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

## Help and advice for families in a digital world.

Parent Info is a collaboration between Parent zone and NCA-CEOP, providing support and guidance for parents from leading experts and organisations.

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

## NSPCC

Whether you want support and advice for adapting to family life in lockdown, or you're worried about a child. Whatever your worry call

**0808 800 5000**

[www.nspcc.org.uk](http://www.nspcc.org.uk)  
[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## Mental health support

- It's important that we look after our mental wellbeing during this time - for tips and advice visit [www.everymindmatters.co.uk](http://www.everymindmatters.co.uk)

- If you are worried about your own mental health and wellbeing call **First Response**, a free 24/7 helpline offering immediate support, on **0808 196 3494**.

- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via [www.Kooth.com](http://www.Kooth.com) The service provides support or advice on any topic, including managing your feelings during the pandemic.

- Samaritans provide round the clock confidential support to people going through a tough time. Free phone **116 123** or email [jo@samaritans.org](mailto:jo@samaritans.org)

## **Action for children, Vancouver Children's centre**

Offering practical and emotional support for local families with children under 8 living in the local King's Lynn area.

**01553 762805**

[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

## Childline

Childline is a support line to help 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, with trained counsellors to support you. **0800**

**1111** (at any time 24/7) or

[childline.org.uk](http://childline.org.uk)