



Young carers support in Norfolk during Covid-19

Correct as of May 2020



County-wide

Young Carers & Families Service, delivered by Carers Matter Norfolk in partnership with youth and young carers groups

www.youngcarersmatternorfolk.org

0800 083 1148

Commissioned by Norfolk County Council

- Free, 7-day a week Information and advice line
- Whole-family support
- Practical support
- Mentoring, support & activities for young carers (1:1 and group, delivered via telephone/virtually through partner organisations in localities).
- Setting up tablet loan scheme



County-wide

Norfolk County Council

- Direct line for young carers at risk or concerned about safety of a friend:
Text – 07480 635 060
Phone – 0344 800 8029
- Welfare calls to known young carers
- Young Carers Assessments
 - Legal right under **Children and Families Act 2014**
 - Available to any young carer irrespective of age or who they care for
 - To request an assessment, call 0344 800 8020.



County-wide

ChatHealth - 07480 635060

- Text messaging service for aged 11- 19 years old.
- It is run by the 5-19 team in the Norfolk Healthy Child Programme.
- Available from 9am to 6pm Monday to Friday
- ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.



County-wide



Caring Together - www.caringtogether.org

- Young Carer awareness-raising with professionals, organisations and young people
- Promoting the voices of young carers and young adult carers through Norfolk Young Carers Forum
- Escalating issues raised by young carers/providers
- Virtual forums
- Telephone support for forum members and linking into other support
- Carer Friendly Tick Award for education, employers, health organisations and community groups



County-wide

Norfolk Family Carers – info@norfolkfamilycarers.org

– Accepting referrals

Support for Young Carers aged up to 24

- Young Carers Family Breaks – short breaks for families with young carers aged under 18 – unable to book breaks currently but can do assessments ready for re-opening
- Young Adult Carers Personal Development Fund – grants of up to £250 for young adult carers aged 16-24 to gain new skills while having a break from their caring role.



County-wide

The Matthew Project - Affected Others service

unity@matthewproject.org

- Support to children & young people affected by someone else's substance misuse
- Unity Youth Advice Line 0800 970 4866 is open
9.00am-5.00pm (Mon-Thurs)
9.00am-4.30pm (Friday)
- 1:1 support via text, phone or e-mail
- Bursary scheme for young people being supported to help them cope during Covid-19



Breckland

MTM Youth Services (part of commissioned service) –

Accepting referrals info@mtmyouthservices.org.uk 0800 083 1148

- Virtual Support – Weekly Zoom sessions
- One-to-one support via phone/video call
- Activity Packs/Wellbeing activities
- Activities on social media

The Benjamin Foundation - Boom Project – Accepting referrals

boom@benjaminfoundation.co.uk

- Virtual support for young carers in Watton (aged 8-18).
- Practical support (e.g. activity packs, food parcels)

Connects & Co – Accepting referrals <http://connectsandco.co.uk/>

- Practical support for young carers & parents in Dereham
- Telephone support
- Virtual Zoom groups



Broadland

Benjamin Foundation (part of commissioned service)

boom@benjaminfoundation.co.uk

- Telephone support
- Virtual Support & Online groups
- Practical Support
- Activity packs



Great Yarmouth (East)

**Great Yarmouth (East) Great Yarmouth & Gorleston
Young Carers (GYGYC) – Accepting referrals**

<https://gygyc.org.uk/> or info@gygyc.org.uk

Support young carers and young adult carers
across the borough of Gt Yarmouth through:

- Telephone Support – with fortnightly check in calls to all of our families
- Virtual support – with Zoom groups meeting once a week for each young person
- One to One support – using the method requested by the young person
- Practical Support –with information leaflets, sign-posting, activities packs and monthly goody bags
- Information sharing on social media



North Norfolk

Holt Youth Project - www.holtyouthproject.org.uk/ (part of commissioned service)

- Emergency helpline
- Daily clips on their social media platforms
- House drops of activity packs , food, goodies and ingredients for cooking

The Benjamin Foundation (part of commissioned service) boom@benjaminfoundation.co.uk

- Telephone support
- Virtual Support
- Practical Support (e.g. activity packs)

They also provide the above support for young carers from the Stalham area (Boom project)



Norwich

Benjamin Foundation (part of commissioned service)

boom@benjaminfoundation.co.uk

- Telephone support
- Virtual Support
- Practical Support (e.g. food parcels, activity packs)

Connects & Co - <http://connectsandco.co.uk/> - Accepting referrals

Support for Young Carers aged 5+ including:

- Providing telephone support to young carers & parents
- Practical support (e.g. food parcels)
- Virtual zoom groups

Norfolk Family Carers - info@norfolkfamilycarers.org – Accepting referrals

Support for Young Carers aged 5+ including:

- Virtual groups for ages 5 – 11 and 12 – 18 offering respite, fun activities & learning. Groups also include 1:1 support, information, access to grants and bursaries plus support for the wider family
- Welfare calls and activity packs



South Norfolk

**MTM Youth Services (part of commissioned service)
Accepting referrals**

info@mtmyouthservices.org.uk

0800 083 1148

<https://mtmyouthservices.jimdo.com/young-carers/>

- Virtual Support – Weekly Zoom sessions
- One-to-one support via phone/video call
- Activity Packs/Wellbeing activities
- Opportunities for young carers through YABs
- Activities on social media



West Norfolk

Speada - info.speada@gmail.com

- Setting up virtual support for young carers aged 7-18 in Terrington St Clements.

Swan Youth Project - anna@swanyouthproject.org

- Phone support 9am-5pm

- Virtual support for young carers

- Universal virtual activities

**West Norfolk Carers (part of commissioned service) –
Accepting referrals**

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

Support for Young Carers/Young Adult Carers and
Adult Carers, including:

- 1-1 telephone/virtual support
- Virtual groups for young carers/young adult carers
- Practical support
- Activity Packs

