



# 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](http://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 and 9am-1pm on Saturdays.
- ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.



# County-wide



## Caring Together - [www.caringtogether.org](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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/](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:info.speada@gmail.com)

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

**Swan Youth Project** - [anna@swanyouthproject.org](mailto: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

