

## Scenario

## Contingency Plan

## Contacts

<p><b>1</b> Single parent with two children shielding due to underlying health conditions and no family/friends available to assist. Unable to get essentials.</p>	<p>Parent to contact customer service centre who can arrange for district hub to provide food parcel and deliver essential medications. If parent unwell to call then parent to ensure young carer also has contact details.</p>	<p>Norfolk County Council (NCC) Customer Service Centre - <b>Tel: 0344 800 8020</b> who will link to district hub where family live.</p>
<p><b>2</b> Two parents who are both key workers and no internet access at home. One parent is unwell (non COVID 19) at home while other is at work. Young person remains at home with unwell parent.</p>	<p>Parents and young person made aware of support available from Carers Matters Norfolk and with consent can arrange for the school to keep in regular contact by phone. Checks with other parent to be made regarding arrangements for food and keeping in contact with their child while at work for emergencies. Contact numbers to be available e.g. on fridge door for young person to use as needed.</p>	<p>Carers Matters Norfolk helpline <b>Tel: 0800 0831148</b> to be provided and parents contact numbers including employer to be available at home at all times in a place that is known e.g. on fridge door/address book. Young person's go to person e.g. relative or friend for emotional support to also be checked, so they could call while parent is at work.</p>
<p><b>3</b> Young carer has a sibling with learning or developmental disabilities. Parent(s) working and young carer remains at home alone with sibling(s).</p>	<p>Parent and Young Carer to create a Personalised Safety Plan.</p>	<p>Prompt questions to be available on NCC, CMN and Norfolk Young Carers Forum websites. Also prompted via schools/ colleges emailing home. Plan to be made available to either extended family and/or young carer's trusted person.</p>
<p><b>4</b> Single parent with care needs, young carer becomes unwell and cannot care for siblings or parent.</p>	<p>Extended family or friends to be made aware of situation and follow agreed contingency plan. They can also contact NCC Customer Services for further assessment and help.</p>	<p>NCC customer service centre number: <b>0344 800 8020</b></p>

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<p><b>5</b> Older sibling (young carer) dropping off younger siblings as parent unable to do so (illness or shielding).</p>	<p>Parent to contact school for further help and support.</p>	<p>Ensure parent and young carer has the email and phone number of the school.</p>
<p><b>6</b> Access to free school meals while not attending school.</p>	<p>Parents to contact school for voucher or food delivery to home. School to also offer to family.</p>	<p>Ensure parent has email and phone number of the school.</p>
<p><b>7</b> Young Carer's trusted person availability to be considered e.g. potentially teacher not available during holidays.</p>	<p>Trusted person to explore with young carer a secondary person they trust for contact during holidays.</p>	<p>The young carer has agreed who their back-up trusted person is and has their contact details. The back-up person knows this.</p>
<p><b>8</b> Only one parent in the household able to work and are the main source of income. They fall ill, so then cannot work.</p>	<p>Parent or carer can contact either the DWP helpline or the NCC customer service centre that will link them with further support including the Norfolk Assistance Scheme.</p>	<p>Parent and carer to have both DWP helpline number: <b>0800 731 7898</b> NCC customer service number: <b>0344 800 8020</b></p>
<p><b>9</b> Young carer falls ill at home. There is no one else in the household that can go out to collect shopping including food and prescriptions.</p>	<p>Parent/adult in household calls NCC customer service centre for support including assistance with food/prescriptions and requests a young carers and adult care assessment.</p>	<p>Parent/adult calls: NCC customer service number: <b>0344 800 8020</b></p>