

URN: 22-042

Subject: Locality Strategy - Community Action Plans
Great Yarmouth Community Investment Fund - Update

Report to: Housing and Neighbourhoods Committee – 14th July 2022

Report by: Paula Boyce, Strategic Director / Dean Wilson, Neighbourhood Manager

RECOMMENDATIONS:

Housing & Neighbourhoods Committee:

- a) Agrees the 'Tackling Health Inequalities' Action Plan as set out in Appendix 1.
- b) Notes the outcomes to date for the Great Yarmouth Community Investment Fund 2021/22.
- c) Agrees to financially support Year 2 of the Great Yarmouth Community Investment Fund managed by the Norfolk Community Foundation.

1. BACKGROUND

- 1.1 At its meeting of March 2021, members agreed the adoption of the Great Yarmouth Locality Strategy 2021-2026, an over-arching community-facing document co-authored with the Council's multi-agency partners.
- 1.2 Since then, all agencies and partners supporting local residents, their communities and community groups have commenced a phase of pandemic recovery whereby services take stock of the health and wider needs of residents and look to put in place sufficient support for people with changed circumstances as a result of Covid. Moreover, communities are also looking to re-build and re-connect with each other and this is where working collaboratively, the council in its community leadership role can assist shape services across a range of agencies including health, housing, and community services.
- 1.3 This report takes the learning and insight gathered from the recent Housing & Neighbourhood's convened 'Community Conversation' held on 25 April 2022, and sets out a proposal for Action Plans to deliver the Locality Strategy's four priorities.
- 1.4 It will also provide members with an update on the Great Yarmouth Community Investment Fund (GYCIF) 2021/22 managed on behalf of the borough council by the Norfolk Community Foundation as it moves into Year 2 of the community grant-giving fund for 2022/23.

2. GREAT YARMOUTH LOCALITY STRATEGY

- 2.1 The Great Yarmouth Locality Strategy (March 2021 – 2026) sets out how partners are committed to working together to improve outcomes of residents in the borough of Great Yarmouth. It is based on a 3-tier framework of prevention: Primary Prevention, Secondary Prevention and Tertiary Prevention as summarised below:

Prevention can be understood via a 3-level framework:

Primary Prevention – focusses on activity to keep people well, such as facilities encouraging exercise, and asset-based community development to build social networks and self-help.

Secondary Prevention – targets those at risk of becoming unwell or needing additional support services, such as health screening services for particular age groups and demographics.

Tertiary Prevention – focusses on those needing support services, helping them to limit the impact of their circumstances and reduce the need for high levels of intervention.

- 2.2 The Locality Strategy has four agreed community-focused priorities that have been co-produced with locality partners:



The Four Thematic Priorities

1. Health and Well-being

Reduction in health inequality by encouraging healthier lifestyles, supporting mental and physical health and strengthening community support.

2. Low Educational Attainment, Skills and Aspirations

Improved youth education and skills pathways, attainment and create career ambition.

3. Vulnerability and Exploitation

Reduction in exploitation and support those at risk of exploitation.

4. Loneliness, Isolation and Social Exclusion

Reduction in isolation and social exclusion by building community networks and cohesion.

3. DEVELOPMENT OF ACTION PLANS

- 3.1 Housing & Neighbourhood's convened a 'Community Conversation' workshop held on 25 April 2022 which brought together over 40 community representatives to hear, discuss and exchange ideas about how to take forward projects, services and initiatives within each of the four Locality Strategy priorities.
- 3.2 The Community Conversation was also an opportunity for the Norfolk & Waveney Clinical Commissioning Group (CCG) to update organisations across all sectors on the development of the new NHS Integrated Health System, and for Norfolk Public Health to provide an overview of the

health data story including preventable health conditions that impact on people's lives and the proposed re-shaping of the Great Yarmouth Locality Board into the Great Yarmouth Health & Wellbeing Partnership.

- 3.3 The culmination of this work and opportunity for closer collaboration with all parts of the health and care service locally is being brought together into a set of Action Plans to deliver the Locality Strategy's four priorities to be shared and co-produced with representatives of the proposed Community Partnership fora.
- 3.4 The first of the four Action Plans in set-out in Appendix 1 for members' comment and approval.

4. GREAT YARMOUTH COMMUNITY INVESTMENT FUND 2021/22 (YEAR 1)

- 4.1 Members agreed to form the 'Great Yarmouth Community Investment Fund' (GYCIF) in March 2021 to be administered on behalf of the Borough Council, and any other contributing funders, by the Norfolk Community Foundation (NCF).
- 4.2 In September 2021, the Committee was presented with an update report from the NCF setting out the funding decisions for Year 1. As a reminder for 2021/22, the Council contributed £45,000 to kick-start this Fund which was aligned to the communities priorities Members agreed within the Great Yarmouth Locality Strategy.
- 4.3 This first round of grant giving was over-subscribed. The NCF received 12 applications from VCSEs applying to the GYCIF totalling £119,648. After screening each application in terms of governance and fit with the delivery aims of the Great Yarmouth Locality Strategy, the award decisions by the NCF enabled seven VCSEs to benefit directly. The resultant beneficiaries of this initial round of comunity grants is summarised in the table below:

Organisation	Grant awarded	Purpose	No. beneficiaries	Primary beneficiaries	Primary issue/need
Access Community Trust	£5,000	To deliver forest skills outdoor education to Great Yarmouth primary school children from disadvantaged backgrounds and those with special educational needs.	30	Children and young people	Personal/life skills and aspirations
Home-start Norfolk	£10,000	To continue providing an intensive service to families with young children living in Great Yarmouth, who are struggling to cope with complex needs.	48	Families/Parents/Lone parents	Supporting vulnerable individuals/families
Kingsgate Community Church	£5,000	To re-shape and re-launch the Hot Food Hub from August 2021, to continue support to vulnerable members of the local	100	Local residents	Loneliness/connecting people

		community.			
Mancroft Advice Project	£5,000	To fund part-time adviser to deliver one-to-one advice, support and advocacy to young people in Great Yarmouth.	37	Children and young people	Care for mental health and wellbeing
Norfolk Citizens Advice	£10,000	To support vulnerable people in Great Yarmouth via the provision of free accredited advice.	717	People living in poverty	Poverty and disadvantage
Sunbeams	£5,000	To contribute to the Support Coordinator post.	70	Families/Parents/Lone parents	Supporting vulnerable individuals/families
Time Norfolk	£ 5,000	Towards the cost of delivering Time Norfolk's services in Great Yarmouth.	75	Women	Care for mental health and wellbeing

- 4.4 To complete this Year 1, the NCF has prepared an outcome report for the Committee as shown in Appendix 2. A final monitoring and evaluation report will also be received from each funded organisation when the funding has been fully spent. NCF has confirmed all organisations are on track to achieving their project targets.
- 4.5 In Year 1 the NCF has sought to increase the value of the Community Investment Fund as part of a co-ordinated approach to tackling some of the borough's key issues. This includes raising awareness of funding priorities in Great Yarmouth generally (as per Great Yarmouth's locality priorities) and; enabling philanthropy to grow the Fund.
- 4.6 The NCF has found that both locally and nationally donors are seeking to take action now and fund current activity in response to urgent need, with it being more challenging to inspire donations for future funding. NCF has however been successful in approaching funders to respond to real time projects in Great Yarmouth achieving the same net impact and value for the Borough. This has included:
- Two unsuccessful applications from the GYCIF were presented to alternative NCF funders, of which one was successful, representing a further £9,935 secured.
 - Over £130,000 of additional support for the seven organisations awarded GYCIF funds has since been secured, exclusively for use in Great Yarmouth (not including "Norfolk-wide" funding of these organisations which will also have some benefit in Great Yarmouth) to continue to deliver or expand their services within the borough.
 - Approximately £70,000 of investment was made into Great Yarmouth through NCF's 'Nourishing Norfolk' network in respect to the two community-operated food clubs (Sally's Store and Shrublands Community Food Club), helping to engage the NCF's new and existing supporters with the borough and its key areas of need.

- Approximately £100,000 of funding was invested through the DWP's Household Support Fund to further enhance the services delivered through the Fund and by other VCSE organisations exclusively in Great Yarmouth (not including those operating across Norfolk with benefit in Great Yarmouth).
- Meetings were held/presentations delivered with/to new and existing donors to raise awareness and align with GYCIF criteria.

5. GREAT YARMOUTH COMMUNITY INVESTMENT FUND 2022/23 (YEAR 2)

- 5.1 Moving into Year 2 of the GYCIF, the NCF's experience of local and national trends suggests that the Fund is likely to once again, receive more applications than it will be able to fulfil in round two. Many of the NCF's funds are significantly oversubscribed compared to funding available post-covid. Hence availability of additional funding is key to have the greatest impact against the borough's priorities.
- 5.2 To that end, the NCF will continue to build a supporter network in the borough of Great Yarmouth, procuring donations to the Fund where appropriate. The criteria will still include the four Great Yarmouth Locality Strategy priorities. The proposed timeline to run the Year 2 community grant programme for GYCIF 2022/23 is as follows:
- Applications open w/c 18th July 2022. This will include development of a webpage application process and targeted promotion to VCSEs
 - Applications close Monday 22nd August 2022
 - Assessment Monday 22nd August to Friday 16th September 2022
 - Panel meeting w/c Monday 19th September 2022

6. FINANCIAL IMPLICATIONS

- 6.1 Continuation of £50,000 of financial support for the Great Yarmouth Community Investment Fund including an administration fee of 10% to the Norfolk Community Foundation is within existing budgets.

7. LEGAL IMPLICATIONS

- 7.1 None.

8. RISK IMPLICATIONS

- 8.1 That funded VCSEs fail to perform or deliver their expected outcomes. The NCF on behalf of the council will carry out regular monitoring of its commissioned VCSE outreach providers and provide feedback as and when required.
- 8.2 The Norfolk Community Foundation is unable to expand the value of the GYCIF via additional donors and support. The council has regular update meetings with the NCF and will ensure that this is closely monitored going forward.

Area for consideration	Comment
Monitoring Officer Consultation:	Yes – as part of ELT
Section 151 Officer Consultation:	Yes – as part of ELT
Existing Council Policies:	Corporate Plan, Annual Action Plan, Great Yarmouth Locality Strategy
Financial Implications:	Yes – as set out in section 6
Legal Implications (including human rights):	No
Risk Implications:	Minimal
Equality Issues/EQIA assessment:	No
Crime & Disorder:	No
Every Child Matters:	No

Action Plan 2023/23 (Year 1) – Tackling Health Inequalities

Great Yarmouth Locality Strategy: Action Plan 2021 to 2026

PRIORITY	AUTHORS	WHAT WE WANT TO ACHIEVE
1. Tackling Health Inequalities 2022/23 (Year 1)	Shelley Ames/Rachel Hunt (NWICB) Paula Boyce (GYBC) Sophie Crowe (NCC) Nick Wright (ECCH)	1.1 Good health and wellbeing in all residents, with a reduction in preventable long-term conditions.
		1.2 Supporting equitable access to healthcare, ensuring all residents can access the support they need when they need it.
		1.3 Residents supported to help themselves and make healthier lifestyle choices.
		1.4 The creation of healthy environments in which communities can thrive.
		1.5 Resilient communities through the creation of good jobs.

Priority 1	Tackling Health Inequalities - <i>By identifying and tackling the complex and wide ranging social and economic inequalities through a preventative lens, we will close the gap on life expectancy between the most affluent and economically deprived neighbourhoods, maximising opportunities to lead long and healthy lives.</i>		
1.1	Good health and wellbeing in all residents, with a reduction in preventable long-term conditions.		
	PROJECTS	Lead & Partners	Outcomes/Outputs Sought
1.	Community Champions' Programme <ul style="list-style-type: none"> Co-develop a forward plan for community engagement that aligns with locality priorities e.g. Data Story, Core20plus5, PHM pre- 	GYBC NWICB JPUH PCNs	<ul style="list-style-type: none"> Improved resident health and wellbeing and increased awareness to local services. Groups of residents and neighbours are supported to start up and develop community projects that bring people together- extending and

	<p>diabetes project, JPUH inequalities plan.</p> <ul style="list-style-type: none"> • Further develop and grow the network of Community Champions working with partners. • Prioritise comms & engagement on: <ul style="list-style-type: none"> ○ Pre-diabetes & health behaviours ○ Uptake of health checks ○ Mental health ○ Core20 plus 5 priorities • Align GYBC Community Champions' Programme and Community Marshals approach with Norfolk & Waveney Community Voices to ensure insights are captured and Champions are supported with resources and training. • Develop a training offer for Community Champions – including MECC, Difficult Conversations and Behaviour Change Techniques. • Develop a suite of training resources for Community Champions and Marshals that build confidence and support them to have conversations about specific health priorities e.g. diabetes • Support 'pop-up' health and wellbeing events that bring a variety of offers and support access to healthcare and support services, aligning with JPUH roving model of care. • Work with ECCH, to engage with experts by experience and connect their skills within 		<p>diversifying their networks.</p> <ul style="list-style-type: none"> • People will be better able to stay well by being connected to primary prevention activity, led by local people, in the places they live • Improved awareness and access to services that support the 5 ways to wellbeing across individual organisations and residents • Recruit 150 Community Champions, with 100% offered training and a 20% uptake of at least one session. • Increased confidence and capability to support conversations in communities about health, wellbeing and welfare. • Demonstrate the benefits and impact of the project to support a sustainable resourcing model that aligns appropriate Place & System resources.
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	<p>community events.</p> <ul style="list-style-type: none"> Support community organisations to develop activity using the <i>Five Ways to Wellbeing</i> framework, particularly in locations where activity is minimal. 		
2.	<p>Pre-Diabetes Pilot</p> <ul style="list-style-type: none"> Set-up and deliver community outreach services targeting people at risk of diabetes. Provide pre-diabetes health screening checks. Refer to pre-diabetes support programme. 	<p>ECCH</p> <p>NWICB JPUH PCNs GYBC VCSEs</p>	<ul style="list-style-type: none"> Reduce the number of people at risk of diabetes. Increase referral for pre-diabetes support. Improve wellbeing of people and offer support.

3.	<p>Be At Home Plus</p> <ul style="list-style-type: none"> • Connect wider support services, including Community Marshals, to support those that are discharged from JPUH. • Enable health, social care, and welfare to collaborate to provide joint packages of support via a single referral mechanism, for those with an underlying health condition or recently discharged from hospital. • Ensure local people only need to tell their story once as contact is captured via the Norfolk Vulnerability Hub. • Ensure delivery of timely social, welfare and clinical support addressing holistic wellbeing, as measured by outcomes star/patient wellbeing score. • Capture evidence of earlier intervention of clinical assessment and resulting interventions to improve clinical/social outcomes; patient wellbeing/outcome star; dialogue+, patient stories. 	<p>NWICB</p> <p>GYBC JPUH VCSEs</p>	<ul style="list-style-type: none"> • Reductions in re-admission. • Improvements in discharge pathways for those leaving JPUH. • Residents receiving timely and holistic support post-discharge. • Improved connectivity between JPUH and district council/VCSE delivery.
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1.2	Supporting equitable access to healthcare, ensuring all residents can access the support they need when they need it.		
	PROJECTS	Lead & Partners	Outcomes/Outputs Sought
4.	<p>Community/Family Hubs</p> <ul style="list-style-type: none"> • Make use of the number of trusted physical spaces within our communities where residents can access support and advice & that support partner collaboration. • Offer a programme of pop-up and ongoing health and care services to residents within their communities, aligning with community and acute care outreach models (i.e. JPUH roving clinics). • Roll out MECC training through the collaboration hubs to frontline workforces. • Delivery of healthy life skills training to support health improvement i.e. healthy food choices. • Test new models of delivery of care that support the development of the new James Paget Hospital. 	<p>GYBC</p> <p>NCC PCNs ECCH JPUH VCSEs DWP Active Norfolk NWICB</p>	<ul style="list-style-type: none"> • People using support services are signposted and supported to access complementary activity in communities, reducing reliance on and demand for formal services. • Improved access to health, wellbeing and welfare advice, support and services. • New ways of delivering health and care services. • Improved collaboration and integration between locality partners. • The social prescribing philosophy is integrated into design and commissioning of wider support services across the social sector.
5.	<p>Great Yarmouth Multicultural & Faith Network</p> <p>Facilitate and maintain this informal network targeting seldom heard residents and support networks.</p>	<p>GYBC</p> <p>PCNs GPs VCSEs</p>	<ul style="list-style-type: none"> • Promote positive community relations and engagement. • Support Community Voices initiatives. • Build and supported trusted voices in the community.

1.3	Residents supported to help themselves and make healthier lifestyle choices.		
	PROJECTS	Lead & Partners	Outcomes/Outputs Sought
6.	<p>Physical Activity in Great Yarmouth</p> <p>Support the implementation of the <i>Active Great Yarmouth Physical Activity Framework</i> and its 2022/23 delivery plan including:</p> <ul style="list-style-type: none"> • Increase uptake of the Active Practice Charter and support the development of social prescribing. • Roll out the ICS 'Active NoW' programme in Great Yarmouth to increase local community access to our facilities, provision and services. • Support the delivery of the Holiday Activity & Food programme, increasing the number of activities available and uptake from target communities. 	<p>Active Norfolk GYBC</p> <p>Freedom Leisure</p> <p>NWICB</p> <p>NCC</p> <p>VCSEs</p> <p>ECCH</p> <p>PCNs</p>	<ul style="list-style-type: none"> • Physical activity is normalised as an expected outcome of service delivery across the borough. • Increased physical activity/reduced inactivity. • Improved resident health and wellbeing. • Increased access to local facilities and services. • Increased prominence of physical activity in clinical pathways and services. • Increased understanding of the role of physical activity in supporting health improvement. • An enabling environment is established, ensuring clubs, societies and other socially focussed organisations are able to organise and pilot new and innovative approaches to embedding physical activity into lifestyles.

1.4	The creation of healthy environments in which communities can thrive.		
	PROJECTS	Lead & Partners	Outcomes sought
7.	Nourishing Norfolk: Food & Nutrition <ul style="list-style-type: none"> Support and grow the community-operated food stores. Working with VCSE partners, GY Food Bank Network and IAG practitioners set-up wrap-around support services. Offer cooking and nutrition courses. 	GYBC NCC NPH PCNs VCSEs	<ul style="list-style-type: none"> Community organisations promote knowledge based dietary behaviour change in communities, providing a pipeline of support into Community Supermarkets and associated schemes. Residents are motivated and supported to access affordable healthy food through accessible routes within their communities.
8.	Waiting Well in Great Yarmouth <ul style="list-style-type: none"> Support implementation of a 'Waiting Well' project, exploring opportunities to evolve the scope of the model to support beyond orthopaedic care. Develop a strong network of local partners to support the integration of the Waiting Well offer into suitable patient pathways. Align with JPUH pre-assessment service and cancer pre-hab. programme to ensure those waiting for care are supported to maximise their health and wellbeing whilst they wait and during their care. Seek alignment and integration with other programmes of work, including the Community Champions' Programme and Community Marshal resource. 	NWICB DIAL JPUH GYBC Active Norfolk NCC PCNs VCSE NSFT	<ul style="list-style-type: none"> Improved health, wellbeing and welfare support for those awaiting care. Maximised outcomes for patients undergoing elective care. Improved integration of offers and collaborative working between partners.

1.5	Resilient communities through the creation of good jobs.		
	PROJECTS	Lead & Partners	Outcomes/Outputs Sought
9.	<p>Workforce Development Pilots</p> <p>Support the delivery of 3 x Anchor Institution pilot projects led by the JPUH and ASC respectively delivered in partnership at Place level:</p> <ol style="list-style-type: none"> JPUH Grounds Maintenance Pilot – JPUH to explore a section of grounds being allocated to local VCSE to maintain, to support skills development and training pathway. Recruitment Pilot – work in partnership to develop supported pathways into work experience, volunteering and paid employment opportunities at JPUH. Care Academy Pilot – recognising the work of the Norfolk Care Quality Improvement Programme Board to tackle health and care inequalities in the local social care workforce, support a pilot to train, recruit & retain carers in the borough. 	<p>JPUH NWICB GYBC NCC VCSEs</p> <p>JPUH GYBC NCC NWICB VCSEs</p> <p>NCC (ASC) NSCS GYBC PCNs VCSEs</p>	<ul style="list-style-type: none"> • Locality partners ensure jobs they create are secure, fulfilling, and financially resourced to ensure wellbeing for employees • Employability programmes ensure holistic support to residents, prioritising technical skills alongside the lifestyle skills required for work • All contractors and commissioned service providers in the borough deliver jobs that are secure, fulfilling, and financially resourced to ensure wellbeing for employees • Residents receive the personalised support they need to overcome employment barriers • Residents have ownership over their neighbourhood and its facilities, bringing about pride and community care. • Increased spend into local economy • Increased employability skills • Increased recruitment from deprived communities • Improved collaboration and partnership working across system partners • Improved retention and quality of care staff.

10.	Social & Green Prescribing <ul style="list-style-type: none"> • Increase the 'green social prescribing' agenda through promoting the start-up of initiatives which concurrently increase wellbeing via undertaking 'green' improvement activities, e.g., community beach cleans. 	GYBC PCNs Active Norfolk ECCH VCSEs NWICB	<ul style="list-style-type: none"> • Residents are engaged in programmes centred around improving the natural/outdoor environment in their local area, improving the environment. • Communities are supported to identify and lead on neighbourhood improvement projects, e.g., new and improved play/leisure spaces.
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Great Yarmouth Community Investment Plan - Year 1 Outcomes



Great Yarmouth
Community Investme

Great Yarmouth Community Investment Fund



The **Great Yarmouth Community Investment Fund** supports local voluntary, community and social enterprise organisations to reduce isolation and social exclusion, tackle health inequalities, improve youth education and reduce vulnerability in the Great Yarmouth community.

**7 projects
funded**

**£45k
awarded in total**

SUNBEAMS PLAY

£5,000 was awarded to provide community support through their Support Coordinator and help families to access services. Through an advice group and online support, food bags and their lending library, they have helped families to realise their rights within education, health and benefits.

“ I heard about Sunbeams and after putting it off time and time again I got in touch with them. I haven't looked back. Thank God I found them. I didn't expect help for me I just wanted K to make some friends because he was so lonely. K is a changed person. He has made friends. I am so happy for him. I don't feel guilty anymore. I look forward to chatting with Sue who has been there for me when I have really needed her. She has helped me claim benefits and has reassured me when my anxiety gets too bad. Sunbeams is a lifeline for my family and I don't know where I would be without them.

Throughout the course of the funding they have made over 4,650 contacts with the families they support through home visits, text messages, telephone calls, emails, letters and meetings: an average of 113 a week! As a result of

assistance from the Support Coordinator, one family's electric payment was reduced from £183 per month to £73 by collating evidence and approaching suppliers to outline their errors in predicting costs.

They continue to support four families to fight for their children's Education Health Care Plans and educational settings through the SEN tribunal process and have continued to assist families to access benefits, grants and financial aid as well as ensuring household bills such as electric and heating are paid at the correct levels.



TIME NORFOLK

£5,000 was awarded to support women and their partners who have experienced pregnancy loss in Great Yarmouth. This included face-to-face and virtual counselling to women and men experiencing pregnancy loss due to miscarriage, stillbirth, or termination, to help them deal with feelings that placed them at high risk of developing a serious mental illness; individual support for women suffering from pregnancy related depression and

support to make pregnancy choices, for women facing an unplanned pregnancy to have a safe environment to make informed decisions and impartial and confidential support. These sessions were delivered in conjunction with opportunities for women to get together at groups to share their experiences and offer peer support.

“ Our daughter left us quite suddenly, 10 days after her 20-week scan, the third baby lost in a row. How we grieve and step into the future is different for all of us. There is nothing anyone can say or do. A key moment in my life brought me to the amazing organisation that is Time Norfolk. I worked through the delayed grief process and came out the other side.

Over 73 people benefitted from 291 hours of counselling in Great Yarmouth. Of the women and their partners accessing support through the project, Time Norfolk observed improved mental health and wellbeing, new coping strategies for times of emotional distress, improved relationships with their partners, wider family members and personal networks, reduced dependency on medication for some women, reduced levels of self-medication such as alcohol, prescribed (and illegal) drugs, an increased resilience and ability to seek timely support, if and when needed, and increased hope for the future.

NORFOLK CITIZENS ADVICE

£10,000 was awarded to provide their accredited advice service to vulnerable people in Great Yarmouth. Support has been given by the staff team along with three volunteers through face-to-face appointments and on the telephone, webchat and through email. Since the start of the project, 717 people have been supported with over 2,200 issues.

“ You were very professional and made me feel relaxed in what was a stressful and tense situation I found myself in. The form you have filled in and sent for me is accurate and good to the point and I praise you for doing it as I wouldn't have been able to put the information that clearly.



They have witnessed a very significant issue with debt locally, with over 700 of the 2,200 issues concerning debt, far

higher than the average for across Norfolk. To date they have supported local people to gain nearly £60,000 in income, with over £30,000 of debt written off making a real and significant impact to local peoples' lives and their wellbeing.

The top issues Norfolk Citizens Advice have supported with are: debt, benefits and universal credit, tax credits, utilities and housing. Over half of these clients are either disabled or have a long-term health condition. Many have multiple issues and English is not their first language, adding complexity when they are trying to provide advice.

ACCESS COMMUNITY TRUST

£5,000 was awarded to deliver outdoor education at North Denes Primary School in Great Yarmouth with a particular emphasis on students with special educational needs and those from disadvantaged backgrounds. The grant has enabled them to create a sensory garden with the students, planting wild plants, live willow, making raised beds and mending fences as well as delivering activities in a wooded area, teaching the students forest skills.

“ We currently have a young student who lives with severe autism and is often very disruptive in class. We have been doing one-to-one lunch-time sessions in the forest area and he is now beginning to integrate with small groups, we hope that he will continue his progress over time.

Children have started to develop confidence and self-esteem and will be more able to take on challenges as they grow. Depending on the needs of the students, they have delivered full, half day and one-to-one sessions and are able to respond to the needs in the class on any given day. They look forward to evaluating impact of their project as it becomes more embedded, and the children's individual development and responses can be measured over time.

MANCROFT ADVICE PROJECT

£5,000 was awarded to provide one-to-one advice, support and advocacy, to young people aged 11 to 25 in Great Yarmouth. MAP provides tailored advice and support, addressing young people's specific needs and has mostly had to do this through the telephone and appointments due to Covid-19 restrictions. They have recently reopened their drop-in service which means that young people can turn up at any time during opening hours and talk to someone.

They have advised young people on a wide range of issues and helped them decide how to move forward with the issues they were facing. The most common pieces of work their advisers

have been doing were around housing, mental health and benefits.



Their work with mental health involved providing a holistic service to young people which they can access via drop-in. They then worked with young people to resolve practical problems which are affecting their mental health and could also refer them into their counselling service for more intensive support. The young people that MAP have supported often had multiple sessions and there is no limit on the number of times they can access support or the number of issues MAP will help with.

Find out more or get in touch

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