

LET'S PROTECT WEST NORFOLK TOGETHER

People across west Norfolk are being urged to do their bit to protect each other, and help our area emerge in a good position from lockdown.

With Covid-19 cases rising in our district, local people are being asked to each play their part by following the rules – helping their neighbours, families, friends, communities, and themselves to stay safe.

Help is available

If you are self-isolating or are unable to get out and access food, please telephone **0344 800 8020** to find out about the different types of help available and how to access it.

Extremely vulnerable people are advised to avoid shops and are eligible for priority slots for supermarket home deliveries. To get a priority slot, register for the National Shielding Support Service, please call **0344 8008020 option 1, then option 4.**

Vulnerable people can arrange help with collecting medication by contacting Lily on **01553 616200.**

If you're working, are on a low-income, are required to self-isolate, and claiming certain benefits, you could be eligible for a £500 Test and Trace Support Payment. This can be applied for at [west-norfolk.gov.uk/coronavirus](https://www.west-norfolk.gov.uk/coronavirus) or telephoning **01553 616200.**

The borough council are also extending support offered through Lily to vulnerable residents of west Norfolk. Anyone can refer to Lily and individuals can self-refer. Lily works closely with partner charities in west Norfolk to provide the most appropriate support to individuals. Lily also works with Voluntary Norfolk to co-ordinate any volunteer provisions for residents. More information can be found at www.asklily.org.uk

If you're in debt crisis and facing extreme hardship advice is still available during lockdown from the Money Advice Hub. For free, confidential debt advice telephone **01553 886828** or visit moneyadvicehub.org.uk

West Norfolk, let's stop the spread of coronavirus together:

- Stay at home as much as you can;
- Don't meet people indoors;
- Only meet one person outside,
- Only make essential journeys;
- Remember: hands, face, space;
- Self-isolate if you have Covid-19 symptoms or have received a positive test result, or live with someone who has coronavirus.

SUPPORTING YOU OVER THE WINTER MONTHS

We know it's been a very difficult year for many people, particularly those directly affected by coronavirus, so Freebridge are planning some activities over and above what we would normally be doing to provide additional support to our tenants, and the wider community in West Norfolk, over the winter months.

Some of the activities planned include:

- making regular welfare telephone calls to tenants over the age of 60, including daily calls, and some home visits, to our more vulnerable tenants,
- providing additional financial and welfare support,
- providing additional advice and guidance to people who have become unemployed as a result of the knock-on effects of coronavirus - we have taken on a number of additional employees to help do this,
- helping out with urgent temporary accommodation requests from partner organisations,
- identifying suitable empty properties for use as isolation units,
- providing support to partner organisations in respect of the supply of food parcels for those in need, and
- a programme of activities for young people to keep them active and entertained.

In addition to this we have lots of advice and guidance available on our website and social media pages on subjects such as:

- Redundancy • Finding a new job • Re-training •
- Benefits entitlement • Applying for Universal Credit •

If you are struggling and need additional support at any point this winter, whether you're a Freebridge tenant or not, please get in touch with us:

telephone: 03332 404 444

email: enquiries@freebridge.org.uk **website:** www.freebridge.org.uk

facebook: facebook.com/freebridge **twitter:** twitter.com/freebridge